

S O U T H E R N
R E S P O N S E

Urupare ki te Tonga



Progress to the end of January 2015

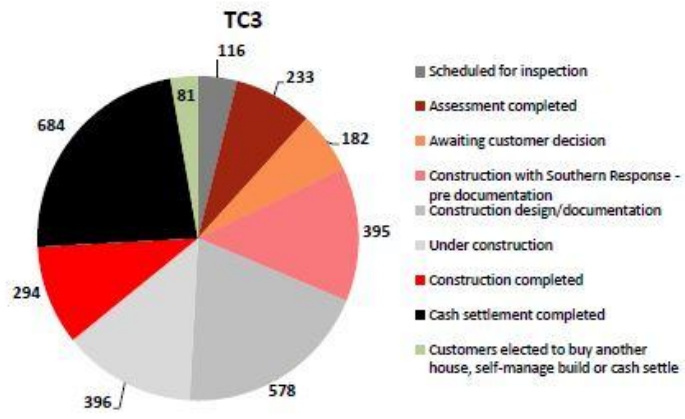
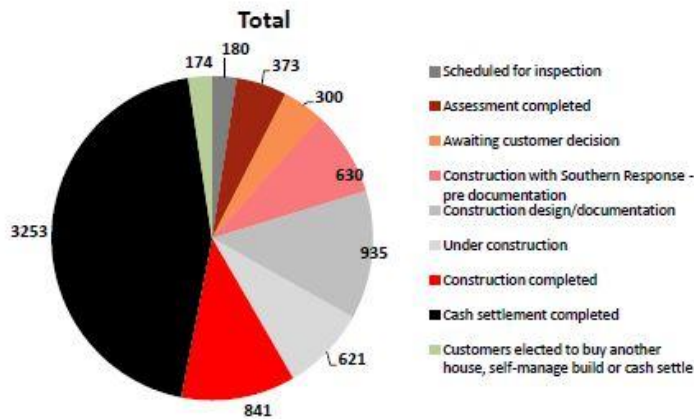
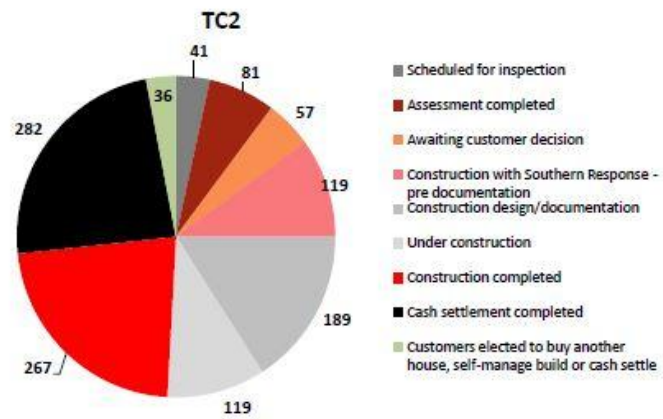
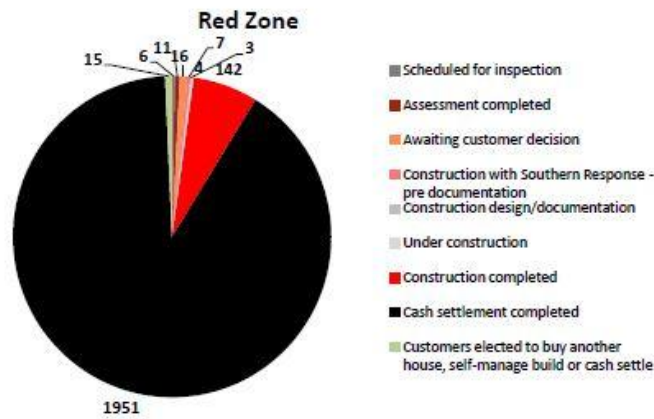
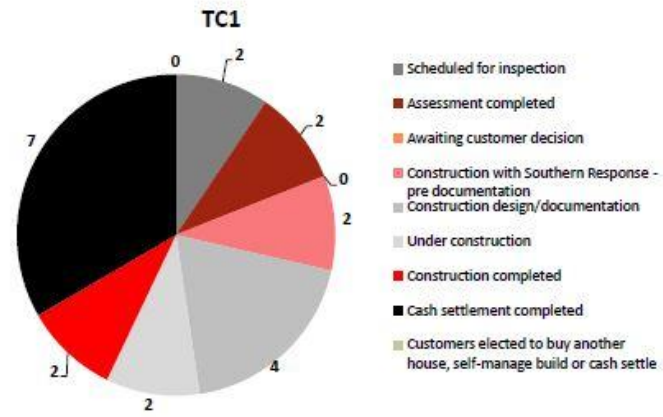
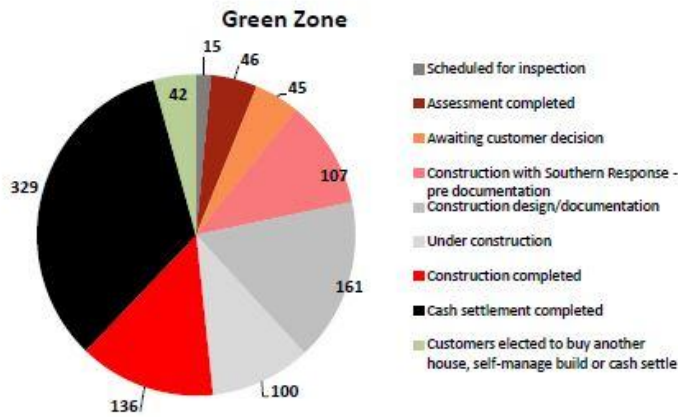
Over cap claims: Detailed analysis

Status Breakdown	Settlements Complete	In Progress		
Totals (at 31st January 2015)	4,094	2,360		
	Purchasing another house	1,646	Cash settlements in progress In design <i>Site considerations being reviewed, geotechnical, engineers, planning, design underway</i>	174
	Cash settlement	1169		1564
	Customer managed rebuild	438		
	Southern Response construction complete (rebuids and repairs)	841		
	<i>Subtotal rebuids & repairs</i>	1279	Under construction <i>Construction contract signed, consent issued</i>	621

Over cap claims: Detailed analysis

Analysis by zone

Southern Response progress to end of January 2015	Green Zone ¹		Red Zone		TC1		TC2		TC3		Total		Movement from Last Month	Commentary
	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed		
Notified to Southern Response	981	100%	2,155	100%	21	100%	1,191	100%	2,959	100%	7,307	100%	38	The zones and categories relate to the original house. For example, a customer with a red zone property that is being rebuilt on TC2 land will be represented in the figures for red zone.
% of overall claims	13%		29%		0%		16%		40%		100%			
Assessments & Costings	966	98%	2,149	100%	19	90%	1,150	97%	2,843	96%	7,127	98%	32	Southern Response's approach has been to deal with assessments generally before moving to builds and hence the vast majority of assessments have been completed. This shows the percentage of over cap claims that have a completed assessment and costing. The number can reduce when properties that have been inspected later go under the EQC cap.
Offers to customers	920	94%	2,138	99%	17	81%	1,069	90%	2,610	88%	6,754	92%	5	The gap between the Assessments & Costings being completed and Offers to customers can be due to the DRA (detailed rebuild/repair analysis) being withdrawn for review or may be due to the time taken to prepare the offer to the customer. This percentage of over cap claims that have had an offer presented is shown as a percentage of over cap claims. Claims going under cap and customers electing to self manage their build can result in negative movement from the previous month.
Customer decisions made:	875	89%	2,122	98%	17	81%	1,012	85%	2,428	82%	6,454	88%	- 1	The gap between the Offers to customers and the Customer decisions made is an area of concern and one that Southern Response is addressing. This shows the percentage of over cap claims where the customer has made a decision.
1. Buy another house	161	16%	1,168	54%	1	5%	79	7%	313	11%	1,722	24%	2	Customers have elected to buy another house and supplied a sale and purchase agreement. The percentage of claims in this category is shown as a percentage of all over cap claims.
2. Cash settlement	172	18%	555	26%	6	29%	186	16%	337	11%	1,256	17%	11	Customers have elected to cash settle as policy option IV - Market Value. The percentage of claims in this category is shown as a percentage of all over cap claims.
3. Customer managed rebuild	38	4%	243	11%	-	0%	53	4%	115	4%	449	6%	- 1	Customers have elected to build another house without the involvement of Southern Response and have supplied a building contract. The percentage of claims in this category is shown as a percentage of all over cap claims.
4. Building with Southern Response	504	51%	156	7%	10	48%	694	58%	1,663	56%	3,027	41%	- 13	Customers who have elected to build with Southern Response. The percentage of claims in this category is shown as a percentage of all over cap claims. This number can go down if customers decide to cash settle during the design process.
														Movement from Last Month of customers who were in or completed this stage
Design/documentation - Rebuilds	48	10%	2	1%	2	20%	57	8%	287	17%	396	13%	6	Customers who have elected to rebuild with Southern Response and are currently in the documentation process. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims. The number of properties in documentation can reduce when some customers who had chosen to rebuild with Southern response later decide to cash settle or when more properties complete design/documentation than enter this stage.
Design/documentation - Repairs	113	22%	1	1%	2	20%	132	19%	291	17%	539	18%	4	Customers who have elected to repair with Southern Response and are currently in the documentation process. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims.
Under construction - Rebuilds	48	10%	4	3%	-	0%	78	11%	320	19%	450	15%	36	Rebuild properties now under construction. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims.
Under construction - Repairs	52	10%	-	0%	2	20%	41	6%	76	5%	171	6%	4	Repair properties now under construction. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims.
														Movement from last month
Construction completed - Rebuilds	38	8%	142	91%	-	0%	130	19%	178	11%	488	16%	10	Rebuild construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Construction completed - Repairs	98	19%	-	0%	2	20%	137	20%	116	7%	353	12%	12	Repair construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Total construction completed	136	27%	142	91%	2	20%	267	38%	294	18%	841	28%	22	Rebuild and repair construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Fully settled claims	465	47%	2,093	97%	9	43%	549	46%	978	33%	4,094	56%	44	Fully settled claims are the sum of Cash settlements paid out and Southern Response-managed builds where construction is complete. The percentage of claims at this Fully settled claims stage is shown as a percentage of all over cap claims.



Out of scope claims

Out of Scope properties as at 31st January 2015	
Properties assessed	20,835
properties to still be assessed	795
Total out of scope properties	21,630
Properties completed that didn't involve SR construction	11,345
Properties completed that did involve SR construction	6,858
Fully settled properties	18,203
In progress	2,632
Properties to still be assessed	795
Total out of scope properties	21,630

Some of these out of scope properties have multiple claims and/or multiple workstreams such as fences, driveways and swimming pools. In some cases, a partial cash payment may have been completed, or construction carried out, but until all workstreams and claims associated with the property are fully settled, the properties are recorded as being in progress.

