

21 December 2017

Mrs H Russell
21 Elmwood Drive
Prebbleton 7604

Sent by email to: fyi-request-6870-9d08d079@requests.fyi.org.nz

Dear Mrs Russell

Information request – 3 Argyle Place, Prebbleton 7604

Thank you for your information request received on 24 November 2017. You asked for a copy of all information relating to 3 Argyle Place, including “*scopes of works, correspondence, documents and details of work carried out*”, as well as a “*breakdown of all payments made to date.*” Your request has been considered under the Official Information Act and the Privacy Act.

Please find enclosed the relevant documentation in response to your request. Please note that as this property was cash settled, no work was carried out on the property by EQC’s contractor Fletcher Earthquake Recovery. The following information has been withheld:

- EQC staff surnames to protect the privacy of those individuals;
- information relating to other properties to protect the privacy of the respective owners;
- information relating to a third party to protect the privacy of that individual.

EQC endeavours to provide all relevant information in its response, however some documents may not be included as to do so would require substantial collation and research. If you believe anything is missing please contact us so we can discuss your requirements.

If you have questions about the claim, would like an explanation of the information provided or believe any of the information made available is incorrect, please call EQC on 0800 326 243. You have the option of approaching the Office of the Ombudsman and/or Privacy Commissioner should you wish.

Yours sincerely,



Matthew Magner
Technical Statutory Advisor

Summary

Imminent Loss?	No
Claimant	HEATH PROPERTY LTD
Primary Contact	Mr. C RUSSELL
Preferred Contact Method	Email
Email Address	chris.russell@solidenergy.co.nz
Loss Date	04/09/2010 12:00 AM
Notice Date	02/12/2010
Closed Date	13/03/2013
Closed Outcome	No Damage
Damage Location	3 ARGYLE PLACE, PREBBLETON 7604
Loss Cause	Earthquake
Related Event	Christchurch 30km W, 10km, 7.1 (04/09/2010)
Processing Office	00 Hagley Middle 201009
Loss Adjuster	

Payment Prevention

- Building Payment
- Land Payment
- Contents Payment
- Claim Level Payment

Sensitive Claims

Hazards on Property	nil
Triage	02 House and/or Contents only PAD or CMR - <\$30K
Mortgagee Name	ASB BANK
Mortgagee Status	Requested authority

Financials

Claim Cost

O/S Estimate	-
Paid to Date	-
Recoveries	-
Remaining Recoveries	-
Total	-

Fees

O/S Fees Estimate	-
Fees Paid to Date	-
Recoveries	-
Remaining Recoveries	-
Fees Total	-

Overall Claim Settlement

Settlement Status	Declined
Opt Out	No
Referred to EQR	No
Approval Status	
Claim Settlement Figure	\$10,955.48
Claim Settlement Excess	\$200.00
Claim Net Settlement	\$10,755.48
Overall Basis of Settlement	Remediation
Overall Settlement Method	Pay Amount of Damage
Mult. Property Group Claim?	No
Last edited	26/02/2011 05:22 PM
Last saved	
Last author	

Exposures							
#	Coverage	Status	Cover Status	Cover Verification	O/S Estimate	Future Payments	Paid
1	Building	Closed	Verified	Reviewed/Accepted	-	-	-

Claim Contacts		
Name	Roles	Phone
ASB BANK	Mortgagee	
HEATH PROPERTY LTD	Insured, Claimant, Cheque Payee	
C RUSSELL	Main Contact	03-349-7148
HEATHER RUSSELL	Secondary Claimant	03-321-9685

Planned Activities

Associated Claims		
Association	Type	Claims
RUSSEL - PC	Prior claims	CLM/2010/149535, CLM/2011/177128, CLM/2011/209211

Claim Checklist

Calculated Triage Rating 02 House and/or Contents only PAD or CMR - <\$30K
 Imminent Loss? No
 Building/Land Insurance Verified Reviewed/Accepted

Property Type Rental Property
 Settlement Status Declined

EQC CM Checklist

Address Matched? Yes
 Date of Lodgement within 3 months? Yes
 Documentation supports proposed settlement? Yes
 Date of Loss and Event Checked? Yes

Field Checklist

Physical File Made Up? Yes
 Property has been inspected? Yes
 Emergency Works Approval from Claimant? N/A
 Engineer's Report Received? N/A
 IL Checklist Received? N/A
 Land within Act Limits? N/A
 Land Valuation Received? N/A
 Cost to Repair Land? N/A
 Cost to Remove IL Received? N/A
 SOW, Quote, Invoice Received? Yes
 Settlement Approval Received? Yes
 Copy of CSA sent to Claimant? Yes
 Statement of Claim? Yes

EQC Funded Repair Checklist

Payment Assurance Letter for Claimant? N/A
 Payment Assurance Letter for Contractor? N/A
 Payment Assurance Letter for Engineer? N/A

EQC Managed Repair Checklist

Claimant Agreement for EQC Managed Repairs? N/A
 NZS Repair Contract for EQC Managed Repairs? N/A
 IPENZ Agreement with Engineer for EQC Managed Repairs? N/A

Updated By

Emma Garnham 23/02/2011
 Emma Garnham 23/02/2011
 Emma Garnham 23/02/2011
 Emma Garnham 23/02/2011
 Lynda [REDACTED] 09/02/2011
 Jeannette [REDACTED] 28/12/2010

 Jeannette [REDACTED] 28/12/2010
 Emma Garnham 23/02/2011
 Emma Garnham 23/02/2011
 Gabrielle [REDACTED] 21/02/2011

Latest Notes

By: Monica [REDACTED] 13 Mar 2013 03:17 PM
Topic: General **Confidential:** No
Related To: CLM/2010/149535
Subject:

Building Cash Settlement paid under CLM/2011/209211. NFA Required here.

By: Sophie [REDACTED] 7 Mar 2013 02:29 PM
Topic: Settlement **Confidential:** No
Related To: (1) Building
Subject: BUILDING SETTLEMENT RECOMMENDATION

BUILDING SETTLEMENT RECOMMENDATION SUMMARY CLM/2010/149535 (04/09/10) - assessed on 27/12/10 (paper SOW - not paid)
 CLM/2011/177128 (22/02/11) CLM/2011/209211 (13/06/11) - assessed on 24/09/11, awaiting settlement Note: As per Declaratory Judgement, every claim has reinstated EQC cover on this dwelling Fletcher ECM database checked - No repairs located for this address - there is a [REDACTED]
 [REDACTED] Settlement recommendation for validated claim CLM/2011/209211 (13/06/11) has been copied to all associated claims **CHRONOLOGICAL HISTORY** CLM/2010/149535 (04/09/10 SOW: \$10955.48
 Inspection date: 27/12/10 SOW payments (gross): \$0.00 Excess: \$0.00 Urgent works paid (including GST): \$0.00 Fletcher EQR payments (including GST): \$0.00 Contents payments (gross): \$0.00 Excess: \$0.00 CLM/2011/177128 (22/02/11) SOW: n/a Inspection date: n/a - covered on SOW on subsequent claim
 SOW payments (gross): \$0.00 Excess: \$0.00 Urgent works paid (including GST): \$0.00 Fletcher EQR payments (including GST): \$0.00 Contents payments (gross): \$0.00 Excess: \$0.00 CLM/2011/209211 (13/06/11) - VALIDATED CLAIM SOW: \$4382.31 Inspection date: 24/09/11 SOW payments (gross): \$0.00 Excess: \$0.00 Urgent works paid (including GST): \$0.00 Fletcher EQR payments (including GST): \$0.00 Contents payments (gross): \$0.00 Excess: \$0.00
SETTLEMENT RECOMMENDATION Settlement recommended on validated claim CLM/2011/209211 (13/06/11). All valid claims lodged prior to the assessment dated 24/09/11 upon which this settlement is based:- As per process will settle claim on latest SOW which was a Comet full assessment as previous paper SOW was never paid. As per \$ccDocLink(4494855)\$ccDocLink(4346560). Pay \$4382.31 less \$200.00 excess, Net payable = \$4182.31 Payment to be made to HEATH PROPERTY LIMITED Postal address c/o HEATHER RUSSELL, 21 ELMWOOD DRIVE, PREBBLETON 7604 Pay by CHEQUE NEXT ACTION [REDACTED] Pay building exposure. ANALYSIS & PAYMENT TEAM - WELLINGTON PROCESSING CENTRE \$ccDocLink(4494856)\$ccDocLink(3011988)

By: Marie [REDACTED] 24 Jan 2013 04:22 PM
Topic: Insurance **Confidential:** No
Related To: (1) Building
Subject: INSURANCE VERIFIED

Insurance reviewed and accepted for the following claims: 2010/149535 04/09/2010 2011/177128 22/02/2011 2011/209211 13/06/2011 General Insurance - Wellington Claims Processing Centre

By: Michael [REDACTED] 23 Jan 2013 09:21 AM
Topic: Insurance **Confidential:** No
Related To: CLM/2010/149535
Subject: Cover Type & Cover Top-up

Cover Type: Replacement Area Based 180 sqm \$50 eqc levy paid Cover Top-up: Yes - IAG

By: Elly [REDACTED] 22 Jan 2013 07:06 PM
Topic: Insurance **Confidential:** No
Related To: CLM/2010/149535
Subject: Insurance Details

Clarify Insurance activity sent to insurer on CLM/2010/149535 Provide yes or no answer to top up cover (Cover beyond EQC cover) Provide Policy type as one of the following three only: Replacement - Sum Insurance Replacement - Area Based Indemnity Claim Processing Centre Manpower House, Wellington \$ccDocLink(4346565)

By: Security Zone Implementation 4 Sep 2012 05:45 AM
Topic: General **Confidential:** Yes
Related To: CLM/2010/149535
Subject: SecurityZone Datafix
Apply Security Zone and call rebuild ACL function

By: Keely [REDACTED] 25 Oct 2011 08:49 PM
Topic: General **Confidential:** No
Related To: CLM/2010/149535
Subject: comet import processing team
comet assessment completed on CLM#2011/209211 Date of assessment:24/09/2011 Prior/later claims associated no duplicates found for 13/06/2011 full assessment letter and SOW/SOC posted to claimant Comet import processing now complete Next Action: Settlement Required Post Inspection Processing Team Wgtn

By: Levi [REDACTED] 27 May 2011 10:53 AM
Topic: General **Confidential:** No
Related To: CLM/2010/149535
Subject: FEB CLAIM
ACTION: GB CLAIMS TEAM -Searched for Duplicates -There is a new claim for Feb CLM/2011/177128 -This is under C Russell's name instead of Heath Property -Cannot pay this building payment until Feb claim has been assessed -Await call back from claimant - refer to prior notes

By: Yen [REDACTED] 10 May 2011 12:28 PM
Topic: General **Confidential:** No
Related To: CLM/2010/149535
Subject: CLAIM REVIEW
ACTION: GB CLAIMS TEAM -reviewed claim for pay building activity -called claimant to ask if any additional damage from quakes subsequent to 4/9/10 -no answer so left message NEXT ACTION: -await Claimant's reply re: additional damage

By: Leah [REDACTED] 3 May 2011 08:53 AM
Topic: Correspondence In **Confidential:** No
Related To: CLM/2010/149535
Subject: Claimant email message
GB EMAIL TEAM Action: - Recieved Email Message from Claimant 02/05/11 5:36am - The email received is as follows: Hi Crystal Thank you for your email. I will be visiting my tenants later today to access whether there has been any further damage (I don't think there has been) and will email you back tomorrow. Kind regards and thanks Chris Next Action: - Await for claimant to get back

By: Crystal [REDACTED] 30 Apr 2011 12:21 PM
Topic: Telephone **Confidential:** No
Related To: CLM/2010/149535
Subject: TRIED TO CONTACT CLAIMANT

ACTION: GBS CLAIMS TEAM -received 'pay building' OT Spreadsheet. -went through claim validation - no dups. -went through POA - cm checklist. -searched for event claims under dwelling & claimant name - non to be apparent - sole claim. -tried to contact claimant regarding if has received damage from further quakes? but could not get in contact, have left message. -have also Sent email to claimant asking this and uploaded to docs. NEXT ACTION: -await claimant to advise if he has received further damage from recent quakes. -if not please process payment. -draft CSA. -if claimant has please lodge new claim. **nil xs has been deducted from claim to date**

By: Phung [REDACTED] 16 Apr 2011 01:44 PM
Topic: General **Confidential:** No
Related To: CLM/2010/149535
Subject: PAY BUILDING ACTIVITY

GB BAU TEAM ACTION: - Reviewed file - No dups - Left message for clmt to contact EQC confirm if there was any further damage sustained from Feb 22
EQ NEXT: - Await clmt contact to confirm any further damage

By: Heather [REDACTED] 1 Mar 2011 04:04 PM
Topic: General **Confidential:** No
Related To: CLM/2010/149535
Subject: Payment rejected

Incorrect amount - does not match Calc Sht

By: Emma-Leigh [REDACTED] 28 Feb 2011 10:06 AM
Topic: Correspondence In **Confidential:** No
Related To: CLM/2010/149535
Subject: PAYMENT APPROVAL

ACTION - reviewed validation aspects - no dups - reviewed CSA and payment docs - approved payment for \$ 10955.48 - \$200 XS = \$10755.48 - docs to support payment are dated 28/2 NEXT ACTION - send CSA - claimant to await payment

By: Emma Garnham 26 Feb 2011 05:27 PM
Topic: Settlement **Confidential:** No
Related To: CLM/2010/149535
Subject: PAYMENT

ACTION -claim passed to me by Leanne - have validated the address as requested - checked payment amount and amended cheque to match the docs -updated quantum and settlement screen - deleted original incorrected pdf csa and created a new csa NEXT ACTION -await payment approval

By: Heather [REDACTED] 25 Feb 2011 04:10 PM
Topic: General **Confidential:** No
Related To: CLM/2010/149535
Subject: Payment rejected

ACTION (Leanne Belbin for Heather Kinnear) - rejected payment: 1. - rental property - chq going to damage address 2. - Addition error in manual calc sheet - bed 1 S/B 2@\$45 = \$90 (noted as \$45) (+ P&G/margin) - electronic SOW is correct \$10955.48 - \$200XS = \$10755.48 - re-issue payment/update CSA with new payment amount and address to Heath Property LTD/ATTN: Mr Russell - file clean - validate damage address

By: Michael [REDACTED] 24 Feb 2011 04:45 PM
Topic: Settlement **Confidential:** No
Related To: CLM/2010/149535
Subject: SETTLEMENT

ACTION: -Reviewed validation aspects APPROVED CURRENT SETTLEMENT: \$10893.96 - \$200(XS) = \$10,693.96 Total payment -CSA sent NEXT
ACTION: -TL to do final approval as over \$10k -Close file

By: Emma Garnham 23 Feb 2011 10:44 AM
Topic: Settlement **Confidential:** No
Related To: CLM/2010/149535
Subject: PAYMENT REJECTED AND RESUBMITTED

ACTION -reviewed validation aspects -no dups located -updated poa -drafted csa -payment rejected for \$10,755.48 as does not match total of calcsht on file - resubmitted payment for \$10,893.96 - \$200xs = \$10,693.96 as per calcsht -saved csa as pdf and uploaded to file NEXT ACTION -await further approval -send csa

By: Emma Garnham 23 Feb 2011 10:35 AM
Topic: General **Confidential:** No
Related To: CLM/2010/149535
Subject: Payment rejected
incorrect amount

By: Gabrielle [REDACTED] 21 Feb 2011 07:46 AM
Topic: Property Inspection **Confidential:** No
Related To: CLM/2010/149535
Subject: Property Inspection

Date of Note: 31.12.2010 LA: A Macfarlane EST:I Whyte Claim Category: \$0 - \$10K Claimant Present: Tenant Insurance Details: NZI/ IAG Home 15-7316572-BPL Mortgagee: ASB ----- Land Damage: no Contents Damage: no Building Damage: yes Building Reserve: \$11,000

Loss Details

General

EQC CM Team	EQC CM - Hagley
Claim Manager	
Processing Office	00 Hagley Middle 201009
Loss Adjuster	
Settlement Method	Pay Amount of Damage
Settlement Status	Declined
Opt Out	No
Referred to EQR	No
Claim Validation Level	Ability to pay

Payment Prevention

Prevent Payment?

Sensitive Claims

Hazards on Property

nil

Loss Details

Claim Number	CLM/2010/149535
Loss Cause	Earthquake
Related Event	Christchurch 30km W, 10km, 7.1 (04/09/2010)

Date of Loss 04/09/2010
Loss Time 12:00 AM
Date of Notice 02/12/2010
Duplicate Claim? Not a duplicate
Satisfaction Survey Sent
Imminent Loss? No
Habitable? Yes
Weatherproof? Yes
How severe is the damage? Minor
Calculated Triage Rating 02 House and/or Contents only PAD or CMR - <\$30K

Damage Location

House Number 3
Street Name ARGYLE PLACE
Suburb
Town/City PREBBLETON
Postcode 7604
CAU 587841 (PREBBLETON)
TLA SELWYN DISTRICT
Country New Zealand
Validation status Address matched exactly

Claimant(s) and Primary Contact

Claimant HEATH PROPERTY LTD
Secondary Claimant HEATHER RUSSELL
Primary Contact C RUSSELL
Relationship to Insured Other

Repairer Details

Repairer Name
Repair Actual Start Date
Repair Actual End Date

Flag Details

Flagged Never flagged

Date Flagged
 Reason for Flag

Damage To...

External Walls Yes
 Interior Walls/Doors Yes
 Outbuildings Yes
 Water/Drainage/Sewer/Gas/Power/Phone Yes
 Other Yes
 Description of "Other" damage Unknown and not apparent damage

Associations		
Association	Type	Claims
RUSSEL - PC	Prior claims	CLM/2010/149535, CLM/2011/177128, CLM/2011/209211

Exposures						
#	Coverage	Cover Status	Status	O/S Estimate	Future Payments	Paid
1	Building	Verified	Closed	-	-	-

Contacts							
Name	Roles	Phone	Address	Suburb	City	TLA	Postcode
ASB BANK	Mortgagee		PO BOX 35	SHORTLAND STREET	AUCKLAND	1140	
HEATH PROPERTY LTD	Insured, Claimant, Cheque Payee		3 ARGYLE PLACE	PREBBLETON	CHRISTCHURCH		7604
Mr. C RUSSELL	Main Contact	03-349-7148	21 ELMWOOD DRIVE	PREBBLETON	CHRISTCHURCH		7604

Name	Roles	Phone	Address	Suburb	City	TLA	Postcode
Mrs. HEATHER RUSSELL	Secondary Claimant	03-321-9685 21		PREBBLETON	CHRISTCHURCH		7604

Financials (Total Incurred: \$0.00): Summary

Exposure						
	Remaining Reserves	Future Payments	Total Paid	Recoveries	Net Total Incurred	
(1) Building - Building	-	-	-	-	-	-
Claim Cost	-	-	-	-	-	-
Unspecified Cost	-	-	-	-	-	-
Claim Level	-	-	-	-	-	-
Fees	-	-	-	-	-	-
Fees	-	-	-	-	-	-
Claim Total	-	-	-	-	-	-

Financials (Total Incurred: \$0.00): Transactions

Type	Date	Amount	Exposure	Coverage	Cost Type	Cost Category	Status	User
Reserve	03/12/2010	\$250.00	1 Building		Claim Cost	Unspecified Cost	Submitted	Fnoi Loader - DO NOT DELETE
Reserve	03/12/2010	\$500.00	Claim-level		Fees	Fees	Submitted	Fnoi Loader - DO NOT DELETE
Reserve	21/02/2011	\$10,705.48	1 Building		Claim Cost	Unspecified Cost	Submitted	Gabrielle [REDACTED]
Reserve	13/03/2013	(\$10,955.48)	1 Building		Claim Cost	Unspecified Cost	Submitted	Monica [REDACTED]

Type	Date	Amount	Exposure	Coverage	Cost Type	Cost Category	Status	User
Reserve	13/03/2013	(\$500.00)	Claim-level		Fees	Fees	Submitted	Monica [REDACTED]

Financials (Total Incurred: \$0.00): Cheques

Documents									
Name	Category	Type	Status	Author	Size	Created	Date Modified	Deleted	
3 ARGYLE PLACE	Correspondence - Out	Insurance Manager	Draft	Elly [REDACTED]		13K	22/01/2013 07:05 PM	No	
Email regarding further damage	Correspondence - Out	Other	Final	Crystal [REDACTED]		25K	30/04/2011 12:29 PM	No	
MR RUSSELL CSA	Correspondence - Out	Claimant	Final	Emma Garnham		30K	26/02/2011 05:27 PM	No	
Abridged Claim Settlement Advice Letter	Correspondence - Out	Claimant	Draft	Emma Garnham		22K	26/02/2011 05:26 PM	No	
Abridged Claim Settlement Advice Letter.pdf149535	Correspondence - Out	Claimant	Final	Michael [REDACTED]		29K	24/02/2011 04:45 PM	Yes	
MR RUSSELL CSA	Correspondence - Out	Claimant	Final	Emma Garnham		29K	23/02/2011 10:43 AM	Yes	
Abridged Claim Settlement Advice Letter	Correspondence - Out	Claimant	Draft	Emma Garnham		2.2M	23/02/2011 10:43 AM	Yes	
2010 149535 CSU	Correspondence - Out	Claims Staff	Draft			30K	21/02/2011	No	

Name	Category	Type	Status	Author	Size	Created	Date Modified	Deleted
Statement of Claim	Correspondence - Out	Claims Staff	Draft		10K	11:58 AM	21/02/2011	No
Statement of Claim	Correspondence - Out	Claims Staff	Draft		10K	11:45 AM	21/02/2011	Yes
Request Mortgagee Approval To Pay Claimant	Correspondence - Out	Mortgagee	Final	Auto-generated	11K	11:43 AM	21/02/2011	No
2010-149535 CALCSHT	Other	Other	Draft	User11 Datacom	293K	10:02 AM	11/02/2011	No
2010-149535 CAS	Other	Other	Draft	User11 Datacom	55K	10:51 AM	11/02/2011	No
2010-149535 FILENOTE	Other	Other	Draft	User11 Datacom	82K	10:51 AM	11/02/2011	No
2010-149535 SKETCH	Other	Other	Draft	User11 Datacom	957K	10:51 AM	11/02/2011	No
2010-149535 SOC	Other	Other	Draft	User11 Datacom	308K	10:51 AM	11/02/2011	No

Snapshot: Loss Details

General

Claim Manager
 EQC CM Team

Claim Validation Level Load and save

Hazards on Property

Loss Details

Claim Number CLM/2010/149535
Loss Cause Earthquake
Related Event
Allow Auto Event Linking? true
Date of Loss 04/09/2010
Loss Time 12:00 AM
Date of Notice 02/12/2010
How Reported Internet
Habitable? true
Weatherproof? true
How severe is the damage? Minor

Damage Location

House Number 3
Apartment/Unit Number
Street Name Argyle Place
Suburb
Town/City Prebbleton
Postcode
TLA
Country New Zealand
Additional Address Details

Claimant(s) and Primary Contact

Claimant
Primary Contact C Russell
Relationship to Insured Self

Flag Details

Flagged Never flagged

Date Flagged
 Reason for Flag

Damage To...

Other Yes
 Description of "Other" damage Unknown and not apparent damage

Snapshot: Contacts							
Name	Roles	Contact Prohibited?	Phone	Address	City	TLA	Postcode
C Russell	Insured, Main Contact	No		21 Elmwood Drive	Prebbleton		

Snapshot: Notes

Snapshot: Documents

Snapshot: Insurance Info

Building/Land Insurance Information

Insurance Company IAG - NZI Insurance
 Branch
 Broker/Agent

Claim: CLM/2010/149535

| LC: EQK | Clmt: HEATH PROPERTY LTD | DoL: 04/09/2010 | St: Closed | EQC CM: Lee [REDACTED] | Grp: 00
Released under the Official Information Act 1982 Hagley Middle 201009 | LA: FastTrack Claim

Policy/Client Number
Property Type
Name house insured in
Notes

Rental Property
Heath Property Limited

Contents Insurance Information

Insurance Company
Branch
Broker/Agent
Policy/Client Number
Name contents insured in
Notes



Claim No. CLM/2010/149535

26 February 2011

HEATH PROPERTY LTD
ATT: MR C RUSSELL
21 ELMWOOD DRIVE
PREBBLETON
CHRISTCHURCH 7604

Dear Mr Russell,

EQC has paid the following amount/s in relation to your claim:

Item	\$ Amount	\$ Excess	\$ Balance
Dwelling (as attached)	\$10,955.48	\$200.00	\$10,755.48
Total claim payments to date			\$10,755.48

Total amount of this payment is \$10,755.48.

This Claim Settlement Advice letter supersedes all previous settlement advices.

If you have any questions or concerns, please advise EQC as soon as possible.

You should ensure that the payment/s made are used for the purpose of repair or replacement of damaged property so that any entitlements from your insurer are not jeopardised.

Be assured our intention is to make your claim settlement a smooth process, so if you have any concerns please contact the claims officer handling your claim by sending an email to claims@eqc.govt.nz or call our free phone number 0800 508 765.

Yours faithfully,

Emma Garnham
Claims Officer

Released under the Official Information Act 1982

----- Forwarded by Crystal Latini/GBAU/GBSI on 30/04/2011 10:27 AM -----

EQC First/GBAU/GBSI

Sent by: Crystal Latini

30/04/2011 10:27 AM

To chris.russell@solidenergy.co.nz

cc

Subject CLM/2010/149535

Good afternoon Mr Russell,

I have tried to contact you this morning regarding your claim from the September 4th earthquake, but was unsuccessful in getting in contact with you.

What I was querying was if you have received any damages from the recent earthquakes, if you haven't then we are able to process your building settlement for your September claim for the property at 3 Argyle Place, Prebbleton.

If you could please advise EQC of this further, it would be greatly appreciated.

Kind regards,

Crystal Latini

EQC Claims Management

Phone: 0800 652 333

Email: claims@eqc.govt.nz

Postal: PO Box 311, Wellington 6140



Calculation Sheet

Office Use Only

Date: 18-1-11
 Author: A Covich

Claim No: 2010 / 149535
 Claimant: C Russell
 Situation of Loss: 3 Argyle Pl
Prebbleton

LA: A MacFarlane

Estimator: L Whyte

Room	Repair Strategy	Units	Length	Breadth	Depth	Quantity	Rate	Cost
Lounge	Fill gap in door	HR				1	45	45
	materials	EA				1	40	40
	paint walls	M2	18.8	2.4		45.12	24	1082.88
Dining Room	Repair crack in wall	HR				1	45	45
	Materials	EA				1	10	10
	Paint	M2	14	2.4		33.6	24	806.4
Kitchen	Realign pantry door	HR				4	45	180-
	materials	EA				1	30	30
Family Room								
Bedroom 1	Repair gap in jams	HR				2	45	45
	materials	EA				1	40	40
	paint walls	M2	15.6	2.4		37.44	24	898.56
Ensuite								
Bedroom 2	Repair gap in door jam	HR				1	45	45
	materials	EA				1	40	40
	paint walls	M2	13.2	2.4		31.68	24	760.32
Sub total (Page 1)								4068.16

2010/149535

Released under the Official Information Act 1982

Room	Repair Strategy	Units	Length	Breadth	Depth	Quantity	Rate	Cost
Bedroom 3								
Bathroom								
Toilet 1								
Toilet 2								
Office / Study								
Rumpus								
Entry	Repair gap in door jam	HR				1	45	45
	paint walls	MZ	11.6	2.4		27.34	24	658.16
	materials	EA				1	40	40
Stairwell								
Laundry	Repair cracks	HR				1	45	45
	Materials	EA				1	10	10
	Paint	MZ	3.6	2.4		8.64	24	207.36
Hallway	Repair gap in door jam	HR				1	45	45
	materials	EA				1	40	40
	Paint walls	MZ	22.4	2.4		53.76	24	1290.24
Sub total (Page 2)								2390.76 ✓

Room		Repair Strategy	Units	Length	Breadth	Depth	Quantity	Rate	Cost
Roof									
EXTERNAL WALLS	North	Repair mortar cracks materials	HR				4	50	200
	South		EA				1	40	40
	East								
	West								
Decks									
CHIMNEY	Base								
	Ceiling Cavity								
	Above Roof								
	Fireplace								

Sub total (Page 3) 240 /

Room	Repair Strategy	Units	Length	Breadth	Depth	Quantity	Rate	Cost	
Foundations									
Piling									
Services	Claimant to have electrician check wiring in Dining room.								
Other Dwelling Items									
Garage	Repair (epoxy) floor crack	M2S				6	50	300	
	materials (epoxy)	GA				1	75	75	
	paint floor	m2	6	6		36	25	900	
Land and Retaining Walls									
							Sub-total - Page 4	1275	

	Sub total - Page 1:	4068.16 -
	Page 2:	2390.76 -
	Page 3:	240.00 -
	Page 4:	1275 -
		7973.92
	+ P&G, Margin & GST Figure:	2920.04 -
	TOTAL:	10893.96 -

26 February 2011

C RUSSELL
21 ELMWOOD DRIVE
PREBBLETON
CHRISTCHURCH 7604

Dear C RUSSELL

EQC has paid the following amount/s in relation to your claim:

Item	\$ Amount	\$ Excess	\$ Balance
Dwelling (as attached)	\$10,955.48	\$200.00	\$10,755.48
Contents (as attached)	\$0.00	\$0.00	\$0.00
Land (as attached)	\$0.00	\$0.00	\$0.00
Urgent repairs (as covered by EQC)			
		Total	\$10,755.48

If you are satisfied with the above you need take no further action.

If you have any questions or concerns, please advise EQC as soon as possible.

You may have been asked for a bank deposit slip from your loss adjuster to allow for electronic payment. If you have not provided one, payment will be made by cheque.

You should ensure that the payment/s made are used for the purpose of repair or replacement of damaged property so that any entitlements from your insurer are not jeopardised.

Be assured our intention is to make your claim settlement a smooth process, so if you have any concerns please contact the claims officer handling your claim by sending an email to claims@eqc.govt.nz or call our free phone number 0800 508 765.

Yours faithfully

Emma Garnham
Claims Officer



20 December 2017

Heath Property Ltd
C/o Mr C Russell
21 Elmwood Drive
Prebbleton
CHRISTCHURCH 7604

Dear Mr C Russell,

**Damage at 3 Argyle Street, Prebbleton.
Claim No. CLM/2010/149535**

We wish to provide you with an update on the status of your Earthquake Commission claim. Please find attached a copy of the Statement of Claim Checklist prepared during the recent inspection of your property.

As the result of that inspection, your claim is in the process of being cash settled. Further detail of dwelling amounts and the excess applied will follow.

Be assured our intention is to make your claim settlement a smooth process, so if you have any concerns please contact the claims officer handling your claim by sending an email to claims@eqc.govt.nz or call our free phone number 0800 508 765.

Yours faithfully

Claims Officer

**Earthquake Commission
Canterbury Event Support Centre
P O Box 311
WELLINGTON 6140
Telephone 0800 652 333**

Statement of Claim Checklist

Released under the Official Information Act 1982

Date: 21/02/2011

Claim Number: CLM/2010/149535

Author: Gabrielle [REDACTED]

Claimant: HEATH PROPERTY LTD

Situation of Loss: 3 Argyle Place, Prebbleton 7604

Loss Adjuster:

Estimator: Lynn Whyte

Internal Damage Items

Room	Damage	Walls	Ceiling	Floor	Description of Damage	Estimate
Lounge	Yes	Y	N	N	Separation of door jamb. Gap and paint walls.	
Dining Room	Yes	Y	N	N	Crack to gib wall- rake out , gib stop and paint	
Kitchen	Yes	Y	N	N	Misaligned kitchen unit . Joiner to re- align pantry unit	
Family Room	Yes	N	N	N		
Bedroom 1	Yes	Y	N	N	Separation of window and door jam. Gap and paint .walls	
En Suite	No	N	N	N		
Bedroom 2	Yes	Y	N	N	Separation of door jam. Gap and paint walls	
Bedroom 3	No	N	N	N		
Bedroom 4		N	N	N		
Bathroom	No	N	N	N		

Toilet 1	No	N	N	N	
Released under the Official Information Act 1982					
Toilet 2	No	N	N	N	
Office/Study		N	N	N	
Rumpus		N	N	N	
Entry/Hall(s)	Yes	Y	N	N	Seperation of door jam. Gap and paint walls
Stairwell		N	N	N	
Laundry	Yes	Y	N	N	Cracks to gib in corner above cupboard. Rake out , gib stop and paint.
Other #1	Yes	N	N	Y	Garage: crack to garage floor slab. 7.0M Grind out and epoxy and paint floor
Other #2	Yes	Y	N	N	Seperation of door jambs. Gap and paint walls
Other #3	No	N	N	N	

Total \$0.00

External Damage Items

Item	Event Damage	Description of Damage	Appoint Engineer	Estimate
Roof	No		N	
External Walls	North	Yes Minor cracks to mortar on brick work, rake out , re- bed, re- point	N	
External Walls	South	Yes Minor cracks to mortar on brick work. Rake out, re- stop and re-	N	

point
Released under the Official Information Act 1982

External Walls	East	No		N
External Walls	West	No		N
Decks		No		N
Chimney	Base		head pump only	N
Chimney	Ceiling Cavity			N
Chimney	Above Roof			N
Chimney	Fireplace			N
Foundations		No		N
Piling		No		N
Services		Yes	Lights shorting in dining room after EQ reportedly- electrician to inspect wiring and circuitry.	N
Other Dwelling Items		No		N
Outbuildings		No		N
Land & Retaining Walls		No		N

Total \$0.00

Claim No. CLM/2010/149535

21 February 2011

ASB BANK
PO BOX 35
ATTN: NORTH CITY BRANCH
SHORTLAND STREET
AUCKLAND 1140

Property Owner: HEATH PROPERTY LTD
Damage Address: 3 Argyle Place, Prebbleton 7604

Provisional Loss Estimate: \$10,955.48

Your client recently lodged a claim with the Earthquake Commission for damage to their property (detailed above). Our records show you have an interest in the property, and as you have advised that payments over \$25,000.00 must be referred to you, could you please advise us where to send the claim proceeds.

Please complete the following declaration and return by fax to EQC within 14 days.

If we have not heard from you within this timeframe, we will assume that you require the claim proceeds to be paid directly to you and will forward a cheque (or direct credit) when the claim is ready to be settled.

Please note the loss estimate stated above may not be the final claim settlement figure.

Emma Garnham
Claims Officer

Declaration (tick one of following options)

- I confirm EQC may settle the claim direct with the property owner.
- Please forward the claim settlement monies direct to ASB BANK.

If ASB BANK is selected please advise:

Address to send cheque to

_____or

Account number and ref for direct credit

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Signature _____ Name (please print) _____

Date _____ Bank stamp



Claim Authorisation Sheet

Completed By: A [REDACTED]
 Date: 18-1-11
 Page: 1 of 1

CLM 2010 / 149535
 Claimant Name: C Russell
3 Argyle Pl, Prebbleton.

(Claim Limit \$10,000 excluding GST)

This claim has been assessed as valid Canterbury Earthquake Event damage
 Under the EQC Act 1994

Payment is Partial or Final or Supplementary as follows

SOW/INVOICE ①	\$ 10 893.96
CONTENTS ②	\$ —
SUB-TOTAL ① + ②	\$ 10 893.96
EXCESS	\$ 200.00
NET	\$ 10 693.96

Recommended by
 Loss Adjuster:

Signature

Date: _____

Printed Name

Approved by
 Contract Loss Adjuster:

Signature

Date: _____

Printed Name



CHECKED

File Note

Released under the Official Information Act 1982

Date: 31-12-2010

Author: A. [REDACTED]

Claim No: 2010/149535

Claimant: C. RUSSELL

Situation of Loss: 3 ARGYLE PL.
PRESTON

Topic			
<input type="checkbox"/> General			
<input type="checkbox"/> Building Claim	<input checked="" type="checkbox"/> Pay Claimant \$0-\$10,000	<input type="checkbox"/> PMO \$10-\$100,000	<input type="checkbox"/> Pay over cap \$100,000 +
<input type="checkbox"/> CSU Letter	<input type="checkbox"/> Contents	<input checked="" type="checkbox"/> Building	<input type="checkbox"/> Land
<input type="checkbox"/> Decline Claim			

Subject: FIRST INSPECTION - HABITABLE

Related To: None (Claim Level)

Confidential: Yes No

Notes: ATTENDANCE TIME/DATE CLAIMANT PRESENT? TENANT

INSURANCE DETAILS: NZIIAG. HOME: 15-7316572-BPL.

MORTGAGEE: ASB.

ALTERNATIVE PHONE NO. EMAIL

LAND DAMAGE? NO. RESERVE

CONTENTS? NO. RESERVE

DWELLING? Yes RESERVE \$5,000 \$11,000

DAMAGE DESCRIPTION (over page)

NEXT ACTION:

Date:

Claim Number: 2010/

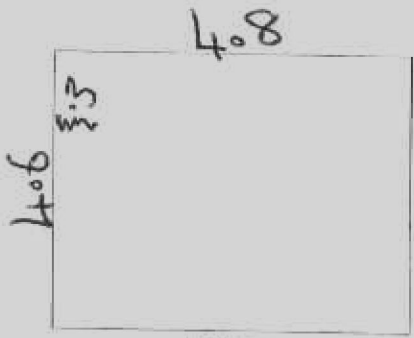
149535

Released under the Official Information Act 1982

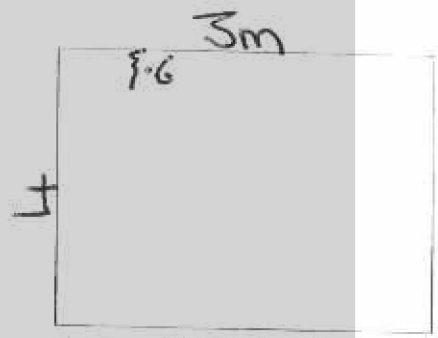
Estimator's Name: Dave [unclear]



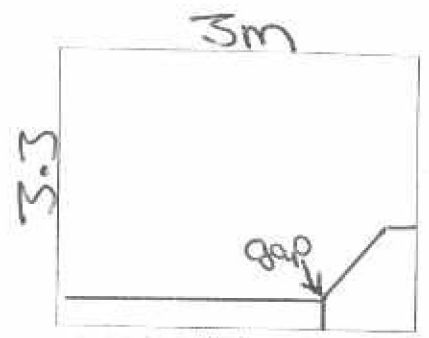
Dwelling Inspection Checklist: Show measurements indicate damage



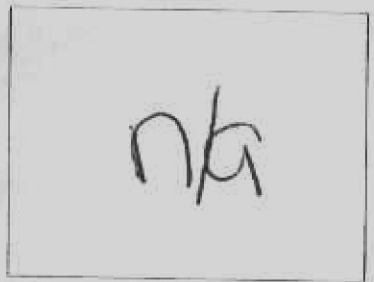
Lounge



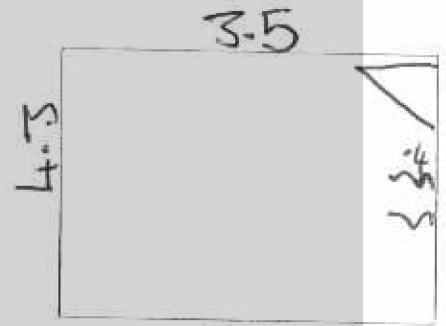
Dining Room



Kitchen



Family Room



Bed 1



Ensuite



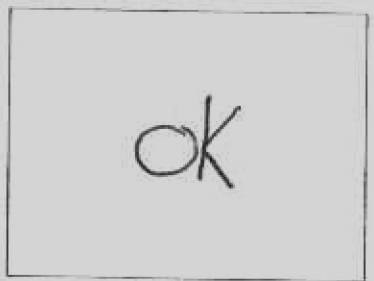
Bed 2



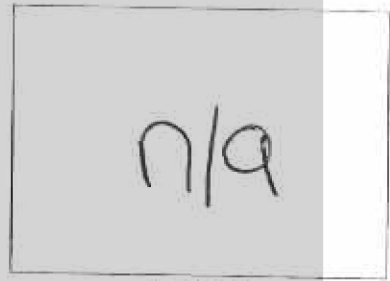
Bed 3



Bed 4



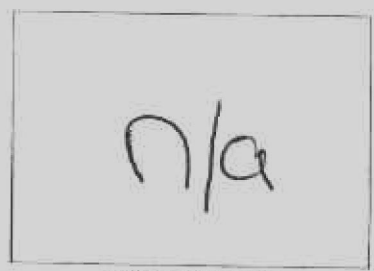
Bathroom



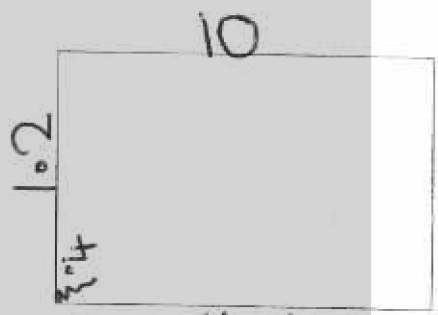
Toilet 1



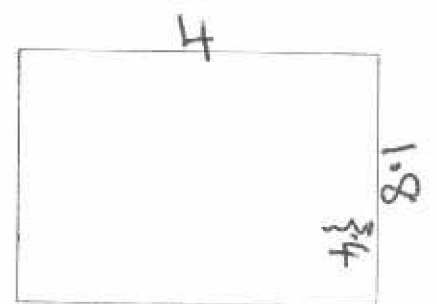
Toilet 2



Office/Study

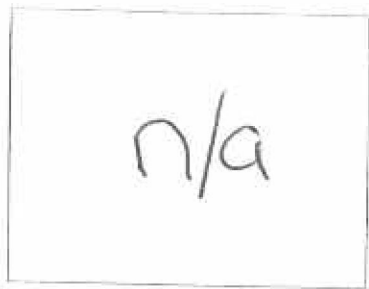


Hall

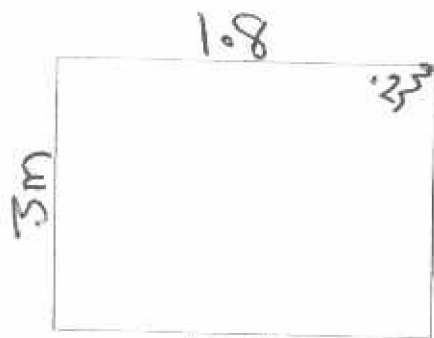


Entry/Hall(s)

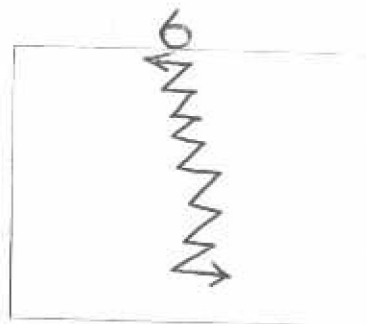
Initials)



Stairwell



Laundry



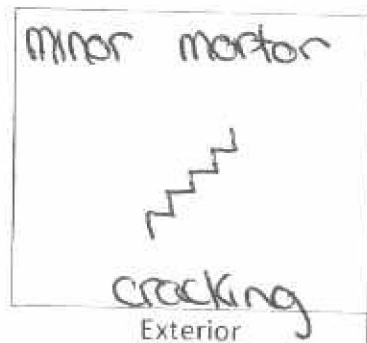
Outbuildings/Garage



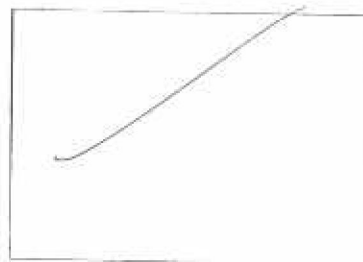
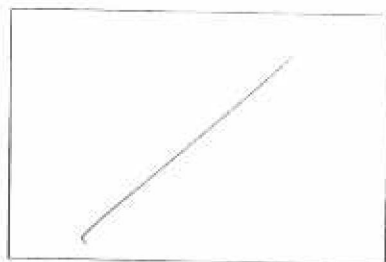
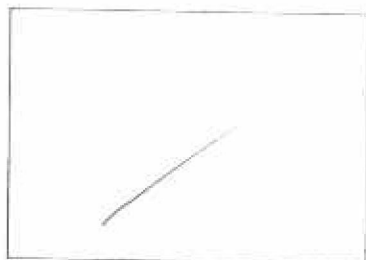
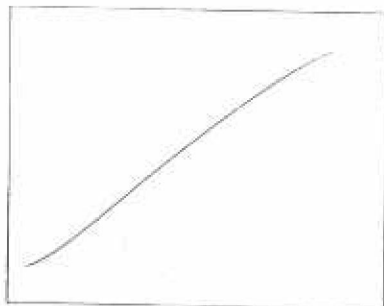
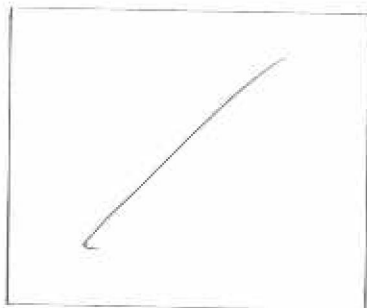
Roof



Foundation

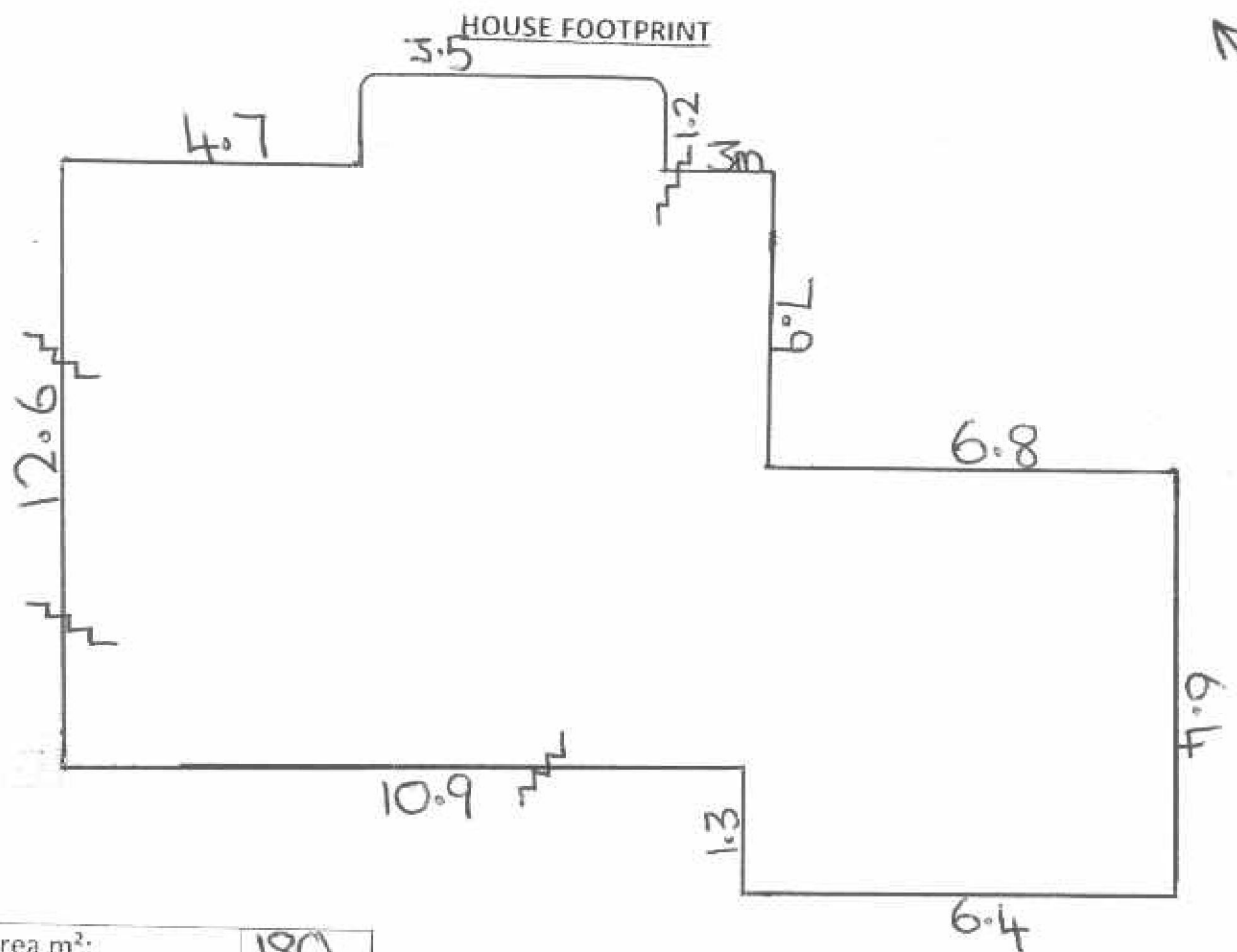


Exterior



Legend

—	Crack to ceiling (show length)		concrete
	Crack to wall (show length)		Floor cracking
X	External damage		mortar cracking
O	Foundation damage		
+	Floor damage		



Area m ² :	180
Stud Heights:	2.4
Wall Finish:	Wallpaper Plastered <u>Paint finish</u>
Other:	
Services:	Specify damage:
Chimneys:	Construction type: n/a Height: n/a Damage description: Above Roof Below Roof Total Repair
Foundations Damage:	Timber Concrete Ring <u>Concrete Slab</u> Other (Specify): <u>Minor</u> Moderate Severe House moved off foundations?: no Concrete slab cracked? Crack width:mm. Crack length:.....7.....
Roof:	Framed <u>Trussed</u> Type: Clay Tiles Concrete tiles Metal tiles <u>Rolled Metal</u> Other Damage:
Cladding Type:	Weatherboard <u>Brick Veneer</u> Hardiplank Other



Statement of Claim Checklist / Repair Strategy

Date: 31.12.10.
 Author: A. MACFARLANE

Claim No: 2010 / 149535
 Claimant: C. RUSSELL
 Situation of Loss: 3 ARGYLE PL.
PREBBLETON.

LA: A. MACFARLANE

Estimator:

Room	Earthquake Damage	Walls	Ceiling	Floor	Repair Strategy
	Y/N	✓	✓	✓	
Lounge	Y	✓	/	/	SEPARATION OF DOOR JAMB. GAP & PAINT. WALLS
Dining Room	Y	✓	/	/	CRACK TO GIB WORK - RAKE OUT, GIB STOP & PAINT.
Kitchen	Y	✓	/	/	MISALIGNED KITCHEN UNIT. JOINER TO RE-ALIGN PANTRY UNIT.
Family Room	N/A	/	/	/	
Bedroom 1	Y	✓	/	/	SEPARATION OF WINDOW & DOOR JAMB. GAP & PAINT. WALLS
Ensuite	N	/	/	/	
Bedroom 2	Y	✓	/	/	SEPARATION OF DOOR JAMB. GAP & PAINT WALLS
Bedroom 3	N	/	/	/	

2210/149535

Affix label here

Room	Earthquake damage:	Walls	Ceiling	Floor	Repair Strategy
	Y/N	✓	✓	✓	
Bedroom 4	N/A	/	/	/	
Bathroom	N	/	/	/	
Toilet 1	N	/	/	/	
Toilet 2	N	/	/	/	
Office / Study	N/A	/	/	/	
Rumpus	N/A	/	/	/	
Entry / Hall(s)	Y	✓	/	/	SEPERATION OF DOOR JAM. GAP & PAINT. WALLS.
Stairwell	N/A	/	/	/	
Laundry	Y	✓	/	/	CRACKS TO GIB IN CORNER ABOVE CUPBOARD. RAKE OUT, GIB-STOP & PAINT.
Garage	Y	/	/	✓	CRACK TO GARAGE FLOOR SLAB. 7.0M. GRIND OUT & EPOXY. & PAINT FLOOR.
HALLWAY Other	Y	✓	/	/	SEPERATION OF DOOR JAMS. GAP & PAINT. WALLS.

.....
(Initials)

2010/149535.

Affix label here

Item	Event Damage	Repair Strategy
	Y / N	
Foundations	N	
Piling	N/A	
Services	N	LIGHTS SHORTING IN DINING ROOM AFTER EQ. REPEATEDLY. — ELECTRICIAN TO INSPECT WIRING & CIRCUITRY.
Other Dwelling Items	N	
Outbuildings	N/A	
Land & Retaining Walls <i>(Discuss with Supervisor)</i>	N	

Supplementary Notes:

I confirm the rooms and areas listed above have been inspected by an EQC representative.

Damage caused by the event has been noted and to my knowledge there are no other areas of damage resulting from the event.

Signature of Claimant:

Dated: 13/1/11

NOTE: THIS FORM IS TO BE COMPLETED IN THE CLAIMANT'S PRESENCE.

.....
(Initials)

Released under the Official Information Act 1982

Claim Number 2010/149535
Loss date 4/09/2010

2011/177128
22/02/2011

2011/209211
13/06/2011

Insurance Details

Insurance Policy Details

Insurance Company IAG - NZI Insurance
Policy Status Verified
Broker/Agent Name ABBOTT INSURANCE
Policy Type PEP FULL REPLACEMENT
Policy/Client Number 15-7316572-BPL
Cover Start Date 20/07/2010
Cover End Date 20/07/2011
Cover Top-Up Unknown
EQC Sum Insured \$115,000.00
Number of Dwellings Insured 1
Name house insured in Heath Property Limited
Claimant Name HEATH PROPERTY LTD
Insured Name matches Claimant Name? Yes
Damage Address 3 ARGYLE PLACE, PREBBLETON 7604
Covered Address matches Damage Address? Yes
Notes

Insurance Policy Details

Insurance Company IAG - NZI Insurance
Policy Status Verified
Broker/Agent Name ABBOTT INSURANCE BROKERS LTD
Policy Type FULL REPLACEMENT-PEP
Policy/Client Number 17-7316572-BPL
Cover Start Date 20/07/2010
Cover End Date 20/07/2011
Cover Top-Up Yes
EQC Sum Insured \$115,000.00
Number of Dwellings Insured 1
Name house insured in HEATH PROPERTY LTD
Claimant Name HEATH PROPERTY LTD
Insured Name matches Claimant Name? Yes
Damage Address 3 ARGYLE PLACE, PREBBLETON 7604
Covered Address matches Damage Address? Yes
Notes

Insurance Policy Details

Insurance Company IAG - NZI Insurance
Policy Status Verified
Broker/Agent Name ABBOTT INSURANCE
Policy Type FULL REPLACEMENT
Policy/Client Number 15-7316572-BPL
Cover Start Date 20/07/2010
Cover End Date 20/07/2011
Cover Top-Up Yes
EQC Sum Insured \$115,000.00
Number of Dwellings Insured 1
Name house insured in HEATH PROPERTY LIMITED
Claimant Name HEATH PROPERTY LIMITED
Insured Name matches Claimant Name? Yes
Damage Address 3 ARGYLE PLACE, PREBBLETON 7604
Covered Address matches Damage Address? Yes
Notes

Mortgagee

Is there a Mortgagee? Yes
Mortgagee ASB BANK
Mortgagee Cap \$25,000.00
Mortgagee Authority Status Requested authority
Amount Requested \$10,955.48
Mortgagee updated by Sandra [REDACTED]
Mortgagee updated on 03/12/2010

Mortgagee

Is there a Mortgagee? Yes
Mortgagee ASB BANK
Mortgagee Cap \$25,000.00
Mortgagee Authority Status Mortgagee on claim - may need authority
Send Mortgagee Request
Mortgagee updated by Diane [REDACTED]
Mortgagee updated on 26/05/2011

Mortgagee

Is there a Mortgagee? Yes
Mortgagee ASB BANK
Mortgagee Cap \$25,000.00
Mortgagee Authority Status Mortgagee on claim - may need authority
Send Mortgagee Request
Mortgagee updated by Justine [REDACTED]
Mortgagee updated on 05/07/2011

Summary

Imminent Loss?	
Claimant	HEATH PROPERTY LTD
Primary Contact	Mr. C S RUSSELL
Preferred Contact Method	Email
Email Address	chris.russell@solidenergy.co.nz
Loss Date	22/02/2011 12:00 AM
Notice Date	22/05/2011
Closed Date	13/03/2013
Closed Outcome	No Damage
Damage Location	3 ARGYLE PLACE, PREBBLETON 7604
Loss Cause	Earthquake
Related Event	Christchurch 10km SE, 5km, 6.3 (22/02/2011)
Processing Office	00 Hagley Middle 201009
Loss Adjuster	

Payment Prevention

- Building Payment
- Land Payment
- Contents Payment
- Claim Level Payment

Sensitive Claims

Hazards on Property	
Triage	02 House and/or Contents only PAD or CMR - <\$30K
Mortgagee Name	ASB BANK
Mortgagee Status	Mortgagee on claim - may need authority

Financials

Claim Cost

O/S Estimate	-
Paid to Date	-
Recoveries	-
Remaining Recoveries	-
Total	-

Fees

O/S Fees Estimate	-
Fees Paid to Date	-
Recoveries	-
Remaining Recoveries	-
Fees Total	-

Overall Claim Settlement

Settlement Status	Declined
Opt Out	No
Referred to EQR	No
Approval Status	
Claim Settlement Figure	-
Claim Settlement Excess	-
Claim Net Settlement	-
Overall Basis of Settlement	
Overall Settlement Method	Pay Amount of Damage
Mult. Property Group Claim?	No
Last edited	
Last saved	
Last author	

Exposures							
#	Coverage	Status	Cover Status	Cover Verification	O/S Estimate	Future Payments	Paid
1	Building	Closed	Verified	Reviewed/Accepted	-	-	-

Claim Contacts		
Name	Roles	Phone
ASB BANK	Mortgagee	
HEATH PROPERTY LTD	Insured, Claimant, TLA Mayor	
C S RUSSELL	Main Contact	03-349-7148

Planned Activities

Associated Claims		
Association	Type	Claims
RUSSEL - PC	Prior claims	CLM/2010/149535, CLM/2011/177128, CLM/2011/209211

Claim Checklist

Calculated Triage Rating 02 House and/or Contents only PAD or CMR - <\$30K
 Imminent Loss?
 Building/Land Insurance Verified Reviewed/Accepted
 Property Type Rental Property

Settlement Status Declined

EQC CM Checklist

Address Matched? Not Reviewed
 Date of Lodgement within 3 months? Not Reviewed
 Documentation supports proposed settlement? Not Reviewed
 Date of Loss and Event Checked? Not Reviewed

Field Checklist

Physical File Made Up? No
 Property has been inspected? Yes
 Emergency Works Approval from Claimant? N/A
 Engineer's Report Received? N/A
 IL Checklist Received? N/A
 Land within Act Limits? N/A
 Land Valuation Received? N/A
 Cost to Repair Land? N/A
 Cost to Remove IL Received? N/A
 SOW, Quote, Invoice Received? No
 Settlement Approval Received? No
 Copy of CSA sent to Claimant? No
 Statement of Claim? No

EQC Funded Repair Checklist

Payment Assurance Letter for Claimant? N/A
 Payment Assurance Letter for Contractor? N/A
 Payment Assurance Letter for Engineer? N/A

EQC Managed Repair Checklist

Claimant Agreement for EQC Managed Repairs? N/A

NZS Repair Contract for EQC Managed Repairs? N/A
IPENZ Agreement with Engineer for EQC Managed Repairs? N/A

Updated By

Keely [REDACTED] 25/10/2011

Latest Notes

By: Monica [REDACTED] 13 Mar 2013 03:16 PM
Topic: General **Confidential:** No
Related To: CLM/2011/177128
Subject:

Building Cash Settlement paid under CLM/2011/209211. NFA Required here.

By: Sophie [REDACTED] 7 Mar 2013 02:28 PM
Topic: Settlement **Confidential:** No
Related To: (1) Building
Subject: BUILDING SETTLEMENT RECOMMENDATION

BUILDING SETTLEMENT RECOMMENDATION SUMMARY CLM/2010/149535 (04/09/10) - assessed on 27/12/10 (paper SOW - not paid)
CLM/2011/177128 (22/02/11) CLM/2011/209211 (13/06/11) - assessed on 24/09/11, awaiting settlement Note: As per Declaratory Judgement, every claim has reinstated EQC cover on this dwelling Fletcher ECM database checked - No repairs located for this address - there is a [REDACTED]
[REDACTED] Settlement recommendation for validated claim CLM/2011/209211 (13/06/11) has been copied to all associated claims CHRONOLOGICAL HISTORY CLM/2010/149535 (04/09/10 SOW: \$10955.48
Inspection date: 27/12/10 SOW payments (gross): \$0.00 Excess: \$0.00 Urgent works paid (including GST): \$0.00 Fletcher EQR payments (including GST): \$0.00 Contents payments (gross): \$0.00 Excess: \$0.00 CLM/2011/177128 (22/02/11) SOW: n/a Inspection date: n/a - covered on SOW on subsequent claim
SOW payments (gross): \$0.00 Excess: \$0.00 Urgent works paid (including GST): \$0.00 Fletcher EQR payments (including GST): \$0.00 Contents payments (gross): \$0.00 Excess: \$0.00 CLM/2011/209211 (13/06/11) - VALIDATED CLAIM SOW: \$4382.31 Inspection date: 24/09/11 SOW payments (gross): \$0.00 Excess: \$0.00 Urgent works paid (including GST): \$0.00 Fletcher EQR payments (including GST): \$0.00 Contents payments (gross): \$0.00 Excess: \$0.00
SETTLEMENT RECOMMENDATION Settlement recommended on validated claim CLM/2011/209211 (13/06/11). All valid claims

lodged prior to the assessment dated 24/09/11 upon which this settlement is based:- As per process will settle claim on latest SOW which was a Comet full assessment as previous paper SOW was never paid. As per \$ccDocLink(4494855)\$ccDocLink(4346560). Pay \$4382.31 less \$200.00 excess, Net payable = \$4182.31 Payment to be made to HEATH PROPERTY LIMITED Postal address c/o HEATHER RUSSELL, 21 ELMWOOD DRIVE, PREBBLETON 7604 Pay by CHEQUE NEXT ACTION _____ Pay building exposure. ANALYSIS & PAYMENT TEAM - WELLINGTON PROCESSING CENTRE \$ccDocLink(4494856)\$ccDocLink(3011988)

By: Marie [REDACTED] 24 Jan 2013 04:23 PM
Topic: Insurance **Confidential:** No
Related To: (1) Building
Subject: INSURANCE VERIFIED

Insurance reviewed and accepted for the following claims: 2010/149535 04/09/2010 2011/177128 22/02/2011 2011/209211 13/06/2011 General Insurance - Wellington Claims Processing Centre

By: Elly [REDACTED] 22 Jan 2013 07:08 PM
Topic: Insurance **Confidential:** No
Related To: CLM/2011/177128
Subject: Insurance Details

Clarify Insurance activity sent to insurer on CLM/2010/149535 Provide yes or no answer to top up cover (Cover beyond EQC cover) Provide Policy type as one of the following three only: Replacement - Sum Insurance Replacement - Area Based Indemnity Claim Processing Centre Manpower House, Wellington \$ccDocLink(4346565)

By: Security Zone Implementation 4 Sep 2012 05:39 AM
Topic: General **Confidential:** Yes
Related To: CLM/2011/177128
Subject: SecurityZone Datafix
Apply Security Zone and call rebuild ACL function

By: Keely [REDACTED] 25 Oct 2011 08:47 PM
Topic: General **Confidential:** No
Related To: CLM/2011/177128
Subject: comet import processing team

Comet assessment completed on CLM#2011/209211 Date of assessment:24/09/2011 Prior/later claims associated no duplicates found for 13/06/2011 full assessment letter and SOW/SOC posted to claimant Comet import processing now complete Next Action: Settlement Required Post Inspection Processing Team Wgtn

Loss Details

General

EQC CM Team	EQC CM - Hagley
Claim Manager	
Processing Office	00 Hagley Middle 201009
Loss Adjuster	
Settlement Method	Pay Amount of Damage
Settlement Status	Declined
Opt Out	No
Referred to EQR	No
Claim Validation Level	Ability to pay

Payment Prevention

Prevent Payment?

Sensitive Claims

Hazards on Property

Loss Details

Claim Number	CLM/2011/177128
Loss Cause	Earthquake
Related Event	Christchurch 10km SE, 5km, 6.3 (22/02/2011)
Date of Loss	22/02/2011
Loss Time	12:00 AM
Date of Notice	22/05/2011

Duplicate Claim?	Not a duplicate
Satisfaction Survey	Sent
Imminent Loss?	
Habitable?	Yes
Weatherproof?	Yes
How severe is the damage?	Minor
Calculated Triage Rating	02 House and/or Contents only PAD or CMR - <\$30K

Damage Location

House Number	3
Street Name	ARGYLE PLACE
Suburb	
Town/City	PREBBLETON
Postcode	7604
CAU	587841 (PREBBLETON)
TLA	SELWYN DISTRICT
Country	New Zealand
Validation status	Address matched exactly

Claimant(s) and Primary Contact

Claimant	HEATH PROPERTY LTD
Primary Contact	C S RUSSELL
Relationship to Insured	Other

Repairer Details

Repairer Name	
Repair Actual Start Date	
Repair Actual End Date	

Flag Details

Flagged	Never flagged
Date Flagged	
Reason for Flag	

Damage To...

Floors	Yes
--------	-----

External Walls Yes
 Interior Walls/Doors Yes

Associations		
Association	Type	Claims
RUSSEL - PC	Prior claims	CLM/2010/149535, CLM/2011/177128, CLM/2011/209211

Exposures						
#	Coverage	Cover Status	Status	O/S Estimate	Future Payments	Paid
1	Building	Verified	Closed	-	-	-

Contacts							
Name	Roles	Phone	Address	Suburb	City	TLA	Postcode
ASB BANK	Mortgagee		PO BOX 35	SHORTLAND STREET	AUCKLAND 1140		
HEATH PROPERTY LTD	Insured, Claimant, TLA Mayor		3 ARGYLE PLACE		PREBBLETON		7604
Mr. C S RUSSELL	Main Contact	03-349-7148	3 ARGYLE PLACE		PREBBLETON	SELWYN DISTRICT	7604

Financials (Total Incurred: \$0.00): Summary

Exposure					
	Remaining Reserves	Future Payments	Total Paid	Recoveries	Net Total Incurred
(1) Building - Building	-	-	-	-	-
Claim Cost	-	-	-	-	-
Unspecified Cost	-	-	-	-	-
Claim Level	-	-	-	-	-
Fees	-	-	-	-	-
Fees	-	-	-	-	-
Claim Total	-	-	-	-	-

Financials (Total Incurred: \$0.00): Transactions								
Type	Date	Amount	Exposure	Coverage	Cost Type	Cost Category	Status	User
Reserve	23/05/2011	\$750.00	1 Building		Claim Cost	Unspecified Cost	Submitted	Fnoi Loader - DO NOT DELETE
Reserve	23/05/2011	\$500.00	Claim-level		Fees	Fees	Submitted	Fnoi Loader - DO NOT DELETE
Reserve	13/03/2013	(\$750.00)	1 Building		Claim Cost	Unspecified Cost	Submitted	Monica [REDACTED]
Reserve	13/03/2013	(\$500.00)	Claim-level		Fees	Fees	Submitted	Monica [REDACTED]

Financials (Total Incurred: \$0.00): Cheques

Documents

Snapshot: Loss Details

General

Claim Manager
 EQC CM Team
 Claim Validation Level Load and save

Hazards on Property

Loss Details

Claim Number CLM/2011/177128
 Loss Cause Earthquake
 Related Event
 Allow Auto Event Linking? true
 Date of Loss 22/02/2011
 Loss Time 12:00 AM
 Date of Notice 22/05/2011
 How Reported Internet
 Habitable? true
 Weatherproof? true
 How severe is the damage? Minor

Damage Location

House Number 3
 Apartment/Unit Number
 Street Name ARGYLE PLACE
 Suburb
 Town/City PREBBLETON
 Postcode
 TLA
 Country New Zealand
 Additional Address Details

Claimant(s) and Primary Contact

Claimant
 Primary Contact C S RUSSELL
 Relationship to Insured Self

Flag Details

Flagged Never flagged
 Date Flagged
 Reason for Flag

Damage To...

Floors Yes
 External Walls Yes
 Interior Walls/Doors Yes

Snapshot: Contacts							
Name	Roles	Contact Prohibited?	Phone	Address	City	TLA	Postcode
C S RUSSELL	Insured, Main Contact	No		3 ARGYLE PLACE PREBBLETON			

Snapshot: Notes

Snapshot: Documents

Snapshot: Insurance Info

Building/Land Insurance Information

Insurance Company	IAG - NZI Insurance
Branch	
Broker/Agent	
Policy/Client Number	
Property Type	Rental Property
Name house insured in	HEATH PROPERTY LTD
Notes	

Contents Insurance Information

Insurance Company	
Branch	
Broker/Agent	
Policy/Client Number	
Name contents insured in	
Notes	

Summary

Imminent Loss?	
Claimant	HEATH PROPERTY LIMITED
Primary Contact	Mrs. HEATHER RUSSELL
Preferred Contact Method	Email
Email Address	heather.russell59@yahoo.co.nz
Loss Date	13/06/2011 12:00 AM
Notice Date	30/06/2011
Closed Date	13/03/2013
Closed Outcome	Paid
Damage Location	3 ARGYLE PLACE, PREBBLETON 7604
Loss Cause	Earthquake
Related Event	Christchurch 10km SE, 11km, 5.5 (13/06/2011)
Processing Office	00 Hagley Middle 201009
Loss Adjuster	

Payment Prevention

- Building Payment
- Land Payment
- Contents Payment
- Claim Level Payment

Sensitive Claims

Hazards on Property	
Triage	02 House and/or Contents only PAD or CMR - <\$30K
Mortgagee Name	ASB BANK
Mortgagee Status	Mortgagee on claim - may need authority

Financials

Claim Cost

O/S Estimate	-
Paid to Date	\$4,182.31
Recoveries	-
Remaining Recoveries	-
Total	\$4,182.31

Fees

O/S Fees Estimate	-
Fees Paid to Date	-
Recoveries	-
Remaining Recoveries	-
Fees Total	-

Overall Claim Settlement

Settlement Status	Claim Payments Complete
Opt Out	No
Referred to EQR	No
Approval Status	
Claim Settlement Figure	\$4,382.31
Claim Settlement Excess	\$200.00
Claim Net Settlement	\$4,182.31
Overall Basis of Settlement	Valuation
Overall Settlement Method	Pay Amount of Damage
Mult. Property Group Claim?	No
Last edited	07/03/2013 02:35 PM
Last saved	
Last author	

Exposures							
#	Coverage	Status	Cover Status	Cover Verification	O/S Estimate	Future Payments	Paid
1	Building	Closed	Verified	Reviewed/Accepted	-	-	\$4,182.31

Claim Contacts		
Name	Roles	Phone
ASB BANK	Mortgagee	
HEATH PROPERTY LIMITED	Insured, Claimant, Cheque Payee	
HEATHER RUSSELL	Main Contact	03-321-9685

Planned Activities			
Due	Priority	Subject	Assigned To
22/12/2017	Normal	Information request - All info + correspondence - DUE: 22.12.2017 - allocated - 19.12.2017	Matthew Magner

Associated Claims		
Association	Type	Claims
RUSSEL - PC	Prior claims	CLM/2010/149535, CLM/2011/177128, CLM/2011/209211

Claim Checklist

Calculated Triage Rating 02 House and/or Contents only PAD or CMR - <\$30K
 Imminent Loss?

Building/Land Insurance Verified	Reviewed/Accepted
Property Type	Rental Property
Settlement Status	Claim Payments Complete

EQC CM Checklist

Address Matched?	Yes
Date of Lodgement within 3 months?	Yes
Documentation supports proposed settlement?	Yes
Date of Loss and Event Checked?	Yes

Field Checklist

Physical File Made Up?	No
Property has been inspected?	Yes
Emergency Works Approval from Claimant?	N/A
Engineer's Report Received?	N/A
IL Checklist Received?	N/A
Land within Act Limits?	N/A
Land Valuation Received?	N/A
Cost to Repair Land?	N/A
Cost to Remove IL Received?	N/A
SOW, Quote, Invoice Received?	Yes
Settlement Approval Received?	Yes
Copy of CSA sent to Claimant?	Yes
Statement of Claim?	No

EQC Funded Repair Checklist

Payment Assurance Letter for Claimant?	N/A
Payment Assurance Letter for Contractor?	N/A
Payment Assurance Letter for Engineer?	N/A

EQC Managed Repair Checklist

Claimant Agreement for EQC Managed Repairs?	N/A
NZS Repair Contract for EQC Managed Repairs?	N/A
IPENZ Agreement with Engineer for EQC Managed Repairs?	N/A

Updated By

Monica [REDACTED]	13/03/2013
Monica [REDACTED]	13/03/2013
Monica [REDACTED]	13/03/2013
Monica [REDACTED]	13/03/2013
comet-importer-02 comet-importer-02	29/09/2011
Monica [REDACTED]	13/03/2013
Monica [REDACTED]	13/03/2013
Monica [REDACTED]	13/03/2013

Latest Notes

By: Bradley [REDACTED] 27 Nov 2017 01:50 PM
Topic: Official Information Act **Confidential:** No
Related To: Issue 2017-11-24
Subject: Information request

PURPOSE: Request for information received on 24/11/2017 via EQC Call Centre email ACTION TAKEN: - Activity set for TSC queue. - Acknowledgement letter not created/ TF already given as per file note 24/11 - Emails requested from IT 27/11 CUSTOMER REQUEST: All information + correspondence NEXT ACTION: Await contact from TSCT Team within 20 working days. TECHNICAL AND STATUTORY COMPLAINTS TEAM & WGTN

By: Amelia Scott 24 Nov 2017 02:43 PM
Topic: General **Confidential:** No
Related To: CLM/2011/209211

Channel: Email In
Subject: Infor Email

Received email dated 24 November 2017 from Heather Russell <fyi-request-6870-9d08d079@requests.fyi.org.nz> \$ccDocLink(8657869) REASON FOR EMAIL OIA request ACTION TAKEN Uploaded email to the claim Set Info Request activityI would like copies of all information held by EQC relating to EQC claims at 3 Argyle Place, Prebbleton. This includes Scope of Works, correspondence, documents and details of work carried out. Please also provide breakdown of all all payments made to date, for all claims i.e. complete file. Replied to Heather Russell <fyi-request-6870-9d08d079@requests.fyi.org.nz> to advise that I have requested the information to be emailed to her. 20 working days time frame. Apologised for any inconvenience that this causes. \$ccDocLink(8657873) NEXT ACTION OIA request to be actioned CUSTOMER CONTACT CENTRE TEAM WGTN

By: Jensy [REDACTED] 14 Mar 2013 01:38 PM
Topic: Correspondence Out **Confidential:** No
Related To: CLM/2011/209211
Subject: Cheque Payment

CSA and SOW \$4,182.31 emailed to heather.russell59@yahoo.co.nz Cheque Posted Claims Support, Claim Processing Centre Manpower House 4 Wellington \$ccDocLink(4529413)

By: Monica [REDACTED] 13 Mar 2013 03:13 PM
Topic: Settlement **Confidential:** No
Related To: (1) Building
Subject: PAYMENT APPROVAL REVIEW

PAYMENT APPROVAL REVIEW I have undertaken a review in order to approve the Building Cash Settlement Reviewed : -Documentation supporting payment, including settlement recommendation. -Payment supported by the Act -Amount -Payee details -Relevant exposure -Financials including reserves -CSA letter I am satisfied that this payment is able to be released. Action Taken: -Approval of payment made -Workplan checked for requirement for additional approval -Building exposure closed Claim Payments Team Manpower House, Wellington

By: Sophie [REDACTED] 7 Mar 2013 02:32 PM
Topic: Settlement **Confidential:** No
Related To: (1) Building
Subject: BUILDING CASH SETTLEMENT

As per building settlement recommendation: SETTLEMENT _____ Total settlement: \$4382.31 Less excess: \$200.00 Net settlement: \$4182.31 PAYMENT DETAILS _____ Cheque Pay To The Order Of HEATH PROPERTY LIMITED Mailing Address c/o HEATHER RUSSELL, 21 ELMWOOD DRIVE, PREBBLETON 7604 Net Amount \$4,182.31 \$ccDocLink(4494856)] drafted. Pending second approval. Duplicate search has been completed Associated claims have been reviewed Relevant supporting documentation is attached: \$ccDocLink(4494855) \$ccDocLink(4346560) \$ccDocLink(3011988) ANALYSIS & PAYMENT TEAM - WELLINGTON PROCESSING CENTRE

By: Sophie [REDACTED] 7 Mar 2013 02:18 PM
Topic: Settlement **Confidential:** No

Related To: (1) Building
Subject: BUILDING SETTLEMENT RECOMMENDATION

BUILDING SETTLEMENT RECOMMENDATION SUMMARY CLM/2010/149535 (04/09/10) - assessed on 27/12/10 (paper SOW - not paid)
CLM/2011/177128 (22/02/11) CLM/2011/209211 (13/06/11) - assessed on 24/09/11, awaiting settlement Note: As per Declaratory Judgement, every claim
has reinstated EQC cover on this dwelling Fletcher ECM database checked - No repairs located for this address - there is a [redacted]

[redacted] Settlement recommendation for validated claim CLM/2011/209211
(13/06/11) has been copied to all associated claims CHRONOLOGICAL HISTORY CLM/2010/149535 (04/09/10 SOW: \$10955.48
Inspection date: 27/12/10 SOW payments (gross): \$0.00 Excess: \$0.00 Urgent works paid (including GST): \$0.00 Fletcher EQR payments (including GST):
\$0.00 Contents payments (gross): \$0.00 Excess: \$0.00 CLM/2011/177128 (22/02/11) SOW: n/a Inspection date: n/a - covered on SOW on subsequent claim
SOW payments (gross): \$0.00 Excess: \$0.00 Urgent works paid (including GST): \$0.00 Fletcher EQR payments (including GST): \$0.00 Contents payments
(gross): \$0.00 Excess: \$0.00 CLM/2011/209211 (13/06/11) - VALIDATED CLAIM SOW: \$4382.31 Inspection date: 24/09/11 SOW payments (gross): \$0.00
Excess: \$0.00 Urgent works paid (including GST): \$0.00 Fletcher EQR payments (including GST): \$0.00 Contents payments (gross): \$0.00 Excess: \$0.00
SETTLEMENT RECOMMENDATION Settlement recommended on validated claim CLM/2011/209211 (13/06/11). All valid claims
lodged prior to the assessment dated 24/09/11 upon which this settlement is based:- As per process will settle claim on latest SOW which was a Comet full
assessment as previous paper SOW was never paid. As per \$ccDocLink(4494855)\$ccDocLink(4346560). Pay \$4382.31 less \$200.00 excess, Net payable =
\$4182.31 Payment to be made to HEATH PROPERTY LIMITED Postal address c/o HEATHER RUSSELL, 21 ELMWOOD DRIVE, PREBBLETON 7604 Pay
by CHEQUE NEXT ACTION Pay building exposure. ANALYSIS & PAYMENT TEAM - WELLINGTON PROCESSING CENTRE
\$ccDocLink(4494856)\$ccDocLink(3011988)

By: Marie [redacted] 24 Jan 2013 04:17 PM
Topic: Settlement **Confidential:** No
Related To: (1) Building
Subject: VALIDATION COMPLETED

Insurance reviewed and accepted for the following claims: 2010/149535 04/09/2010 2011/177128 22/02/2011 2011/209211 13/06/2011 ACTION Insurance
confirmed Claim is ready to proceed with Building Recommendation NEXT ACTION Have set activity 'Review Building (Validation completed)' to "Settlement
(Under \$15k Single Building with Multi Claims) - 00 Hagley Middle 201009" Marie Aiono General Insurance, Wellington Claims Processing Centre,
Manpower House \$ccDocLink(4346560)

By: Elly [redacted] 22 Jan 2013 07:08 PM
Topic: Insurance **Confidential:** No
Related To: CLM/2011/209211
Subject: Insurance Details

Clarify Insurance activity sent to insurer on CLM/2010/149535 Provide yes or no answer to top up cover (Cover beyond EQC cover) Provide Policy type as
one of the following three only: Replacement - Sum Insurance Replacement - Area Based Indemnity Claim Processing Centre Manpower House, Wellington
\$ccDocLink(4346565)

By: Elly [redacted] 22 Jan 2013 07:01 PM
Topic: Settlement **Confidential:** No

Related To: (1) Building
Subject: Claim Validated & Awaiting Insurance

Associated Claim: CLM/2010/149535 - (04/09/2010) SOW Amount: \$10,955.48 - Paper Assessed Date of Inspection: 27/12/2010 AWAITING SETTLEMENT ACTION: - Validated CLM/2011/209211 (13/06/2011) - SOW amount: \$4,382.31 (incl. GST) - Most recent EQC Assessment date: 24/09/2011 - Issue registered on CMS to request apportionment to be made across claims. - ECM database checked - YES (Status - Not Required) - Claim over 10k + GST? - NO - Title Search request sent? & Not required Claim ready to proceed with Building Settlement recommendation under \$15k multi EQ events. NEXT ACTION: Have set activity "Review Building (Insurance Pending)" & to & Settlement (Under \$15k Single Building with Multi Claims) & - 00 Hagley Middle 201009 Review for Insurance Validation Validation Team, Claim Processing Team Manpower House, Wellington \$ccDocLink(4346560)

By: Security Zone Implementation 4 Sep 2012 04:03 AM
Topic: General **Confidential:** Yes
Related To: CLM/2011/209211
Subject: SecurityZone Datafix
Apply Security Zone and call rebuild ACL function

By: Keely [REDACTED] 25 Oct 2011 08:46 PM
Topic: General **Confidential:** No
Related To: CLM/2011/209211
Subject: Comet Import Processing Team

Comet assessment completed on CLM#2011/209211 Date of assessment:24/09/2011 Prior/later claims associated no duplicates found for 13/06/2011 full assessment letter and SOW/SOC posted to claimant Comet import processing now complete Next Action: Settlement Required Post Inspection Processing Team Wgtn

By: comet-importer-02 comet-importer-02 24 Sep 2011 12:38 PM
Topic: General **Confidential:** No
Related To: CLM/2011/209211
Subject: COMET Full Assessment Comments

Insurance Comments: Renewal 20/7/11. - 20/7/12 Insurance Details Sighted: Insurer: IAG - NZI Insurance Policy Type: Dwelling Policy Number: 15-7316572-BPL Sighted: Yes ----- Additional Mortgage: Mortgagee: ASB BANK ----- For repairs costing between \$10,000 and \$100,000 the claimant wishes to manage their own repairs? : No Buildings show signs of leaky home syndrome ? : No Property Sticker : No Sticker ----- Hazards: No hazards sighted ----- Site Comments: No liquafaction ----- Services Comments: Gas to hob only ----- Main Building Exterior Elements: Roof (Rolled metal) - Comments: 20 degrees Elevation (East wall 16 x 2.4) - Comments: Brick veneer Elevation (North wall 18 x 2.4) - Comments: Brick veneer has minor stepped crackng Elevation (West wall 16 x 2.4) - Comments: Brick veneer Elevation (South wall 18 x 2.4) - Comments: Brick veneer has minor stepped cracking Ground Floor Kitchen -Comments: Wall crack top left of ranchslider, left of small window Resilicon benchtop / wall joint above splashback Internal Garage -Comments: minor crack to slab and ceiling Lounge -Comments: Carpet on slab, paint finish wall and ceiling, dbl hollow core mdf door, window, ext bifold doors, dbl cavity slider Hallway -Comments: Carpet on slab, paint finish wall and ceiling, two sliding mdf doors into cupboard space, mdf door into linen cupboard Bathroom -Comments: Vinyl flooring Paint finish One door Two windows Arcrylic bath and shower Vanity Toilet Bedroom (Master) -Comments: Carpet on slab, paint finish wall and ceiling, door,

ranchslider Walk In Wardrobe -Comments: carpet Paint finish One door Mdf shelving ----- Inspection Sign Off Is there land damage? : No
Landslip damage has been assessed on paper : No Has the contents schedule been left with claimant? : Yes Have the contents been sighted? : No In roof
space : Yes On roof? : Yes Under sub floor? : No reasons : Slab Recommend Declining Claim : No

By: comet-importer-02 comet-importer-02 24 Sep 2011 12:22 PM
Topic: General **Confidential:** No
Related To: CLM/2011/209211
Subject: Claims, assessments,

Sept claim for house only. Assessed. No settlement yet. Fwb and june, possible further damage. Currently being assessed.

By: comet-importer-02 comet-importer-02 24 Sep 2011 12:06 PM
Topic: General **Confidential:** No
Related To: CLM/2011/209211
Subject: General

Modern brick home on slab rolled metal roof One level Minor cosmetic damage

By: Datacom User78 30 Jun 2011 04:34 PM
Topic: Telephone **Confidential:** No
Related To: CLM/2011/209211
Subject: NEW CLAIM

DATAKOM CALL CENTRE: ASH REASON FOR CALL: -LODGING NEW CLAIM. DISCUSSED: -NEW CLAIM LODGED. ACTION TAKEN: -AWAITING ACTION FROM EQC.

Loss Details

General

EQC CM Team

EQC CM - Hagley

Claim Manager	
Processing Office	00 Hagley Middle 201009
Loss Adjuster	
Settlement Method	Pay Amount of Damage
Settlement Status	Claim Payments Complete
Opt Out	No
Referred to EQR	No
Claim Validation Level	Ability to pay

Payment Prevention

Prevent Payment?

Sensitive Claims

Hazards on Property

Loss Details

Claim Number	CLM/2011/209211
Loss Cause	Earthquake
Related Event	Christchurch 10km SE, 11km, 5.5 (13/06/2011)
Date of Loss	13/06/2011
Loss Time	12:00 AM
Date of Notice	30/06/2011
Duplicate Claim?	Not a duplicate
Satisfaction Survey	Sent
Imminent Loss?	
Habitable?	Yes
Weatherproof?	Yes
How severe is the damage?	Moderate
Calculated Triage Rating	02 House and/or Contents only PAD or CMR - <\$30K

Damage Location

House Number	3
Street Name	ARGYLE PLACE
Suburb	
Town/City	PREBBLETON
Postcode	7604
CAU	587841 (PREBBLETON)
TLA	SELWYN DISTRICT
Country	New Zealand
Validation status	Address matched exactly

Claimant(s) and Primary Contact

Claimant	HEATH PROPERTY LIMITED
Primary Contact	HEATHER RUSSELL
Relationship to Insured	Other

Repairer Details

Repairer Name	
Repair Actual Start Date	
Repair Actual End Date	

Flag Details

Flagged	Is flagged
Date Flagged	22/01/2013
Reason for Flag	There is at least one open issue on the claim

Damage To...

Foundation	Yes
Floors	Yes
Roof/Roofspace	Yes
External Walls	Yes
Interior Walls/Doors	Yes
Ceilings	Yes
Outbuildings	Yes
Toilets	Yes
Basins/Sinks/Baths	Yes

Associations		
Association	Type	Claims
RUSSEL - PC	Prior claims	CLM/2010/149535, CLM/2011/177128, CLM/2011/209211

Exposures						
#	Coverage	Cover Status	Status	O/S Estimate	Future Payments	Paid
1	Building	Verified	Closed	-	-	\$4,182.31

Contacts							
Name	Roles	Phone	Address	Suburb	City	TLA	Postcode
ASB BANK	Mortgagee		PO BOX 35	SHORTLAND STREET	AUCKLAND 1140		
HEATH PROPERTY LIMITED	Insured, Claimant, Cheque Payee		c/o HEATHER RUSSELL		PREBBLETON		7604
Mrs. HEATHER RUSSELL	Main Contact	03-321-9685	21 ELMWOOD DRIVE		PREBBLETON	SELWYN DISTRICT	7604

Financials (Total Incurred: \$4,182.31): Summary

Exposure

	Remaining Reserves	Future Payments	Total Paid	Recoveries	Net Total Incurred
(1) Building - Building	-	-	\$4,182.31	-	\$4,182.31
Claim Cost	-	-	\$4,182.31	-	\$4,182.31
Unspecified Cost	-	-	\$4,182.31	-	\$4,182.31
	-	-	-	-	-
Claim Level	-	-	-	-	-
Fees	-	-	-	-	-
Fees	-	-	-	-	-
	-	-	-	-	-
Claim Total	-	-	\$4,182.31	-	\$4,182.31

Financials (Total Incurred: \$4,182.31): Transactions								
Type	Date	Amount	Exposure	Coverage	Cost Type	Cost Category	Status	User
Reserve	30/06/2011	\$7,200.00	1 Building	Claim Cost	Unspecified Cost	Submitted		Datacom User78
Reserve	30/06/2011	\$1,000.00	Claim-level	Fees	Fees	Submitted		Datacom User78
Reserve	29/09/2011	-	1 Building	Claim Cost	Unspecified Cost	Submitted		comet-importer-02 comet-importer-02
Payment	07/03/2013	\$4,182.31	1 Building	Claim Cost	Unspecified Cost	Submitted		Monica [REDACTED]
Reserve	13/03/2013	(\$3,017.69)	1 Building	Claim Cost	Unspecified Cost	Submitted		Monica [REDACTED]
Reserve	13/03/2013	(\$1,000.00)	Claim-level	Fees	Fees	Submitted		Monica [REDACTED]

Financials (Total Incurred: \$4,182.31): Cheques						
Cheque Number	Pay To	Gross Amount	Issue Date	Scheduled Send Date	Status	Bulk Invoice
	HEATH PROPERTY LIMITED	\$4,182.31		07/03/2013	Requested	<none>

Documents									
Name	Category	Type	Status	Author	Size	Created	Date Modified	Deleted	
Email response to Heather	Correspondence - Out	Claims Staff	Draft	Amelia Scott	68K	24/11/2017 02:46 PM		No	
Email received from Heather Russell	Correspondence - In	Other	Draft	Amelia Scott	45K	24/11/2017 02:40 PM		No	
CLM-2011-209211 Scope of Works	Other	Other	Final	Jensy [REDACTED]	188K	14/03/2013 01:40 PM		No	
11-209211 Claims Settlement Advice Letter - Building	Correspondence - Out	Claimant	Draft	Sophie [REDACTED]	23K	07/03/2013 02:16 PM	03/2013 03:11 PM	No	
CLM 2011 209211 - Calculation Checklist V5 5	Other	Other	Draft	Sophie [REDACTED]	64K	07/03/2013 02:16 PM	07/03/2013 02:18 PM	No	
CLM 2011 209211 - Calculation Checklist V5 - 2013 01 22	Other	Other	Draft	Elly [REDACTED]	43K	22/01/2013 07:01 PM		No	
Scope of Works (25/10/2011 20:43 Report PM)		Estimator	Final	Kelly [REDACTED]	8K	25/10/2011 08:43 PM		No	
Full Assessment - Christchurch	Correspondence - Out	Claimant	Draft	Kelly [REDACTED]	43K	25/10/2011 08:43 PM		No	

Snapshot: Loss Details

General

Claim Manager
 EQC CM Team

Claim Validation Level New loss completion

Hazards on Property

Loss Details

Claim Number CLM/2011/209211
Loss Cause Earthquake
Related Event
Allow Auto Event Linking? true
Date of Loss 13/06/2011
Loss Time 12:00 AM
Date of Notice 30/06/2011
How Reported New Claim Wizard
Habitable? true
Weatherproof? true
How severe is the damage? Moderate

Damage Location

House Number 3
Apartment/Unit Number
Street Name ARGYLE PLACE
Suburb
Town/City PREBBLETON
Postcode 7604
TLA SELWYN DISTRICT
Country New Zealand
Additional Address Details

Claimant(s) and Primary Contact

Claimant HEATHER RUSSELL
Primary Contact HEATHER RUSSELL
Relationship to Insured Self

Flag Details

Flagged Never flagged

Date Flagged
 Reason for Flag

Damage To...

Foundation	Yes
Floors	Yes
Roof/Roofspace	Yes
External Walls	Yes
Interior Walls/Doors	Yes
Ceilings	Yes
Outbuildings	Yes
Toilets	Yes
Basins/Sinks/Baths	Yes

Snapshot: Contacts

Name	Roles	Contact Prohibited?	Phone	Address	City	TLA	Postcode
HEATHER RUSSELL	Insured, Main Contact	No	03-321-9685	21 ELMWOOD DRIVE	PREBBLETON	SELWYN DISTRICT	7604

Snapshot: Notes

Snapshot: Documents

Snapshot: Insurance Info

Building/Land Insurance Information

Insurance Company	IAG - NZI Insurance
Branch	
Broker/Agent	ABBOTT INSURANCE
Policy/Client Number	15-7316572-BPL
Property Type	Rental Property
Name house insured in	
Notes	

Contents Insurance Information

Insurance Company	
Branch	
Broker/Agent	
Policy/Client Number	
Name contents insured in	
Notes	

EQC Info Mailbox

From: EQC Info Mailbox
Sent: Friday, 24 November 2017 2:43 p.m.
To: 'Heather Russell'
Subject: Official Information Act Request

Dear Heather

Thank you for your email.

Official Information Act Request

I have requested the information to be emailed to you.

A response will be provided within 20 working days.

I am sorry for any inconvenience that this causes.

Further Information

If you require more information, please visit www.eqc.govt.nz or phone 0800 DAMAGE (0800 326 243) between 7am-9pm Monday-Friday and 8am-6pm on Saturday.

Please ensure you include your claim number when you enquire.

Yours sincerely

Amelia Scott | Customer Service Consultant | Customer & Claims
Earthquake Commission | *Kōmihana Rūwhenua*
0800 DAMAGE | info@eqc.govt.nz | PO Box 311, Wellington 6140
www.eqc.govt.nz

-----Original Message-----

From: Heather Russell [<mailto:fyi-request-6870-9d08d079@requests.fyi.org.nz>]
Sent: Friday, 24 November 2017 12:45 p.m.
To: EQC Info Mailbox
Subject: Official Information request - 3 Argyle Place, Prebbleton - Request all EQC Claims information on file

Dear Earthquake Commission,

I would like copies of all information held by EQC relating to EQC claims at 3 Argyle Place, Prebbleton. This includes Scope of Works, correspondence, documents and details of work carried out. Please also provide breakdown of all all payments made to date, for all claims i.e. complete file.

Yours faithfully,

Heather Russell

This is an Official Information request made via the FYI website.

Please use this email address for all replies to this request:
fyi-request-6870-9d08d079@requests.fyi.org.nz

Is info@eqc.govt.nz the wrong address for Official Information requests to Earthquake Commission? If so, please contact us using this form:

Released under the Official Information Act 1982

https://fyi.org.nz/change_request/new?body=eqc

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:

<https://fyi.org.nz/help/officers>

If you find this service useful as an Official Information officer, please ask your web manager to link to us from your organisation's OIA or LGOIMA page.

Scope of Works

Claim Number	CLM/2011/209211	Damage Location	3 ARGYLE PLACE, PREBBLETON 7604
Claimant	HEATH PROPERTY LIMITED		

Element type	Description	Total Cost
Roof	Main Building - Rolled metal	\$0.00
Foundations	Main Building - Slab	\$0.00
Elevation	Main Building - East wall 16 x 2.4	\$0.00
Elevation	Main Building - North wall 18 x 2.4	\$136.62
Elevation	Main Building - West wall 16 x 2.4	\$0.00
Elevation	Main Building - South wall 18 x 2.4	\$136.62
Kitchen	Main Building -	\$1,364.83
Internal Garage	Main Building -	\$2,516.55
Lounge	Main Building -	\$0.00
Laundry	Main Building -	\$0.00
Bedroom	Main Building - Opposite bathroom	\$0.00
Hallway	Main Building -	\$0.00
Bathroom	Main Building -	\$0.00
Bedroom	Main Building - Master	\$0.00
En Suite	Main Building -	\$0.00
Walk In Wardrobe	Main Building -	\$0.00
Bedroom	Main Building - Off lounge	\$0.00
Other	Fees	\$227.70

Claim No. CLM/2011/209211

7th March 2013

HEATH PROPERTY LIMITED
C/- HEATHER RUSSELL
21 ELMWOOD DRIVE
PREBBLETON 7604

Dear Heather Russell,

Damage address: 3 ARGYLE PLACE, PREBBLETON 7604

Your settlement calculation

EQC has now calculated your claim entitlement and paid the following amount(s).

Item	Amount	Excess	Balance
Dwelling (2010/149535, 2011/177128, 2011/209211) Final	\$4,382.31	-\$200.00	\$4,182.31
Total			\$4,182.31

Total amount of this payment is **\$4,182.31**

Payment

It is important that the payment(s) made to you are used for the purpose of repair or replacement of damaged property.

If you have not provided EQC with a bank deposit slip (to enable electronic payment) your payment will be made by cheque. If you are expecting further payments from EQC and would prefer payment by direct credit, please send us a bank deposit slip, or a letter from your bank identifying your bank account number. We can accept these electronically if they are scanned and emailed. Please include your claim number in any correspondence to us.

If you believe there are outstanding aspects of your claim, you should bank your cheque(s) and EQC will continue to respond to your queries. Banking your claim settlement cheque does not affect your current or any future entitlement(s).

Your obligations

By accepting this payment from EQC, you are agreeing that the claim information that you submitted was true and accurate; that you have not withheld any material information; that you will inform EQC if any information provided later becomes incorrect; and that you will provide any further information required for EQC to assess your claim.

Further contact

If you have any concerns about your claim please contact us either by sending an email to claims@eqc.govt.nz or call our free phone number 0800 DAMAGE (0800 326243) international call +64 4 978 6400 or +64 4 978 6401.

Yours faithfully

Bruce Emson

General Manager, Customer Services

Scope of Works

Released under the Official Information Act 1982

Claim Number CLM/2011/209211 Damage Location 3 ARGYLE PLACE, PREBBLETON 7604

Claimant HEATH PROPERTY LIMITED Reviewed by (not reviewed)

Main Contact HEATHER RUSSELL Contact Address 21 ELMWOOD DRIVE, PREBBLETON 7604

SOW Status Approved Reviewed on

 Edited by

Elements included in settlement

<u>Location of damage</u>		<u>Damaged Feature</u>	<u>Damage</u>
Elevation	Main Building - North wall 18 x 2.4	Wall Cladding	Cracking
Elevation	Main Building - South wall 18 x 2.4	Wall Cladding	Cracking
Kitchen	Ground Floor Main Building -	Wall covering	Cosmetic damage
		Work top	Impact damage
Internal Garage	Ground Floor Main Building -	Ceiling	Structural damage
		Floor	Cosmetic damage

Ends

25 October 2011

HEATHER RUSSELL
21 ELMWOOD DRIVE
PREBBLETON 7604

CLAIM NUMBER: CLM/2011/209211

Dear HEATHER RUSSELL

RE: 3 ARGYLE PLACE, PREBBLETON 7604

Recently, our EQC assessors completed a full assessment of all damage to your property from the earthquakes and aftershocks since 4 September 2010. We appreciate you taking the time to meet with them to go through this process.

We have enclosed with this letter your Statement of Claim which lists the damage the assessors have identified.

EQC claim officers are now looking at all your claims since 4 September 2010 to check what claim(s) have been previously assessed and whether any settlement payment(s) have already been made. This information determines how we'll proceed with repair or settlement of your building damage.

The next steps will vary according to the type and amount of damage to your property. The following information details how we intend to settle claims for building damage.

Repairs of \$10,000 (+ GST) or less	<ul style="list-style-type: none">• EQC will pay you the settlement amount and you will manage the repairs yourself; or• If you'd prefer, we can refer your claim to Fletcher EQR to manage your repairs. To 'opt in' to this process please call 0800 DAMAGE (0800 326 243)
For repairs between \$10,000 (+ GST) & \$100,000 (+ GST)	<ul style="list-style-type: none">• EQC will work with Fletcher EQR to manage your repairs; or• If you have a preferred contractor you may remain in the Fletcher EQR process if your contractor is accredited, or becomes accredited with Fletcher EQR; or• You can choose to 'opt out' of using Fletcher EQR. If you do so, you will be responsible for managing all repairs, including ensuring that the repairs comply with the Building Act; that all necessary consents are obtained; and that any disputes with contractors are resolved. <p>Further information about accreditation and 'opting out' of the process is available in the 'Frequently Asked Questions' at www.eqc.govt.nz, or by phoning 0800 DAMAGE (0800 326 243)</p>
For repairs over \$100,000 (+ GST)	<ul style="list-style-type: none">• If your property has a mortgage or other financial security on it, then we will pay the settlement amount to the lender• If your property is not subject to any loan or security, then we will pay you directly <p>We will refer your claim on to your insurer and they will contact you to discuss the resolution of your claim.</p>

Further contact

If you have any queries about your claim, please contact us on 0800 DAMAGE (0800 326 243). Please have your claim number handy to provide to the call centre staff. You can also email us at: claims@eqc.govt.nz.

Further information is also available at www.eqc.govt.nz including the 'Householders' Guide to EQCover which is found in the EQC Insurance section on the website.

Yours sincerely

Released under the Official Information Act 1982

Claims Officer

Validation Checklist to be completed by Validation team (blue cells)

Assessment/Payment Checklist to be completed by Assessment/Payment team (green cells)

Released under the Official Information Act 1982

Claim Number	
Customer (Full name)	
Address	
Land Zone	
Event date	

The following commentary fields are for optional use. There may be a limit of 255 characters per box.

VALIDATION CHECKLIST	
Was claim lodged within 3 months of event?	
Has insurance been checked?	
Are there any duplicate Claims?	
Associated Claims / Dates / Noted Apportionment	
Body Corp or Multi dwelling?	
Is there any Deed of Assignment (yes / no)? If yes then is the new owner recorded on the claim?	
Is any Trust related to this claim? If so, is that information recorded on the claim?	
Are any mortgagors related to this claim? If so, are they recorded on the claim?	
Is this a Deceased Estate? If so, is the relevant information recorded on the claim?	
Is claim value less than \$17,250?	

Commentary 1

Commentary 2

Commentary 3

ASSESSMENT/PAYMENT CHECKLIST	ENTER ONE: YES / No or N/A	
SOC checked for structural damage?	YES	
More than one assessment? (if yes, state date of assessment used for settlement calculation)	YES	SOC Date 24/09/11
If property has changed ownership, checked that DOA is on file?	N/A	
File notes checked?	YES	
Settlement Recommendation filenote completed?	YES	
Are there any unpaid Remedial or EW invoices? (If yes: insert standard paragraph in CSA)	NO	

SETTLEMENT CALCULATION	Claim	Associated Claims									
	TOTAL GROSS AMOUNTS	GROSS AMOUNTS ONLY									
Claim Number (of only claims to be included in the settlement)	na	CLM/2011/209211	CLM/2011/177128	CLM/2010/149535							
Previously paid SOWs	\$ -										
Emergency Works - Paid	\$ -										
Fletcher EQR (costs not paid to customer but command an excess)	\$ -										
Contents	\$ -										
Excess(es) already deducted from previous payments	\$ -	\$ -	\$ -	\$ -							
Latest SOW Value	\$ 4,382.31										
Total damage claimed for this property	\$ 4,382.31	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total excess (incl. any excesses already deducted) to be deducted	\$ 200.00										
Excess remaining to be deducted for each claim	\$ 200.00										
Total Excess remaining to be deducted from Settlement	\$ 200.00										
Settlement (amount of this payment)	\$ 4,182.31										
Note: the total excess payable on the entire claim has been calculated and deducted from the total settlement figure. No further excess deduction is required.											

- Assumptions:
- That the Total of any Claim + the SOW is less than the EQC payment cap which is \$100k+GST so is \$115,000 incl. GST.
If the Total Claim + SOW assumption is breached then the spreadsheet will report an error and you'll need to manually calculate the correct excess value.
 - That no final apportionment is available. If final (not Comet) apportionment is available then it's best to use that apportionment to precisely calculate the settlement.

Single-Building Multi-Claim Excess and Settlement Checklist and Calculator

Validation Checklist to be completed by Validation team (blue cells)

Assessment/Payment Checklist to be completed by Assessment/Payment team (green cells)

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Claim Number	CLM/2011/7849
Customer (Full name)	HEATH PROPERTY LIMITED
Address	3 ARGYLE PLACE, PREBBLETON 7604
Land Zone	GREEN
Event date	13/06/2011

The following commentary fields are for optional use. There may be a limit of 255 characters per box.

VALIDATION CHECKLIST	
Was claim lodged within 3 months of event?	YES
Has insurance been checked?	YES
Are there any duplicate Claims?	NO
Associated Claims / Dates / Noted Apportionment	CLM/2010/149535 - (04/09/2010) CLM/2011/177128 - (22/02/2011)
Body Corp or Multi dwelling?	NO
Is there any Deed of Assignment (yes / no)? If yes then is the new owner recorded on the claim?	NO
Is any Trust related to this claim? If so, is that information recorded on the claim?	NO
Are any mortgagors related to this claim? If so, are they recorded on the claim?	YES, YES
Is this a Deceased Estate? If so, is the relevant information recorded on the claim?	NO
Is claim value less than \$17,250?	YES

Commentary 1

Commentary 2

Commentary 3

ASSESSMENT/PAYMENT CHECKLIST	ENTER ONE: YES / No or N/A
SOC checked for structural damage?	
More than one assessment? (if yes, state date of assessment used for settlement calculation)	
If property has changed ownership, checked that DOA is on file?	
File notes checked?	
Settlement Recommendation filenote completed?	
Are there any unpaid Remedial or EW invoices? (If yes: insert standard paragraph in CSA)	

SOC Date

SETTLEMENT CALCULATION	Claim	Associated Claims												
	GROSS AMOUNTS	GROSS AMOUNTS ONLY												
Claim Number (of only claims to be included in the settlement)														
Previously paid SOW's														
Emergency Works - Paid														
Fletcher EQR (costs not paid to customer but command an excess)														
Contents														
Excess(es) deducted from previous payments (per claim)														
SOW Value														
Total of damage claimed for this property per claim (excl. any excesses deducted and excl. SOW)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Claim value (with SOW added to the numerically largest claim)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total excess (incl. any excesses already deducted) to be deducted from Settlement	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Excess remaining to be deducted for each claim	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Excess remaining to be deducted from Settlement	\$ -													
Settlement (amount of this payment)														
Note: the total excess payable on the entire claim has been calculated and deducted from the total settlement figure. No further excess deduction is required.	\$ -													

Assumptions: 1. That the Total of any Claim + the SOW is less than the EQC payment cap which is \$100k+GST so is \$115,000 incl. GST.

If the Total Claim + SOW assumption is breached then the spreadsheet will report an error and you'll need to manually calculate the correct excess value.

2. That no final apportionment is available. If final (not Comet) apportionment is available then it's best to use that apportionment to precisely calculate the settlement.

EQC Full Assessment Report

Released under the Official Information Act 1982

Claim Number: CLM/2011/209211
Claimant: HEATHER RUSSELL
Property Address: 3 ARGYLE PLACE
PREBBLETON 7604

Assessment Date: 24/09/2011 12:38
Assessor: Parkes, Sean
Estimator: Gard, Daniel

Claimant Setup

Type	Name	Home Number	Mobile Number	Work Number	Email Address
Owner	HEATHER, RUSSELL	03 3497148	027 4492012	03 3219685	
Tenant	BRAIN, Gemma				

Insurance & Mortgage Details

Insurance Details - From Claim Centre

Insurer	Policy Type	Policy Number	Insurance Sighted	Insurance Valid
IAG - NZI Insurance	Dwelling	15-7316572-BPL	Yes	

Insurance Details - Added in COMET

Insurer	Policy Type	Policy Number	Insurance Sighted	Insurance Valid
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Insurance Details - Comments

Renewal 20/7/11. - 20/7/12

Mortgage Details - From Claim Centre

Bank

Mortgage Details - Added in COMET

Bank

ASB BANK

Mortgage Details - Comments

Opt Out

For repairs costing between \$10,000 and \$100,000 the claimant wishes to manage their own repairs? No

Hazards

Hazards: No hazards sighted

Property Sticker: No Sticker

Building Configurations

Leaky Home Syndrome? No

Building Name	Number of floors	Building Finish	Age of house	Footprint	Area (m2)
Main Building	1	Standard	Post 1980	Rectangular	175.27

Site

Element	Type	Material	Damages	Measure	Rate	Cost
Land	Exposed	Soil	No Earthquake Damage No Earthquake Damage			

General Comments: No liquafaction

Services

Element	Type	Material	Damages	Measure	Rate	Cost
Electrical/Power	Grid Over Head	Wire	No Earthquake Damage			
Gas	External Bottles	PVC	No Earthquake Damage			
Sewerage	Town Connection	PVC Pipe	No Earthquake Damage			
Storm Water	Town Connection	PVC Pipe	No Earthquake Damage			
Telephone/Data	Land Line	Copper	No Earthquake Damage			
Water Supply	Town Connection	Plastic	No Earthquake Damage			

General Comments: Gas to hob only

Main Building

Exterior

Roof (Rolled metal)

Damage: No damage

Require Scaffolding? No

General Comments: 20 degrees

Foundations (Slab)

Damage: No damage

Require Scaffolding? No

General Comments:

Elevation (East wall 16 x 2.4)

Damage: No damage

Require Scaffolding? No

General Comments: Brick veneer

Elevation (North wall 18 x 2.4)

Damage: Earthquake damage

Require Scaffolding? No

Element	Type	Material	Damages	Measure	Rate	Cost
Wall Cladding	Brick Veneer	Brick	Cracking			
			Grind out and repoint mortar	2.00 l/m	50.00	100.00

Wall framing Timber Frame Timber No Earthquake Damage

General Comments: Brick veneer has minor stepped crackng

Elevation (West wall 16 x 2.4)

Damage: No damage

Require Scaffolding? No

General Comments: Brick veneer

Elevation (South wall 18 x 2.4)

Damage: Earthquake damage

Require Scaffolding? No

Element	Type	Material	Damages	Measure	Rate	Cost
Wall Cladding	Brick Veneer	Brick	Cracking			
			Grind out and repoint mortar	2.00 l/m	50.00	100.00

Wall framing Timber Frame Timber No Earthquake Damage

General Comments: Brick veneer has minor stepped cracking

Ground Floor - Kitchen**Damage:** Earthquake damage

Released under the Official Information Act 1982

Require Scaffolding? No

Element	Type	Material	Damages	Measure	Rate	Cost
Ceiling	Gib	Paint	No Earthquake Damage			
Door (Internal)	Single Hollow Core	MDF	No Earthquake Damage			
Floor	Concrete	Carpet	No Earthquake Damage			
Kitchen joinery	Standard Spec	MDF	No Earthquake Damage			
Range Hood	Over Head	Standard spec	No Earthquake Damage			
Wall covering	Gib	Paint	Cosmetic damage			
			Rake out, plaster and paint	35.00 m2	27.00	945.00
Window	Aluminium Casement	Pane single glazed	No Earthquake Damage			
Work top	Kitchen work top	Laminate	Impact damage			
			Remove and re-silicon	3.00 l/m	18.00	54.00

General Comments: Wall crack top left of ranchslider, left of small window
Resilicon benchtop / wall joint above splashback**Ground Floor - Internal Garage****Damage:** Earthquake damage**Require Scaffolding?** No

Element	Type	Material	Damages	Measure	Rate	Cost
Ceiling	Gib	Paint	Structural damage			
			Rake out, plaster and paint	39.00 m2	38.00	1,482.00
Door (External)	Single glass door	Aluminium	No Earthquake Damage			
Door (Internal)	Single Hollow Core	MDF	No Earthquake Damage			
Floor	Concrete	Concrete	Cosmetic damage			
			Grind out and epoxy fill (up to 5mm)	6.00 l/m	60.00	360.00
Garage door	Sectional Metal	Steel	No Earthquake Damage			
Wall covering	Gib	Paint	No Earthquake Damage			
Window	Aluminium Casement	Pane double glazed	No Earthquake Damage			

General Comments: minor crack to slab and ceiling**Ground Floor - Lounge****Damage:** No damage**Require Scaffolding?** No**General Comments:** Carpet on slab, paint finish wall and ceiling, dbl hollow core mdf door, window, ext bifold doors, dbl cavity slider**Ground Floor - Laundry****Damage:** No damage**Require Scaffolding?** No**General Comments:****Ground Floor - Bedroom (Opposite bathroom)****Damage:** No damage**Require Scaffolding?** No**General Comments:****Ground Floor - Hallway****Damage:** No damage**Require Scaffolding?** No**General Comments:** Carpet on slab, paint finish wall and ceiling, two sliding mdf doors into cupboard space, mdf door into linen cupboard**Ground Floor - Bathroom****Damage:** No damage**Require Scaffolding?** No

General Comments: Vinyl flooring
Paint finish
One door
Two windows
Acrylic bath and shower
Vanity
Toilet

Released under the Official Information Act 1982

Ground Floor - Bedroom (Master)

Damage: No damage

Require Scaffolding? No

General Comments: Carpet on slab, paint finish wall and ceiling, door, ranchslider

Ground Floor - En Suite

Damage: No damage

Require Scaffolding? No

General Comments:

Ground Floor - Walk In Wardrobe

Damage: No damage

Require Scaffolding? No

General Comments: carpet
Paint finish
One door
Mdf shelving

Ground Floor - Bedroom (Off lounge)

Damage: No damage

Require Scaffolding? No

General Comments:

Fees

Fees

Name	Duration	Estimate
Small Job Fee	1.00	180.00

Overheads

Name	Estimate
Preliminary and general	243.28
Margin	346.43
GST	571.61

Scope Of Works Estimate

Released under the Official Information Act 1982

Property

Description	Estimate
Site	0.00
Services	0.00
	0.00

Main Building

Name	Description	Estimate
Exterior	Elevation (East wall 16 x 2.4)	0.00
	Elevation (North wall 18 x 2.4)	100.00
	Roof (Rolled metal)	0.00
	Foundations (Slab)	0.00
	Elevation (South wall 18 x 2.4)	100.00
	Elevation (West wall 16 x 2.4)	0.00
	200.00	

Floor	Description	Estimate
Ground Floor	Bathroom	0.00
	Bedroom (Master)	0.00
	Bedroom (Off lounge)	0.00
	Bedroom (Opposite bathroom)	0.00
	En Suite	0.00
	Hallway	0.00
	Internal Garage	1,842.00
	Kitchen	999.00
	Laundry	0.00
	Lounge	0.00
	Walk In Wardrobe	0.00
	2,841.00	

2,841.00

Fees

Description	Estimate
Small Job Fee	180.00
	180.00

Overheads

Description	Estimate
Preliminary and general	243.28
Margin	346.43
GST	571.61
	1,161.31

Total Estimate 4,382.31

Description	Answer	comments
Contents Damage		
Has the contents schedule been left with claimant?	Yes	
Have the contents been sighted?	No	
Land Damage		
Is there land damage?	No	
Landslip damage has been assessed on paper	No	
Was a full inspection done?		
In roof space	Yes	
On roof?	Yes	
Under sub floor?	No	Slab
Decline Claim		
Recommend Declining Claim	No	
Next Action:		

Previous Claim Numbers (recorded manually in field)

- Sept event 2010/149535
- June event claim number. N/K

File Notes

Date Created: 24/09/2011 12:06
Created : Gard, Daniel
Subject: General
Note: Modern brick home on slab
rolled metal roof
One level
Minor cosmetic damage
Next Action:

Date Created: 24/09/2011 12:22
Created : Parkes, Sean
Subject: Claims, assessments,
Note: Sept claim for house only. Assessed. No settlement yet.
Fwb and june, possible further damage. Currently being assessed.
Next Action:

Urgent Works Items

Released under the Official Information Act 1982

From: [EQC Info Mailbox](#)
To: heather.russell59@yahoo.co.nz
Subject: EARTHQUAKE COMMISSION - CLM/2011/209211
Date: Thursday, 14 March 2013 1:40:00 p.m.
Attachments: [CLM-2011-209211 Scope of Works.pdf](#)
[11-209211 Claims Settlement Advice Letter - Building.docx](#)
[image001.jpg](#)

Dear Heather Russell,

Claim number 2011/209211

The Earthquake Commission (EQC) have reached a full/partial settlement for your claim. Please find a Claim Settlement Advice letter attached, confirming the details of your settlement.

EQC will send your settlement to you via cheque or an Electronic Funds Transfer (if we have your bank details on file) in due course.

Please take the time to check the postal address we have for you on the attached letter. If this is incorrect, please call us immediately on 0800 DAMAGE (0800 326 243)

For more information

For further information, please phone 0800 DAMAGE (0800 326 243) Monday-Sunday between 7am-10pm or alternatively, email info@eqc.govt.nz.

Please ensure you include your claim number when making enquiries.

Your sincerely

Claims Advisor – Claim Payments Team | Earthquake Commission (EQC)

Toll Free 0800 326 253 | Facsimile 04 978 6431 | PO Box 790 Wellington 6140

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