



Keeping in touch

OCTOBER 2015



■ In this issue

This month we're looking at practical ways you can get better peace of mind with your repair or rebuild with a new dedicated 0800 number for quality assurance.

We have an update on the coastal erosion zoning, and what this means for those living in coastal areas.

If you're considering joining the proposed class action, there's a reminder below about our offer of two hours free independent legal advice*.

Finally, there are two new heritage videos in our video library, outlining the role of heritage in our programme, what the process is like for everybody involved, and what heritage means for homeowners.

If you have any questions about your claim or need more information to help you with an upcoming decision to keep your claim moving forward, please don't hesitate to **contact your**

Claims Specialist or any of our team members to talk this through.

- *Darrell Hansen, Operations Manager*

■ **Quality assurance help line - 0800 500 001**

Last month we set up a dedicated 0800 number to answer any remaining questions you may have regarding the quality of your completed repair.



We're now expanding this initiative into a quality assurance helpline with a specialist team devoted to assisting you with any quality assurance needs, questions or concerns so you can enjoy your home with total confidence. This is open to all customers, repair or rebuild, in progress or already completed.

With the information we have accumulated for your home during our programme, along with the assistance of our expert technical staff, we can find answers to your questions and even arrange a further site visit for you if necessary.

Our team can also provide copies of technical reports and **ROVER** underfloor video footage, where applicable.

Don't sit and worry unnecessarily – call us today on 0800 500 001.

■ **Coastal erosion update**



Last week, the decision was made not to fast-track coastal planning issues relating to potential sea level rises over 100 years as part of Canterbury's earthquake recovery. As the issue is complex, it has been decided that is better dealt with through the Christchurch City Council's normal plan review process, as the immediate priority will be on Christchurch's earthquake recovery.

As building consents are separate to the city plan review, we are currently engaging with the Christchurch City Council regarding the implications for homeowners and how they will be handling this.

We will post information about further developments in the news section on our website as it becomes available.

For further information at this stage, please [click here](#).

■ Reminder - Two hours free independent legal advice*

You may remember our recent offer of **two hours free independent legal advice*** for customers considering joining the proposed class action. This is a reminder that the offer still stands.

If you're considering joining the proposed class action and you are presented with contractual documents from the fronting lawyers to sign, but you're not sure if you have the full picture of what's involved or the risks you may be exposed to, we would like to offer you the opportunity to seek independent, expert legal advice, at no cost to you.

To access this service there are a few simple criteria:

- The service is limited to two hours, which should be a sufficient amount of time to review and advise you on the contractual documentation. The two hours will be at reasonable fees at standard rates
- You can use any New Zealand lawyer you like, so long as they are not involved with the proposed class action.

*Please **speak with your Claims Specialist** for further details and be sure to confirm your choice with them in advance, before speaking to a lawyer. You can also find further details **here**, in our previous edition of *Keeping in touch*.

■ Video - heritage on site



If your house is built on a culturally significant site, we have two new videos to show how we can work with you and other agencies or iwi to incorporate this into your build process.

The first video is an overview of the role of Heritage New Zealand, the connection with Southern Response and Arrow, and the important parts that archaeology and heritage conservation play in our build

programme.

The second video, a house blessing, is a small snapshot of how iwi involvement on individual sites fits into getting you home.

These videos, along with the full collection, can be found **here** in our video library.

