

SOUTHERN RESPONSE

Urupare ki te Tonga



Progress to the end of September 2012

Over cap claims: Detailed analysis

Southern Response progress to end of September 2012	Green Zone ¹		White Zone		Red Zone		TC1		TC2		TC3		Total		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	Number of Properties	% completed	
Notified to Southern Response	958	100%	7	100%	2,132	100%	19	100%	1,093	100%	2,434	100%	6,643	100%	
% of overall claims	14%		0%		32%		0%		16%		37%		100%		
Assessments & Costings	947	99%	7	100%	2,124	100%	19	100%	1,068	98%	2,400	99%	6,565	99%	It has been Southern Response's approach to deal with assessments generally prior to moving to builds and hence the vast majority of assessments have been completed.
Offers to customers	756	79%	6	86%	2,031	95%	15	79%	811	74%	1,979	81%	5,598	84%	The gap between the Assessment and Costing being completed and the offer to customers is generally due to claims being in the joint review or apportionment process with EQC.
Customer decisions made	410	43%	3	43%	1,775	83%	4	21%	418	38%	887	36%	3,497	53%	The gap between the offer to customers and the customer decision being made is an area of concern and one that Southern Response is addressing. A customer survey is currently identifying possible reasons for this delay.
Buy another house	97	10%	-	0%	1,030	48%	-	0%	51	5%	181	7%	1,359	20%	Customers have elected to buy another house and supplied a Sale and Purchase Agreement.
Cash settlement	37	4%	1	14%	412	19%	3	16%	48	4%	67	3%	568	9%	Customers have elected to cash settle as policy option IV - Market Value.
Customer managed rebuild	9	1%	-	0%	174	8%	-	0%	9	1%	16	1%	208	3%	Customers have elected to build another house and supplied a Building Contract.
Building with Southern Response	267	28%	2	29%	159	7%	1	5%	310	28%	623	26%	1,362	21%	Customers who have decided to build with Southern Response.
Design/documentation	196	20%	3	43%	130	6%	1	5%	174	16%	191	8%	695	10%	These are customers who have decided to build with Southern Response and are currently in the documentation process.
Under construction	29	3%	-	0%	48	2%	1	5%	14	1%	7	0%	99	1%	These numbers will quickly increase, given the volume of properties in design/ documentation.
Construction Completed	7	1%	-	0%	19	1%	-	0%	5	0%	2	0%	33	0%	