



Urupare ki te Tonga



Progress to the end of May 2015

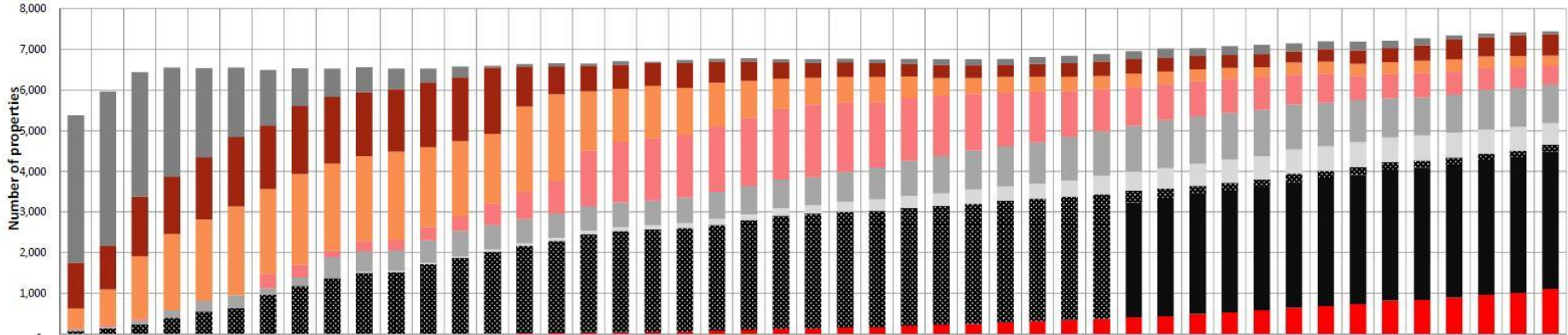
Over cap claims: Detailed analysis

Status Breakdown	Settlements Complete		In Progress	
Totals (at 31st May 2015)	4,495		2,117	
	Purchasing another house	1,697	Cash settlements in progress	166
			In design	
	Cash settlement	1,248	<i>Site considerations being reviewed, geotechnical, engineers, planning, design underway</i>	1,416
	Customer managed rebuild	438		
	Southern Response construction complete (rebuilt and repairs)	1,112	Under construction	
			<i>Construction contract signed, consent issued</i>	535
	<i>Subtotal rebuilds & repairs</i>	1,550		

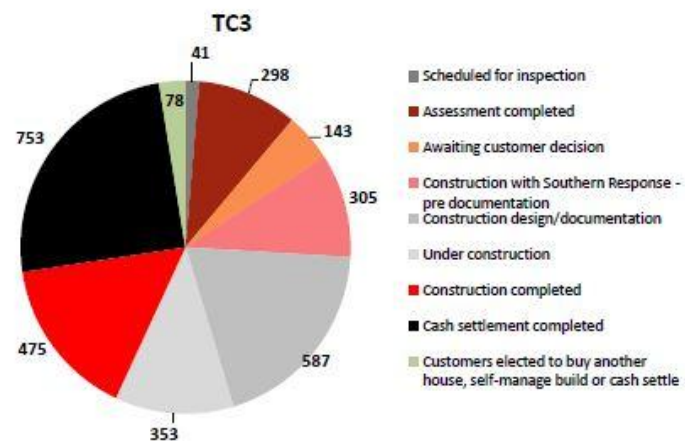
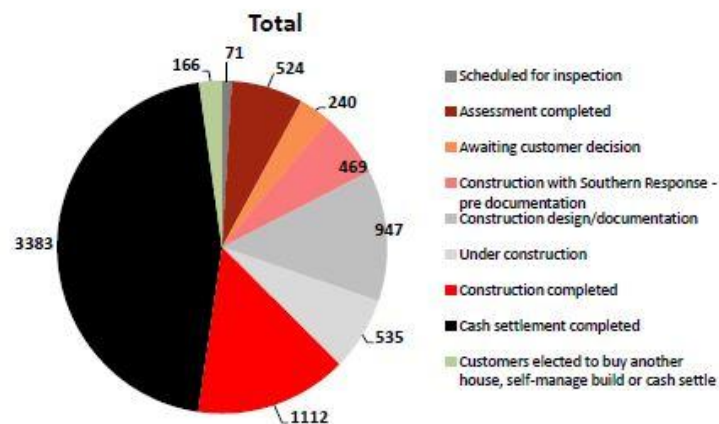
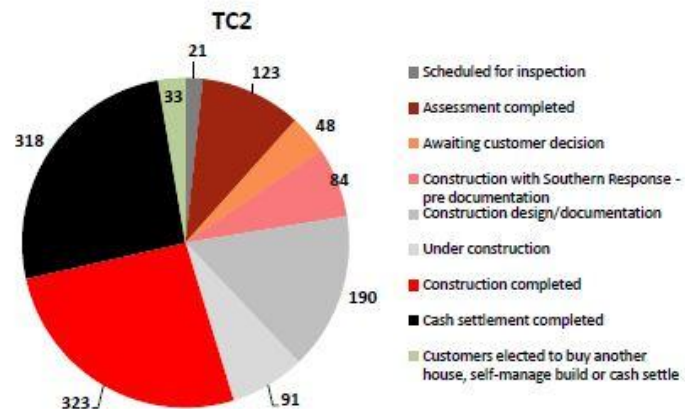
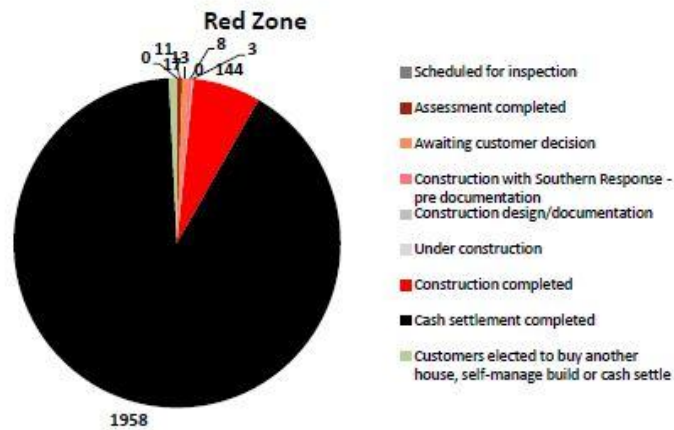
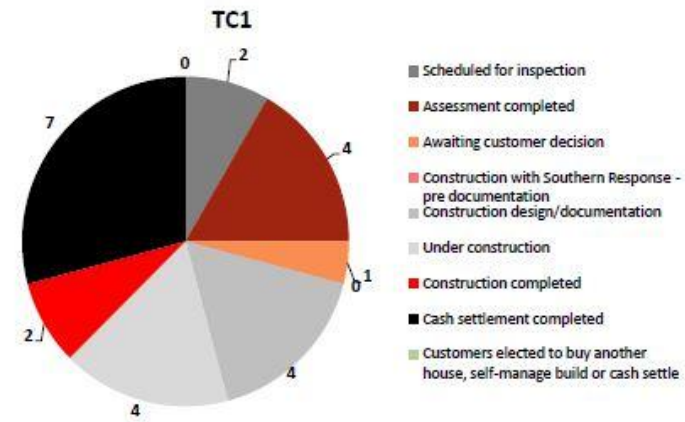
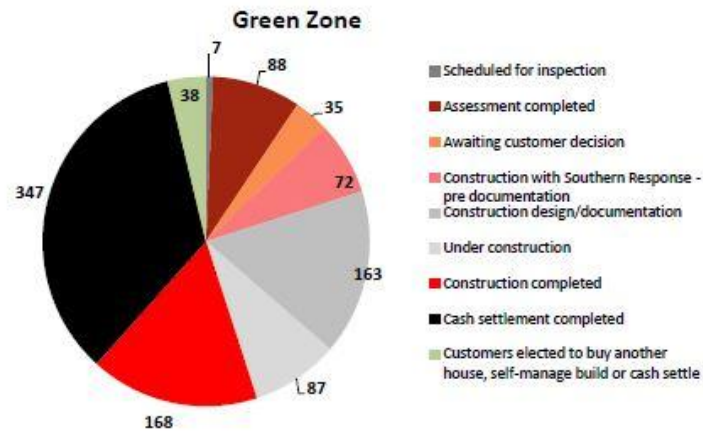
Analysis by zone

Southern Response progress to end of May 2015	Green Zone ³		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	1,005	100%	2,154	100%	24	100%	1,231	100%	3,033	100%	7,447	100%	27	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%		17%		41%		100%			
Assessments & Costings	998	99%	2,154	100%	22	92%	1,210	98%	2,992	99%	7,376	99%	26	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	910	91%	2,143	99%	18	75%	1,087	88%	2,694	89%	6,852	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	87%	2,130	99%	17	71%	1,039	84%	2,551	84%	6,612	89%	48	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	165	16%	1,171	54%	1	4%	82	7%	330	11%	1,749	23%	7	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	184	18%	561	26%	6	25%	206	17%	374	12%	1,331	18%	22	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	36	4%	243	11%	-	0%	63	5%	127	4%	469	6%	20	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	490	49%	155	7%	10	42%	688	56%	1,720	57%	3,063	41%	- 1	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	57	12%	2	1%	-	0%	58	8%	304	18%	421	14%	21	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 then enter this stage.
Design/documentation - Repairs	106	22%	1	1%	4	40%	130	19%	280	16%	521	17%	8	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	45	9%	-	0%	2	20%	60	9%	286	17%	393	13%	26	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	42	9%	-	0%	2	20%	31	5%	67	4%	142	5%	15	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	47	10%	144	93%	-	0%	157	23%	320	19%	668	22%	66	Rebuild construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Construction completed - Repairs	121	25%	-	0%	2	20%	166	24%	155	9%	444	14%	35	Repair construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Total construction completed	168	34%	144	93%	2	20%	323	47%	475	28%	1,112	36%	101	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	515	51%	2,102	98%	9	38%	641	52%	1,228	40%	4,495	60%	136	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 47 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	Apr-15	May-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	70	71
Assessment completed	1,113	1,080	1,462	1,404	1,522	1,711	1,563	1,684	1,641	1,572	1,537	1,579	1,566	1,629	967	685	633	586	566	607	508	473	399	360	359	347	316	323	312	292	315	333	351	360	337	326	316	316	266	311	329	346	373	484	474	503	524
Awaiting customer decision	511	868	1,550	1,882	2,013	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	283	240
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	504	469
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	954	947
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	595	535
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	235	192	194	177	210	193	192	184	174	164	158	152	166
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	1,011	1,112
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	1,011	1,112



Out of scope claims

Out of Scope properties as at 31st May 2015	
Properties assessed	21,039
properties to still be assessed	580
Total out of scope properties	21,619
Properties completed that didn't involve SR construction	11,923
Properties completed that did involve SR construction	7,135
Fully settled properties	19,058
In progress	1,981
Properties to still be assessed	580
Total out of scope properties	21,619

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.

