

**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 September 2014**

Over cap claims: Summary

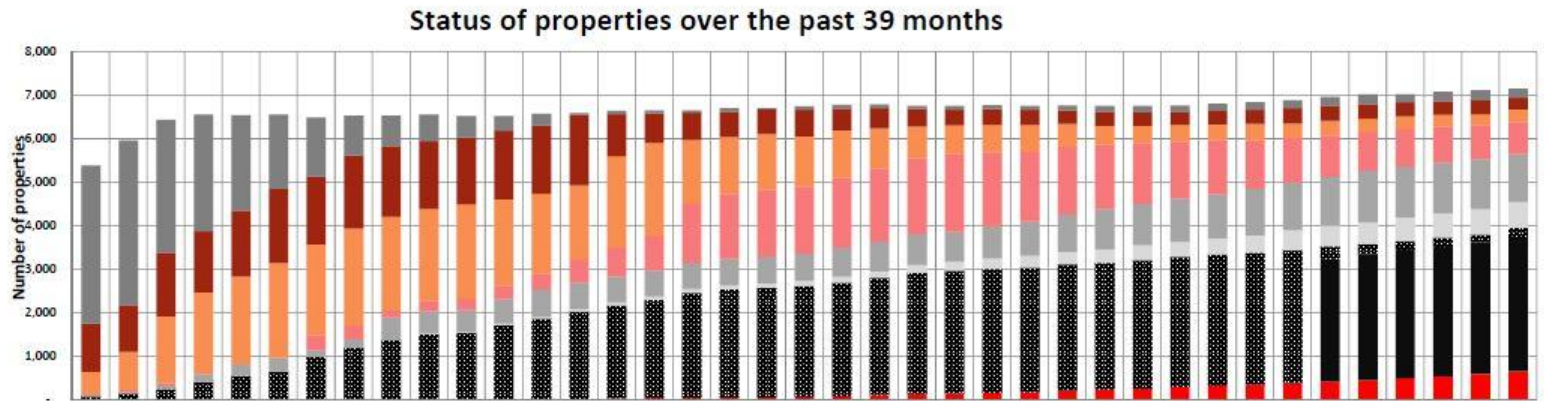
Status Breakdown	Settlements Complete		In Progress		Forecast Construction Starts	
					For 2014	
Totals	3,738		2,642		1,090	
(at 30th September 2014)						
	Purchasing another house	1,595	Cash settlements in progress	212	SR managed repairs	630
			In design		SR managed rebuilds	460
	Cash settlement	1058	Site considerations being reviewed, geotechnical, engineers, planning, design underway	1831		
	Customer managed rebuild	437				
	Southern Response construction complete (rebuilds and repairs)	648				
			Under construction			
			Construction contract signed, consent issued	599		
	Subtotal rebuilds & repairs	1085				

## Over cap claims: Detailed analysis

### Analysis by zone

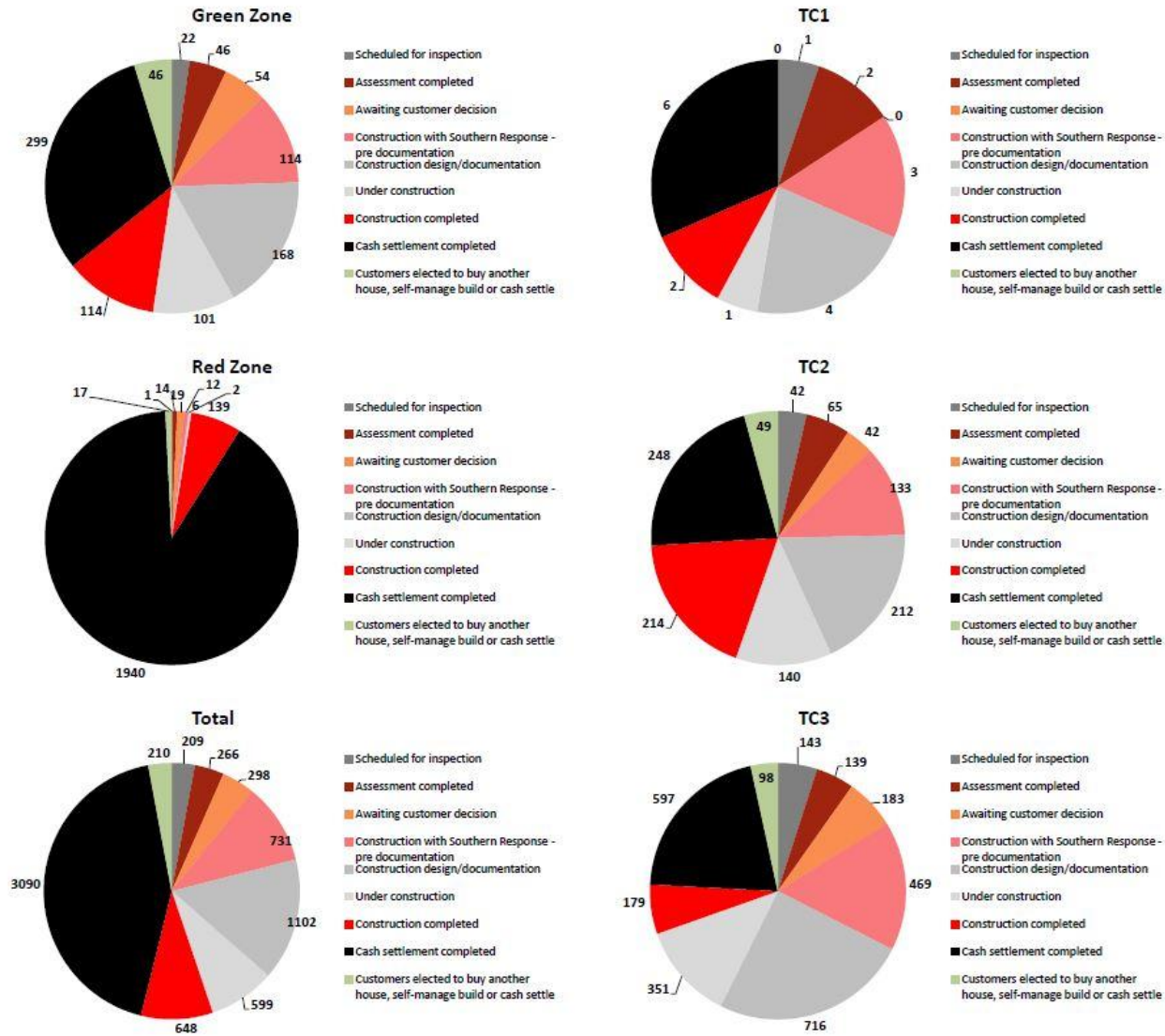
Southern Response progress to end of September 2014	Green Zone <sup>1</sup>		Red Zone		TC1		TC2		TC3		Total		Movement from Last Month	Commentary
	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed		
Notified to Southern Response	964	100%	2,150	100%	19	100%	1,145	100%	2,875	100%	7,153	100%	35	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%		30%		0%		16%		40%		100%			
Assessments & Costings	942	98%	2,149	100%	18	95%	1,103	96%	2,732	95%	6,944	97%	58	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	896	93%	2,135	99%	16	84%	1,038	91%	2,593	90%	6,678	93%	108	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:	842	87%	2,116	98%	16	84%	996	87%	2,410	84%	6,380	89%	68	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	159	16%	1,166	54%	1	5%	78	7%	293	10%	1,697	24%	8	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	151	16%	550	26%	5	26%	167	15%	294	10%	1,167	16%	61	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	35	4%	241	11%	-	0%	52	5%	108	4%	436	6%	12	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	497	52%	159	7%	10	53%	699	61%	1,715	60%	3,080	43%	- 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	55	11%	2	1%	2	20%	73	10%	376	22%	508	16%	38	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	23%	-	0%	2	20%	139	20%	340	20%	594	19%	10	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	46	9%	6	4%	-	0%	79	11%	265	15%	396	13%	47	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	55	11%	-	0%	1	10%	61	9%	86	5%	203	7%	35	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	31	6%	139	87%	-	0%	105	15%	94	5%	369	12%	30	Rebuild construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Construction completed - Repairs	83	17%	-	0%	2	20%	109	16%	85	5%	279	9%	36	Repair construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Total construction completed	114	23%	139	87%	2	20%	214	31%	179	10%	648	21%	66	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	413	43%	2,079	97%	8	42%	462	40%	776	27%	3,738	52%	114	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.

## Over cap claims: Detailed analysis



	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
Scheduled for inspection	3,633	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
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	1,628	967	683	638	586	566	607	508	473	399	360	359	347	316	323	312	292	313	333	351	360	337	326	316	316	266
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	2,123	1,459	1,310	1,294	1,156	1,083	916	735	658	630	618	531	440	397	394	368	363	328	339	307	294	274	258	298
Construction with Southern Response - pre documentation	13	53	39	-	-	-	343	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	1,543	1,473	1,392	1,310	1,242	1,121	1,031	945	888	866	834	792	731
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	968	1,015	1,072	1,091	1,127	1,182	1,167	1,147	1,136	1,102
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	439	471	505	540	572	583	599
Customers elected to buy another house, self-manage build or cash settle	78	146	244	407	557	638	982	1,183	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
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
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

## Over cap claims: Detailed analysis

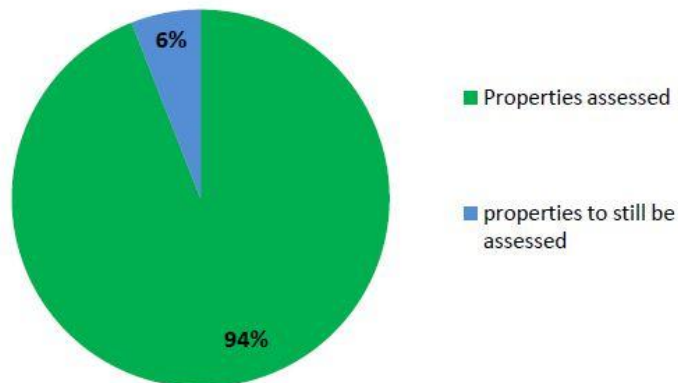


## Out Of Scope claims

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.

Out of Scope properties as at 30th September 2014	
Properties assessed	20,322
properties to still be assessed	1,288
Total out of scope properties	21,610
Properties completed that didn't involve SR construction	10,153
Properties completed that did involve SR construction	6,421
Fully settled properties	16,574
In progress	3,748
Properties to still be assessed	1,288
Total out of scope properties	21,610

**Out of Scope Assessment Progress  
as at 30th September 2014**



**Out of Scope Progress  
as at 30th September 2014**

