



10 December 2013

Southern Response Earthquake Services Ltd

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By email

Dear Mr J Preston

I refer to your email dated 11 November 2013 at 8.20pm, with request under the Official Information Act 1992.

As your request was not received for consideration until business hours commencing Tuesday 12 November 2013, our response is with the 20 day response time.

You have asked *"What documents does Southern Response or its agents have with regards to any mechanism for SRES to deal with customer's disagreeing the DRA value?"*

We enclose the following:

1. An excerpt from the internal Dispute Management Policy in relation to "DRA and Value Issues" (Attachment 1) and "high value review" which is an escalation process undertaken by senior Arrow PM and/or QS because of the extent of the differences in value between the customer's assessment and Southern Response's assessment;
2. Technical Review and Resolutions Review Form (Attachment 2);
3. Claim Settlement Breakdown form (Attachment 3);
4. Common Template: Repair/Rebuild Trade Summary - summary sheet and detailed form (Attachments 4 and 5);
5. Letter template to customers who have engaged a Quantity Surveyor (Attachment 6) to accompany the Common Template;

Yours sincerely

John McSweeney  
Privacy Officer

