



# RESIDENTIAL ADVISORY SERVICE (RAS)

Canterbury Earthquake Recovery Authority, Earthquake Commission, Insurance Council of New Zealand, Community Forum, Christchurch City Council

We provide free independent assistance to greater Christchurch residential property owners, enabling them to understand and make progress in their individual repair, rebuild or resettlement process. We focus on progressing the issues between home owners, insurance companies and the Earthquake Commission (EQC).

Our advisors are independent qualified solicitors provided by Community Law Canterbury. They work with the property owner to try and achieve progress for the individual situation, which may be through providing advice to give confidence, or through more involved engagement with the relevant insurer or the EQC. If we can't help we can connect the property owner to other services that may be able to assist. We also provide free facilitation of multi-party meetings for situations involving other property owners and multiple agencies.

Interested residential property owners contact us via an 0800 number or email. Between our launch in May 2013 and early April 2015 we received 9,409 inquiries. We progressed 2,281 of these to a meeting with an advisor and referred 589 to other agencies or organisations. We've focused on ensuring our triage at the first contact is consistent and that we refer cases to other agencies appropriately in the first instance. We have seen increased contacts and subsequent referrals in the year to date above the previous year, including an increased number of property owners who have yet to engage with their insurer or EQC.

We continue to receive positive comments from our clients about their experience with us. Examples of some of these are available as case studies on our website.

An exit survey to March 2015 showed 77 per cent of respondent clients were very satisfied or satisfied with our service and 80 per cent were very likely or likely to recommend us to others.

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