

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

Urupare ki te Tonga



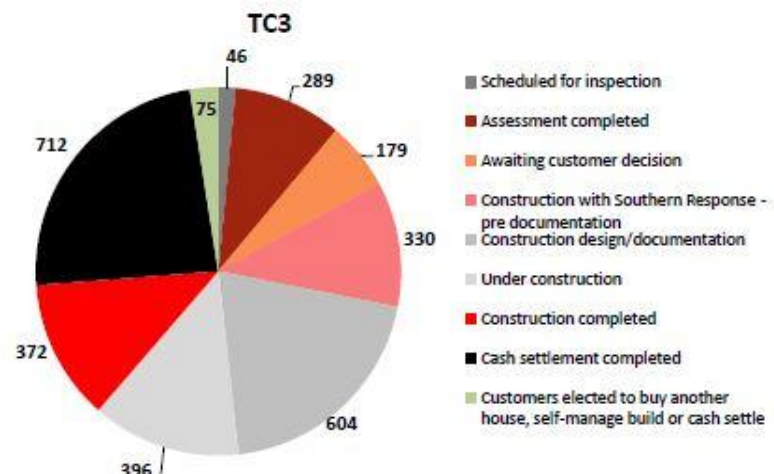
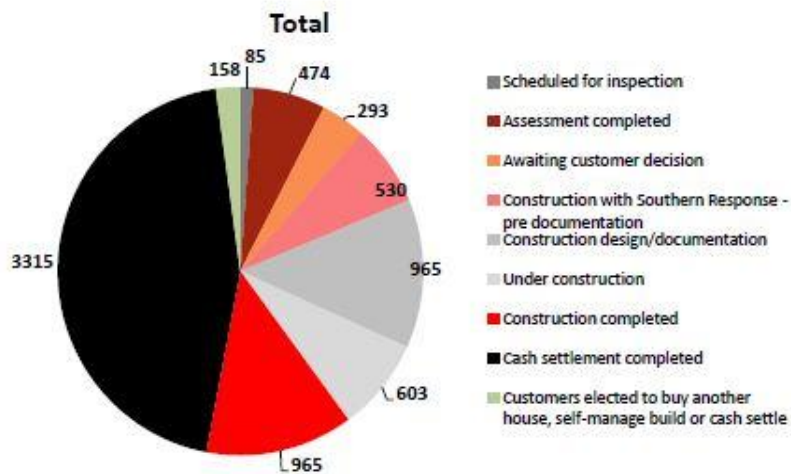
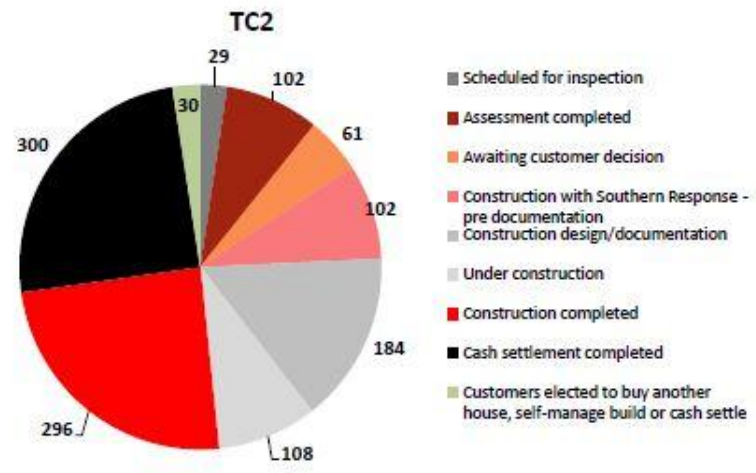
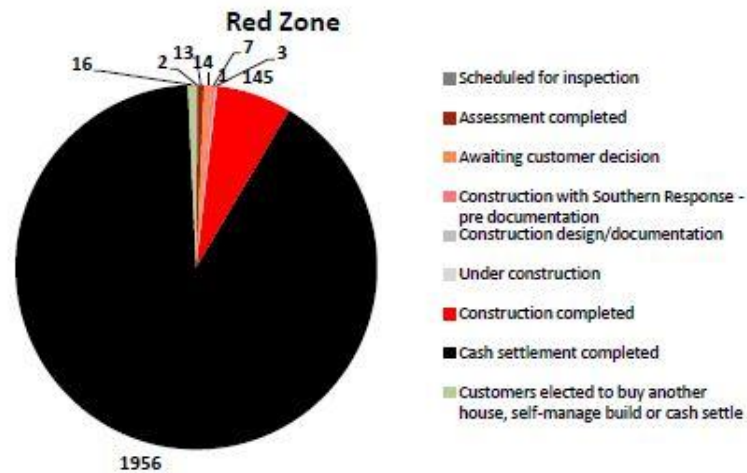
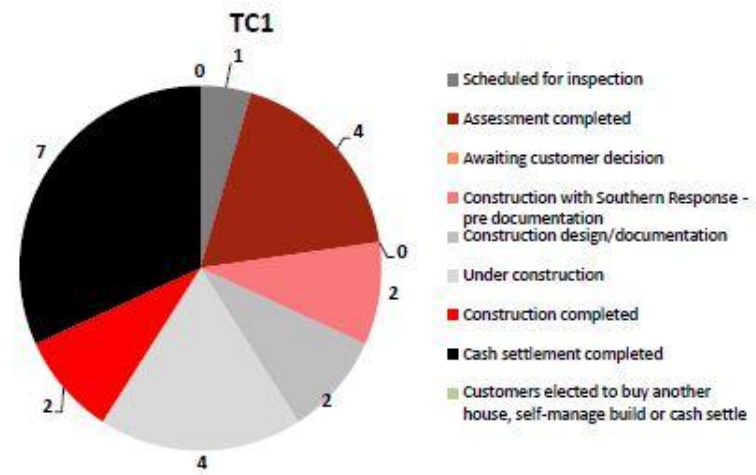
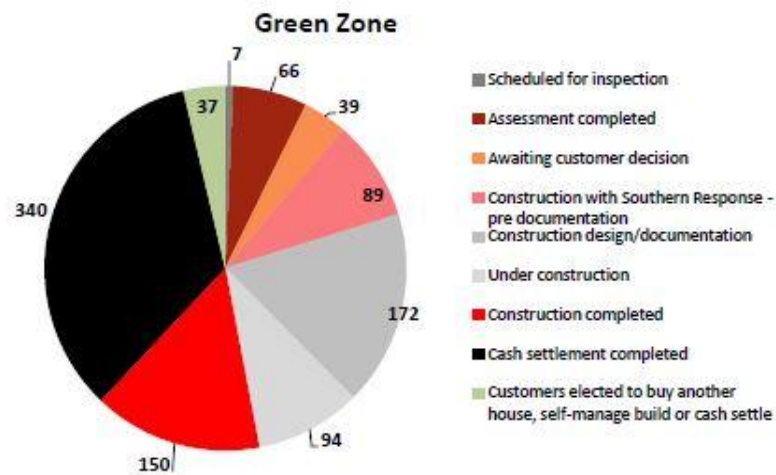
Progress to the end of March 2015

Over cap claims: Detailed analysis

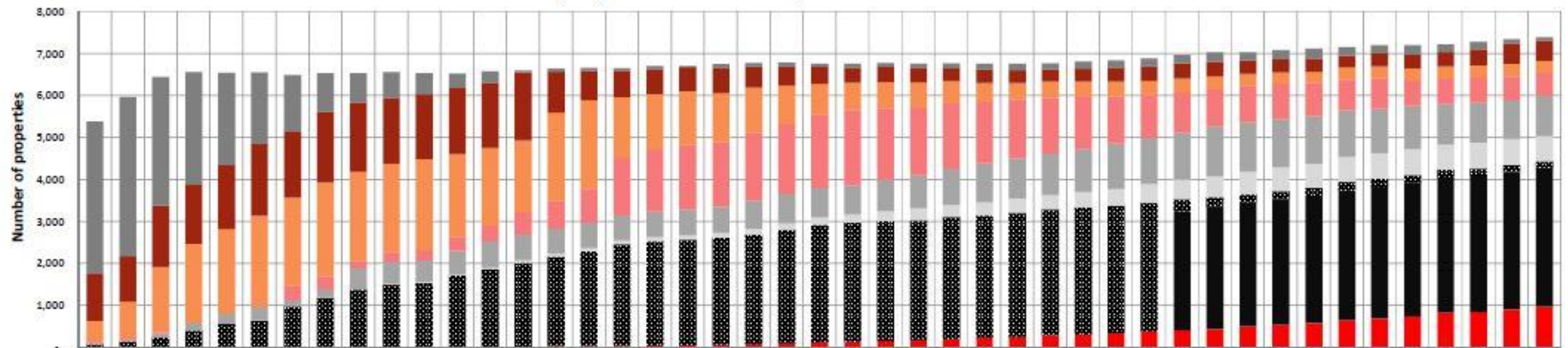
Status Breakdown	Settlements Complete		In Progress	
Totals <i>(at 31st March 2015)</i>	4,280		2,256	
	Purchasing another house	1,672	Cash settlements in progress In design	158
	Cash settlement	1,205	<i>Site considerations being reviewed, geotechnical, engineers, planning, design underway</i>	1,495
	Customer managed rebuild	438		
	Southern Response construction complete (rebuilt and repairs)	965	Under construction <i>Construction contract signed, consent issued</i>	603
	<i>Subtotal rebuilds & repairs</i>	1,403		

Analysis by zone

Southern Response progress to end of March 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	994	100%	2,157	100%	22	100%	1,212	100%	3,003	100%	7,388	100%	40	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. The number of claims Notified to Southern Response can increase or decrease as claims are determined as being over or under the EQC cap. More claims going under cap during the month than new claims notified results in a negative number of claims.
% of overall claims	13%		29%		0%		16%		41%		100%			
Assessments & Costings	987	99%	2,155	100%	21	95%	1,183	98%	2,957	98%	7,303	99%	60	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	921	93%	2,142	99%	17	77%	1,081	89%	2,668	89%	6,829	92%	70	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:	882	89%	2,128	99%	17	77%	1,020	84%	2,489	83%	6,536	88%	84	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%	1,170	54%	1	5%	81	7%	326	11%	1,739	24%	13	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	179	18%	559	26%	6	27%	192	16%	347	12%	1,283	17%	17	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	37	4%	243	11%	-	0%	57	5%	114	4%	451	6%	-	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	505	51%	156	7%	10	45%	690	57%	1,702	57%	3,063	41%	54	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	55	11%	2	1%	-	0%	60	9%	317	19%	434	14%	73	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	117	23%	1	1%	2	20%	124	18%	287	17%	531	17%	14	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	44	9%	1	1%	2	20%	70	10%	329	19%	446	15%	35	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	50	10%	-	0%	2	20%	38	6%	67	4%	157	5%	14	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	43	9%	145	93%	-	0%	144	21%	234	14%	566	18%	42	Rebuild construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Construction completed - Repairs	107	21%	-	0%	2	20%	152	22%	138	8%	399	13%	22	Repair construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Total construction completed	150	30%	145	93%	2	20%	296	43%	372	22%	965	32%	64	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	490	49%	2,101	97%	9	41%	596	49%	1,084	36%	4,280	58%	100	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.



Status of properties over the past 45 months



	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Scheduled for inspection	3,635	3,787	3,063	2,683	2,195	1,708	1,363	922	694	608	500	345	269	42	78	74	49	78	21	81	77	79	81	93	89	88	109	137	148	144	166	172	186	191	227	184	218	232	209	189	215	174	180	105	85
Assessment completed	1,113	1,080	1,462	1,404	1,522	1,711	1,563	1,694	1,641	1,572	1,537	1,579	1,566	1,629	967	885	833	586	566	607	508	473	399	360	359	347	316	323	312	292	315	333	351	360	337	326	316	316	286	311	329	346	373	484	474
Awaiting customer decision	511	868	1,550	1,882	2,033	2,181	2,094	2,234	2,143	2,105	2,169	1,976	1,845	1,710	2,101	2,125	1,459	1,310	1,294	1,156	1,085	916	735	658	630	618	531	440	397	394	368	363	328	339	307	294	274	258	298	295	293	294	300	307	293
Construction with Southern Response - pre documentation	13	53	39	-	-	-	345	305	165	235	261	315	363	534	667	801	1,362	1,497	1,537	1,548	1,602	1,672	1,739	1,792	1,705	1,600	1,545	1,473	1,392	1,310	1,242	1,121	1,031	945	888	866	834	792	731	715	597	598	601	562	530
Construction design/documentation	32	26	81	178	248	312	140	200	499	505	503	563	630	595	596	600	597	605	607	622	672	693	712	683	734	783	861	921	952	988	1,015	1,072	1,091	1,127	1,182	1,167	1,147	1,136	1,102	1,062	1,031	965	935	928	965
Under construction	1	2	3	3	6	6	5	6	10	26	28	27	39	62	66	82	90	98	104	123	143	149	178	202	244	285	294	316	348	348	373	399	459	471	505	540	572	583	599	609	618	603	621	618	603
Customers elected to buy another house, self-manage build or cash settle	78	146	244	407	557	638	982	1,185	1,379	1,506	1,525	1,712	1,854	2,006	2,135	2,252	2,419	2,484	2,518	2,548	2,606	2,700	2,792	2,833	2,853	2,864	2,906	2,919	2,960	2,998	3,018	3,034	3,066	287	255	192	194	177	210	193	192	184	174	164	158
Cash settlement completed	-	-	1	1	1	1	2	2	2	3	6	10	13	19	33	38	42	50	54	62	83	104	127	139	159	170	203	230	249	291	316	347	376	412	437	493	533	582	648	691	739	819	841	901	965
Construction completed	-	-	1	1	1	1	2	2	2	3	6	10	13	19	33	38	42	50	54	62	83	104	127	139	159	170	203	230	249	291	316	347	376	412	437	493	533	582	648	691	739	819	841	901	965

Out of scope claims

Out of Scope properties as at 31st March 2015	
Properties assessed	20,972
properties to still be assessed	618
Total out of scope properties	21,590
Properties completed that didn't involve SR construction	11,604
Properties completed that did involve SR construction	7,047
Fully settled properties	18,651
In progress	2,321
Properties to still be assessed	618
Total out of scope properties	21,590

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.

