



Keeping in touch

AUGUST 2015



■ Supporting you to move forward

It is our commitment to work alongside you to get your claim settled.

To date, almost 4,700 of our over cap customers have settled their house claims with us. Of our remaining customers who have not yet finalised their settlements, most are in the process of choosing a settlement option, in design, or in construction right now. We're also seeing new claims arrive each month from EQC at a steady rate.

Wherever you are in the process, our team are here to work with you and support you on your chosen path to claim settlement. There are some key decisions you'll need to make along the way, so we want to ensure that you are prepared with all the necessary information to be able to make them.

This month, we look at the findings of the recent [Supreme Court ruling](#) for the Avonside case, and the effect of this on some of our customers. We also highlight some different [temporary accommodation options](#) and look at [flexible settlement options](#) that may suit your family. Our most recent [video](#) detailing a [foundation repair](#) is online now, and we have the latest updates from the [In The Know hub](#) at Eastgate Shopping Centre.

As always, if you have any questions, please don't hesitate to [contact](#) your Claims Specialist or any of our team members.

- Darrell Hansen, Operations Manager

■ Supreme Court Ruling: Southern Response v Avonside Holdings

Our main objective is to see Cantabrians in safe, quality homes as quickly as circumstances allow.

Given the doubt arising from the respective rulings between the High Court and the Court of Appeal in this case, we considered it important to have the law clarified by the Supreme Court, and are pleased that this has now taken place.

As a result of the decision, we have determined a policy going forward for each of the following groups of customers:

- All future cash settlements
- Cash settlements entered into after the Court of Appeal's decision on 1 October 2014
- Cash settlements entered into prior to the Court of Appeal's decision on 1 October 2014

For further information, click [here](#).

We will be working closely with affected customers to determine how this decision relates to their specific claim.

Please [contact](#) us for further details on 0800 501 525.

■ Mechanical lift foundation repair and partial replacement



We have recently added more videos to our online library, delving into different aspects of repairs.

Our latest addition is a timelapse video of a mechanical lift and foundation repair/partial replacement, accompanied by a technical explanation and an outline of how the process works. Shot over the course of several months as the repair process took place, this video

demonstrates the quality of the work being carried out and the suitability of the chosen methodology for that site.

You can view this video, and others, in our video library [here](#).

■ Temporary accommodation

If your home is to be repaired or rebuilt as part of our programme, you will need to move into temporary accommodation while the building work is taking place.



The following options are available to assist with your temporary accommodation needs:

1. We can pay 80% of your entitlement as an **up-front payment**, with no proof of accommodation arrangements needed*. This payment is based on reasonable market rates, your current living arrangements and estimated timeframes of the work to take place. This option is the most popular with homeowners, and provides you with the most flexibility
2. We can work with you to cover **regular accommodation payments** as agreed reasonable costs are incurred*
3. We can pay a **lump sum based on a signed tenancy agreement**, reasonable market rates and estimated timeframes of the work to take place*

*Conditions apply, so for more details, please [talk to your Claims Specialist](#) about your options.

To watch our video about Temporary Accommodation, click [here](#).

■ Your flexible settlement options



- If your home is a repair and you choose to take a **cash settlement** and manage your own repair, you can get the work done in your own time by your choice of builder and conduct any further work, such as renovations, at the same time. This option offers you complete flexibility
- If your home is a repair and you choose to stay in our programme and have an **Arrow-managed repair**, your Project Manager and Claims Specialist will work together, along with your builder, to co-ordinate the repairs on your home. This option offers you complete peace of mind
- If your home is **beyond economic repair**, please [contact your Claims Specialist](#) to discuss your options

To view our [repair map](#) in detail, click [here](#).

To find out more about all of the settlement options available to you, [contact us](#) or [click here](#) to read more.

■ In The Know Hub



As many of you will know, The In The Know Hub at Eastgate Shopping Centre is a place where Christchurch residents with outstanding residential earthquake claim issues can go to ask questions, gain a better understanding of processes, and receive sound advice and support from the credible agencies stationed there. The hub opened in April and was initially scheduled to remain open for two months, but due to popularity it is now expected to remain open until later this year. [Click here](#) for more information about the hub.

Seminars are held weekly at the Hub on a variety of popular topics, including the recent repair process seminar which was led and presented by Southern Response and Arrow representatives.

This seminar, 'Understanding processes during or after repairs', was put together for homeowners wanting to know more about resolving issues with repairs (both during and post repair). Key topics covered included:

- scope of works (e.g. what happens if more damage is discovered once repairs begin)
- expected standards (including industry standards and quality control)
- review processes (including the complaints process).

If you missed out on attending this seminar, or any others, you can watch them [here](#).

southernresponse.co.nz

[0800 501 525](tel:0800501525)

