



8 APRIL 2016

## Your home, your peace of mind

We are committed to ensuring that our building partners carry out high quality work on repairs and rebuilds that are being managed in our programme.

Last year we set up a dedicated 0800 number so you could raise any quality assurance questions or concerns with a specialist team devoted to assisting you.

With the information we've accumulated during your building or repair process, and the input of our expert technical staff, the team can address any questions on your home's construction work so you can enjoy your home with total confidence.

We can provide copies of technical reports (if you haven't already received them), along with ROVER underfloor video footage, where applicable, and even arrange further investigation if necessary.

This is open all customers with managed repairs or rebuilds in our programme, whether the work is in progress or recently completed.

If you have any quality assurance queries, please give us a call on **0800 500 001**.

You are also welcome to **contact your Claims Specialist or Project Manager** if you'd prefer to speak with somebody you know.

Further information can be found on our website by clicking **here**.

Kind regards,



**Darrell Hansen**  
*General Manager, Operations*

## A quality outcome



This three part series follows a house lift, foundation replacement and internal refurbishment, clearly showing the repair method and quality workmanship from the contractors.

Have a look at the third and final instalment to see the finish on the home as the Project Manager conducts his final inspection.

To see these videos and others, **click here** to visit our online video library.



southernresponse.co.nz

0800 501 525

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