

27 April 2023

██████████  
 30 and 30a Coronation Street  
 Rangiora  
 7400  
 Sent by email to: ██████████

Kia ora ██████████

**Information request - CLM/2011/252094 and CLM/2011/118363 – 30 and 30A Coronation Street, Rangiora 7400.**

Thank you for your information request received on 6 April 2023. You asked for the information in relation to 30 and 30A Coronation Street. Your request has been considered under the Official Information Act (OIA) and Privacy Act (PA).

Please find the enclosed documentation in response to your request.

The above Toka Tū Ake EQC claim was paid out. If you require sign off or repair completion documents, they may be obtainable from the contractors who completed the substantive repairs at the property.

Claim Numbers associated with the property	Settlement Status	Notes
CLM/2011/252094 **Master Claim 30a Coronation Street	Cash-Settled plus declined land claim	Dwelling Land claim declined as damage was less than excess
CLM/2011/248982 *30a Coronation Street	Declined	No damage attributed to this claim
CLM/2011/118363 **Master Claim 30 Coronation Street	Cash-Settled plus declined land claim	Dwelling Land claim declined as damage was less than excess
CLM/2011/001795 30 Coronation Street	Cash-Settled	Emergency works
CLM/2011/247419 30 Coronation Street	Cash-Settled	The damage lodged under this claim was assessed under the master claim
CLM/2011/254934 30 Coronation Street	Withdrawn	Withdrawn by claimant

**Land document(s)**

The attached land documents help EQC identify information that may be relevant to its assessment of the residential land claims. They are not intended to form a complete technical report on the damage to the land. The land information, including valuations, repair costs and estimates, do not necessarily reflect the final land settlement received.

You have the option of approaching the Office of the Ombudsman and/or Privacy Commissioner should you wish. The Ombudsman can be contacted at P O Box 10 152, Wellington 6143, on Freephone 0800 802 602, or visit <http://www.ombudsman.parliament.nz>.

If you believe anything specific is missing, or if you have questions about the claim and would like an explanation of the information provided, please contact us so we can discuss your requirements.

IN CONFIDENCE-CUSTOMER

Toka Tū Ake EQC  
 Level 11, Majestic Centre  
 100 Willis Street  
 Wellington 6011, New Zealand  
 Telephone: (04) 978-6400  
 Fax: (04) 978-6431

Corporate Mail: PO Box 790, Wellington 6140  
 Claims Mail: PO Box 311, Wellington 6140  
[www.eqc.govt.nz](http://www.eqc.govt.nz)

Ngā mihi,

*Matthew Scott*

Matthew Scott  
OIA Advisor

# CASH SETTLED CLAIM(S)

The following information contains documents relating to claim(s) that were cash settled for the property.



# Scope of Works



Customer: [REDACTED]

## Document explanatory note:

This document provides a summary of the earthquake damage identified by the EQC assessment team. Land, building and room by room damage is listed along with an indication of how this damage is to be repaired.

A glossary of terms describing the type of damage that may be listed on your Scope of Works is provided at the end of this document.

## Assessment of Property at 30 CORONATION STREET, RANGIORA 7400 on 24/09/2011

### Site

Element	Damage	Repair
Land (Exposed - Soil - 400.00 m2)		

### Services

Element	Damage	Repair
Sewerage (Town Connection - PVC Pipe - 50.00 l/m)	No Earthquake Damage	
Water Supply (Town Connection - Plastic - 50.00 l/m)	No Earthquake Damage	

## Main Building

### Exterior

#### Elevation (North wall )

Element	Damage	Repair
Wall Cladding (Brick Veneer - Brick - 47.52 m2)	Cracking	Relay and re-bed loose bricks 0.50 m2
Wall framing (Timber Frame - Timber - 47.52 m2)	No Earthquake Damage	

#### Elevation (South wall)

Element	Damage	Repair
No Damage		

#### Elevation (East wall)

Element	Damage	Repair
No Damage		

#### Elevation (West wall)

Element	Damage	Repair
Wall Cladding (Brick Veneer - Brick - 21.84 m2)	Structural damage	Remove, dispose and replace bricks 0.20 m2
Wall framing (Timber Frame - Timber - 21.84 m2)	No Earthquake Damage	

### Foundations (Concrete slab)

Element	Damage	Repair
No Damage		

**Roof (Sheet metal roof tile)**

Element	Damage	Repair
No Damage		

**Interior****Ground Floor - Kitchen**Room Size: 2.80 x 3.10 = 8.68 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

Element	Damage	Repair
Built In Oven (Other - Steel - 1.00 item)	No Earthquake Damage	
Ceiling (Gib - Paint - 8.68 m <sup>2</sup> )	No Earthquake Damage	
Floor (Concrete - Vinyl - 8.68 m <sup>2</sup> )	Cosmetic damage	Repair vinyl 1.00 m <sup>2</sup>
Kitchen joinery (Medium Spec - MDF - 1.00 item)	No Earthquake Damage	
Range Hood (Over Head - Standard spec - 1.00 item)	No Earthquake Damage	
Wall covering (Gib - Paint - 28.32 m <sup>2</sup> )	No Earthquake Damage	
Window (Aluminium Casement - Pane double glazed - 1.00 No of)	No Earthquake Damage	
Work top (Kitchen work top - Laminate - 4.50 l/m)	No Earthquake Damage	

**Ground Floor - Lounge (Lounge/ dining)**Room Size: 5.20 x 6.00 = 31.20 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

Element	Damage	Repair
Ceiling (Gib - Paint - 31.20 m <sup>2</sup> )	No Earthquake Damage	
Door (External) (French doors - Aluminium - 1.00 item)	No Earthquake Damage	
Door (Internal) (Single Hollow Core - MDF - 1.00 No of)	Cosmetic damage	Ease door 1.00 No of
Floor (Concrete - Carpet - 31.20 m <sup>2</sup> )	No Earthquake Damage	
Heating (Electric - Heat pump - 1.00 item)	No Earthquake Damage	
Wall covering (Gib - Paint - 53.76 m <sup>2</sup> )	No Earthquake Damage	
Window (Aluminium Casement - Pane double glazed - 1.00 No of)	No Earthquake Damage	

**Ground Floor - Internal Garage**Room Size: 6.30 x 5.70 = 35.91 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

Element	Damage	Repair
Ceiling (Gib - Paint - 35.91 m <sup>2</sup> )	No Earthquake Damage	
Door (External) (Single glass door - Timber - 1.00 item)	No Earthquake Damage	
Door (Internal) (Single Hollow Core - MDF - 1.00 No of)	No Earthquake Damage	
Floor (Concrete - Painted dust sealed - 35.91 m <sup>2</sup> )	No Earthquake Damage	
Garage door (Sectional Metal - Steel - 1.00 No of)	No Earthquake Damage	
Wall covering (Gib - Paint - 57.60 m <sup>2</sup> )	Cosmetic damage	Rake out, plaster and paint 57.60 m <sup>2</sup>
Window (Aluminium Fixed - Pane double glazed - 1.00 No of)	No Earthquake Damage	

**Ground Floor - Entry**Room Size: 1.40 x 2.00 = 2.80 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

Element	Damage	Repair	
Ceiling (Gib - Paint - 2.80 m <sup>2</sup> )	No Earthquake Damage		
Door (External) (Single glass door - Aluminium - 1.00 item)	No Earthquake Damage		
Door (Internal) (Single Hollow Core - MDF - 1.00 No of)	Cosmetic damage	Ease door	1.00 No of
Floor (Concrete - Tiles - 2.80 m <sup>2</sup> )	Cosmetic damage	Grind out and re-grout tiles	0.50 l/m
Wall covering (Gib - Paint - 16.32 m <sup>2</sup> )	No Earthquake Damage		
Window (Aluminium Fixed - Pane double glazed - 1.00 No of)	No Earthquake Damage		

**Ground Floor - Bedroom (South bedroom)**Room Size: 3.00 x 2.80 = 8.40 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

Element	Damage	Repair	
Ceiling (Gib - Paint - 8.40 m <sup>2</sup> )	No Earthquake Damage		
Door (Internal) (Single Hollow Core - MDF - 1.00 No of)	No Earthquake Damage		
Floor (Concrete - Carpet - 8.40 m <sup>2</sup> )	No Earthquake Damage		
Wall covering (Gib - Paint - 27.84 m <sup>2</sup> )	Cosmetic damage	Rake out, plaster and paint	27.84 m <sup>2</sup>
Window (Aluminium Casement - Pane double glazed - 1.00 No of)	No Earthquake Damage		

**Ground Floor - Toilet**Room Size: 0.90 x 2.00 = 1.80 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

Element	Damage	Repair	
Ceiling (Gib - Paint - 1.80 m <sup>2</sup> )	No Earthquake Damage		
Door (Internal) (Single Hollow Core - MDF - 1.00 No of)	No Earthquake Damage		
Floor (Concrete - Vinyl - 1.80 m <sup>2</sup> )	No Earthquake Damage		
Toilet (Standard - Medium Spec - 1.00 item)	No Earthquake Damage		
Wall covering (Gib - Paint - 13.92 m <sup>2</sup> )	Cosmetic damage	Rake out, plaster and paint	13.92 m <sup>2</sup>
Window (Aluminium Casement - Pane double glazed - 1.00 No of)	No Earthquake Damage		

**Ground Floor - Bedroom (Master bedroom)**Room Size: 3.30 x 3.60 = 11.88 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

Element	Damage	Repair	
Ceiling (Gib - Paint - 11.88 m <sup>2</sup> )	No Earthquake Damage		
Door (Internal) (Single Hollow Core - MDF - 1.00 No of)	No Earthquake Damage		
Floor (Concrete - Carpet - 11.88 m <sup>2</sup> )	No Earthquake Damage		
Wall covering (Gib - Paint - 33.12 m <sup>2</sup> )	Cosmetic damage	Rake out, plaster and paint	7.92 m <sup>2</sup>
Window (Aluminium Awning - Pane double glazed - 1.00 No of)	No Earthquake Damage		

**Ground Floor - Bedroom (East bedroom)**

Room Size: 2.90 x 3.00 = 8.70 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

Element	Damage	Repair
No Damage		

#### Ground Floor - Bathroom

Room Size: 3.40 x 3.00 = 10.20 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

Element	Damage	Repair
Bath (Acrylic - Standard specification - 1.00 item)	No Earthquake Damage	
Bathroom Sink (Basin - High specification - 1.00 item)	No Earthquake Damage	
Ceiling (Gib - Paint - 10.20 m <sup>2</sup> )	No Earthquake Damage	
Door (Internal) (Single Hollow Core - MDF - 1.00 No of)	No Earthquake Damage	
Floor (Concrete - Vinyl - 10.20 m <sup>2</sup> )	No Earthquake Damage	
Shower (Cubical shower unit - Acrylic shower - 1.00 m <sup>2</sup> )	No Earthquake Damage	
Toilet (Standard - Medium Spec - 1.00 item)	No Earthquake Damage	
Wall covering (Gib - Paint - 30.72 m <sup>2</sup> )	Cosmetic damage	Rake out, plaster and paint 30.72 m <sup>2</sup>
Window (Aluminium Casement - Pane double glazed - 2.00 No of)	No Earthquake Damage	

#### Scope of Works - Glossary of Terms

<b>Cosmetic Damage</b>	Cosmetic damage is used to record repairs to an element that can be done in situ e.g. minor cracking to plasterboard. For example a repair strategy may state "rake, stop and paint" and this is carried out without needing to remove or replace the damaged element. Where the plasterboard for example needs to be removed and replaced, this will be recorded as 'structural damage'.
<b>Impact Damage</b>	Impact damage is where an element or part of a building sustains earthquake damage and then breaks away or collapses causing damage to another part of the building. An example is a chimney that has collapsed and caused damage to roof tiles.
<b>Structural Damage</b>	The term structural damage is used where a repair requires an element to be removed and replaced e.g. major cracking to plasterboard or external cladding that has been dislodged. This term does not relate to the structural integrity of the building as a whole, but to the individual element only.

#### Additional Information

<b>Building Terms</b>	The Department of Building and Housing website has a comprehensive list of common building terms: <a href="http://www.dbh.govt.nz/building-az-wxyz">http://www.dbh.govt.nz/building-az-wxyz</a>
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# EQC Full Assessment Report

**Claim Number:** CLM/2011/118363  
**Claimant:** [REDACTED]  
**Property Address:** 30 CORONATION STREET  
 RANGIORA 7400

**Assessment Date:** 24/09/2011 15:46  
**Assessor:** Brown, Graham  
**Estimator:** Walker, Scott

## Claimant Setup

Type	Name	Home Number	Mobile Number	Work Number	Email Address
Owner	[REDACTED]	[REDACTED]	[REDACTED]		

## Insurance & Mortgage Details

### Insurance Details - From Claim Centre

Insurer	Policy Type	Policy Number	Insurance Sighted	Insurance Valid
LBS Business (Lumley General Insurance)	Dwelling	[REDACTED]	Yes	
LBS Business (Lumley General Insurance)	Contents	[REDACTED]		

### Insurance Details - Added in COMET

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

### Mortgage Details - From Claim Centre

#### Bank

### Mortgage Details - Added in COMET

#### Bank

Southland Building Society

### 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:** Nil  
**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	122.61



## Full Assessment

### Site

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

**General Comments:**

### Services

Element	Type	Material	Damages	Measure	Rate	Cost
Sewerage	Town Connection	PVC Pipe	No Earthquake Damage			
Water Supply	Town Connection	Plastic	No Earthquake Damage			

**General Comments:**

### Main Building

#### Exterior

#### Elevation (North wall )

**Damage:** Earthquake damage

**Require Scaffolding?** No

Element	Type	Material	Damages	Measure	Rate	Cost
Wall Cladding	Brick Veneer	Brick	Cracking			
			Relay and re-bed loose bricks	0.50 m2	85.00	42.50

Wall framing Timber Frame Timber No Earthquake Damage

**General Comments:** brick veneer on timber frame 19.8x2.4

#### Elevation (South wall)

**Damage:** No damage

**Require Scaffolding?** No

**General Comments:** brick veneer on timber frame 19.8x2.4

#### Elevation (East wall)

**Damage:** No damage

**Require Scaffolding?** No

**General Comments:** brick veneer on timber frame 9.1x2.4

#### Elevation (West wall)

**Damage:** Earthquake damage

**Require Scaffolding?** No

Element	Type	Material	Damages	Measure	Rate	Cost
Wall Cladding	Brick Veneer	Brick	Structural damage			
			Remove, dispose and replace bricks	0.20 m2	154.00	30.80

Wall framing Timber Frame Timber No Earthquake Damage

**General Comments:**

#### Foundations (Concrete slab)

**Damage:** No damage

**Require Scaffolding?** No

**General Comments:** 122 msq

#### Roof (Sheet metal roof tile)

**Damage:** No damage

**Require Scaffolding?** No

**General Comments:** 150msq  
Timber trusses.

#### Ground Floor - Kitchen

**Damage:** Earthquake damage

**Require Scaffolding?** No

Element	Type	Material	Damages	Measure	Rate	Cost
Built In Oven	Other	Steel	No Earthquake Damage			
Ceiling	Gib	Paint	No Earthquake Damage			
Floor	Concrete	Vinyl	Cosmetic damage			
			Repair vinyl	1.00 m2	22.00	22.00
Kitchen joinery	Medium Spec	MDF	No Earthquake Damage			
Range Hood	Over Head	Standard spec	No Earthquake Damage			
Wall covering	Gib	Paint	No Earthquake Damage			
Window	Aluminium Casement	Pane double glazed	No Earthquake Damage			
Work top	Kitchen work top	Laminate	No Earthquake Damage			

**General Comments:****Ground Floor - Lounge (Lounge/ dining)****Damage:** Earthquake damage**Require Scaffolding?** No

Element	Type	Material	Damages	Measure	Rate	Cost
Ceiling	Gib	Paint	No Earthquake Damage			
Door (External)	French doors	Aluminium	No Earthquake Damage			
Door (Internal)	Single Hollow Core	MDF	Cosmetic damage			
			Ease door	1.00 No of	90.00	90.00
Floor	Concrete	Carpet	No Earthquake Damage			
Heating	Electric	Heat pump	No Earthquake Damage			
Wall covering	Gib	Paint	No Earthquake Damage			
Window	Aluminium Casement	Pane double glazed	No Earthquake Damage			

**General Comments:****Ground Floor - Internal Garage****Damage:** Earthquake damage**Require Scaffolding?** No

Element	Type	Material	Damages	Measure	Rate	Cost
Ceiling	Gib	Paint	No Earthquake Damage			
Door (External)	Single glass door	Timber	No Earthquake Damage			
Door (Internal)	Single Hollow Core	MDF	No Earthquake Damage			
Floor	Concrete	Painted dust sealed	No Earthquake Damage			
Garage door	Sectional Metal	Steel	No Earthquake Damage			
Wall covering	Gib	Paint	Cosmetic damage			
			Rake out, plaster and paint	57.60 m2	27.00	1,555.20
Window	Aluminium Fixed	Pane double glazed	No Earthquake Damage			

**General Comments:****Ground Floor - Entry****Damage:** Earthquake damage**Require Scaffolding?** No

Element	Type	Material	Damages	Measure	Rate	Cost
Ceiling	Gib	Paint	No Earthquake Damage			
Door (External)	Single glass door	Aluminium	No Earthquake Damage			
Door (Internal)	Single Hollow Core	MDF	Cosmetic damage			
			Ease door	1.00 No of	90.00	90.00
Floor	Concrete	Tiles	Cosmetic damage			
			Grind out and re-grout tiles	0.50 l/m	50.00	25.00
Wall covering	Gib	Paint	No Earthquake Damage			
Window	Aluminium Fixed	Pane double glazed	No Earthquake Damage			

**General Comments:**

**Ground Floor - Bedroom (South bedroom)****Damage:** Earthquake damage**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			
Wall covering	Gib	Paint	Cosmetic damage			
			Rake out, plaster and paint	27.84 m2	27.00	751.68
Window	Aluminium Casement	Pane double glazed	No Earthquake Damage			

**General Comments:****Ground Floor - Toilet****Damage:** Earthquake damage**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	Vinyl	No Earthquake Damage			
Toilet	Standard	Medium Spec	No Earthquake Damage			
Wall covering	Gib	Paint	Cosmetic damage			
			Rake out, plaster and paint	13.92 m2	27.00	375.84
Window	Aluminium Casement	Pane double glazed	No Earthquake Damage			

**General Comments:****Ground Floor - Bedroom (Master bedroom)****Damage:** Earthquake damage**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			
Wall covering	Gib	Paint	Cosmetic damage			
			Rake out, plaster and paint	7.92 m2	27.00	213.84
Window	Aluminium Awning	Pane double glazed	No Earthquake Damage			

**General Comments:** Impact damage on one wall only featurewall 3.3x2.4**Ground Floor - Bedroom (East bedroom)****Damage:** No damage**Require Scaffolding?** No**General Comments:** Gib lined walls and ceiling. Carpet on concrete floor.  
1x ali awning window 1x hc mdf door.**Ground Floor - Bathroom****Damage:** Earthquake damage**Require Scaffolding?** No

Element	Type	Material	Damages	Measure	Rate	Cost
Bath	Acrylic	Standard specification	No Earthquake Damage			
Bathroom Sink	Basin	High specification	No Earthquake Damage			
Ceiling	Gib	Paint	No Earthquake Damage			
Door (Internal)	Single Hollow Core	MDF	No Earthquake Damage			
Floor	Concrete	Vinyl	No Earthquake Damage			
Shower	Cubical shower unit	Acrylic shower	No Earthquake Damage			
Toilet	Standard	Medium Spec	No Earthquake Damage			
Wall covering	Gib	Paint	Cosmetic damage			

Wall covering	Gib	Paint	Rake out, plaster and paint	30.72 m2	27.00	829.44
Window	Aluminium Casement	Pane double glazed	No Earthquake Damage			

**General Comments:****Fees****Fees**

<b>Name</b>	<b>Duration</b>	<b>Estimate</b>
Small Job Fee	1.00	180.00

**Overheads**

<b>Name</b>	<b>Estimate</b>
Preliminary and general	322.10
Margin	452.84
GST	747.19

## Scope Of Works Estimate

### Property

Description	Estimate
Site	0.00
Services	0.00
	0.00

### Main Building

Name	Description	Estimate
Exterior	Foundations (Concrete slab)	0.00
	Elevation (East wall)	0.00
	Elevation (North wall )	42.50
	Roof (Sheet metal roof tile)	0.00
	Elevation (South wall)	0.00
	Elevation (West wall)	30.80
		73.30

Floor	Description	Estimate
Ground Floor	Bathroom	829.44
	Bedroom (East bedroom)	0.00
	Bedroom (Master bedroom)	213.84
	Bedroom (South bedroom)	751.68
	Entry	115.00
	Internal Garage	1,555.20
	Kitchen	22.00
	Lounge (Lounge/ dining)	90.00
	Toilet	375.84
		3,953.00
		3,953.00

### Fees

Description	Estimate
Small Job Fee	180.00
	180.00

### Overheads

Description	Estimate
Preliminary and general	322.10
Margin	452.84
GST	747.19
	1,522.13
<b>Total Estimate</b>	<b>5,728.43</b>

## Inspection Sign Off

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

### Previous Claim Numbers (recorded manually in field)

- 2011/001795

### File Notes

**Date Created:** 24/09/2011 15:43  
**Created :** Brown, Graham  
**Subject:** Earthquake damage.  
**Note:** Minor exterior and interior damage. House is habitable and weatherproof.  
**Next Action:**

### Urgent Works Items

Dominator Garage Doors  
 P O Box 19670  
 Christchurch 8030

Phone: 379 9662  
 Fax: 365 8658



GST Reg. Number: 62-818-840

Tax Invoice No.: SR7625

Bill To:

30 Coronation Street  
 Rangiora 7400

Ship To:

30 Coronation Street  
 Rangiora 7400  
 CLM/2011/001795

SALESPERSON	YOUR NO.	SHIP VIA	COL	PPD	SHIP DATE	TERMS	DATE	PG.
Paul Gorham	2011/001795		X			C.O.D.	30/09/2011	1
QTY.	ITEM NO.	DESCRIPTION	PRICE	UNIT	DISC %	EXTENDED	GST	
1	/callout	Call out to site after earthquake caused back stop on automatic garage door opener to break and the torpedo to travel past limit point.	\$78.26			\$78.26	S15	
1	/con	Repaired automatic opener and checked all functions - OK.	\$8.70			\$8.70	S15	
1	/con	Replaced batteries in remotes. Stop	\$8.69			\$8.69	S15	
COMMENT		CODE	RATE	GST	SALE AMT.	SALE AMT.		
		S15	15%	\$14.35	\$95.65	FREIGHT	\$0.00	S15
						GST	\$14.35	
						TOTAL AMT.	\$110.00	
						PAID TODAY	\$0.00	
						BALANCE DUE	\$110.00	

Direct Credit Payments can be made to A/C 01 0815 0076604 00 referencing your Invoice number.

Claim No. CLM/2011/001795,  
CLM/2011/118363 & CLM/2011/247419

24 July 2012

[REDACTED]  
30 CORONATION STREET  
RANGIORA 7400

Dear [REDACTED]

**Your settlement calculation**

EQC has now calculated your claim entitlement for all EQC claims lodged for the above property. The following amount(s) have been paid.

Item	Amount	Excess	Balance
Dwelling	\$5,728.47	\$400.00	\$5,328.47
<b>Total</b>			<b>\$5,328.47</b>

Total amount of this payment is **\$5,328.47**

**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 correct 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](mailto:claims@eqc.govt.nz) or call our free phone number 0800 508 765.

Yours faithfully

Damian Buzan  
Claims Officer

# DECLINED AND/OR WITHDRAWN CLAIM(S)

The following information contains documents relating to claims that were declined by EQC and/or withdrawn by the claimant.





TANGINAI LAWRENCE

29.10.12

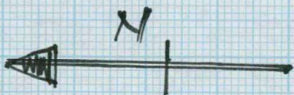


30 CORONATION STREET

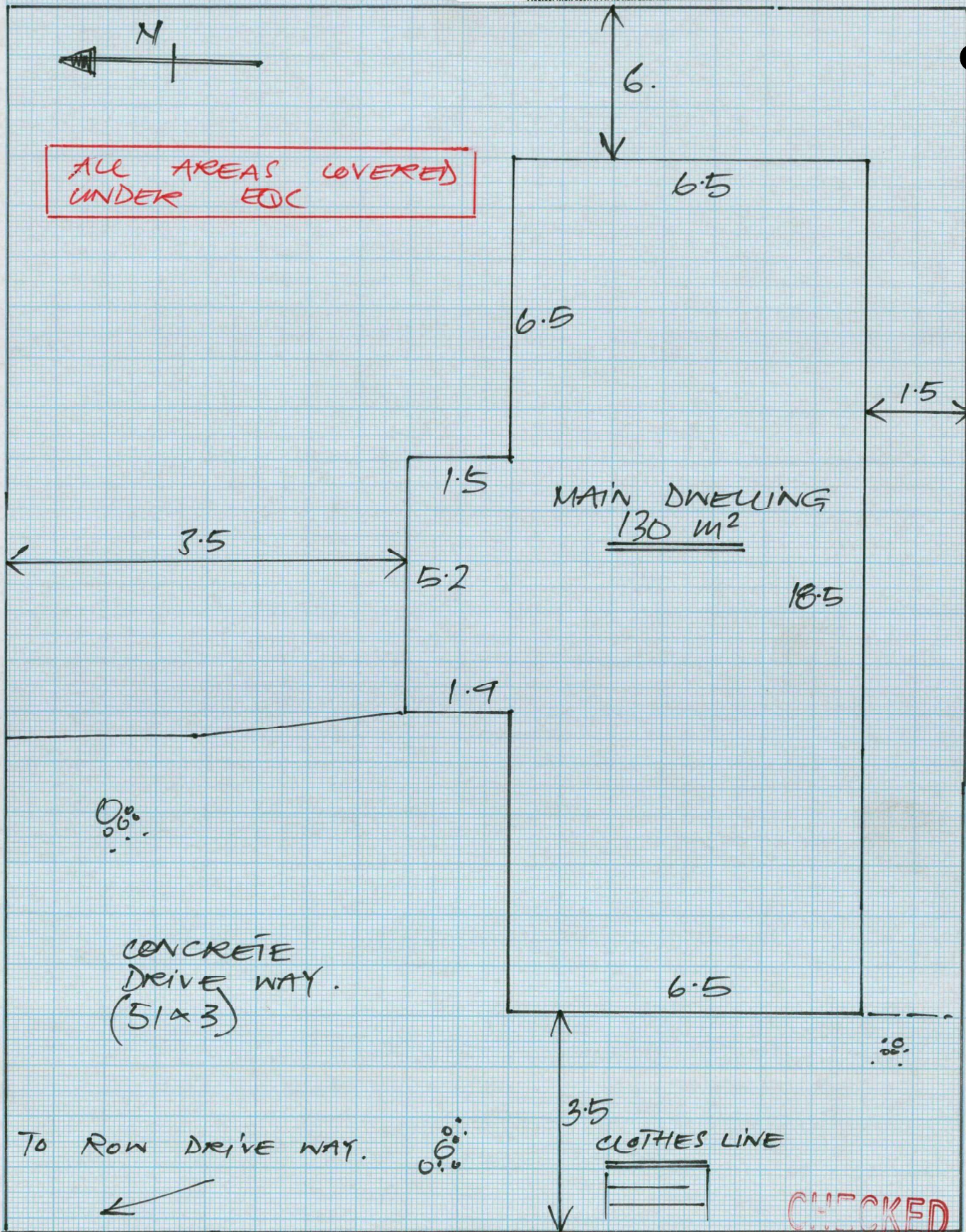
RANGIORA

H: &

M:



ALL AREAS COVERED UNDER EDC



CHECKED



# Inspection Summary



Completed by: WAYNE RUTLEDGE

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Date: 29/10/12 Page: 1 of 1  
dd / mm / yy

CLM / 2011 / 001795  
 File Label here  
 30 CORONATION STREET  
 RANGIORA  
 H: & [REDACTED]  
 M: [REDACTED]

Time arrived at site: : Time left site: : Was an inspection carried out?  Yes  No

Customer present:  Yes  No Customer Name: \_\_\_\_\_

Access denied  Loose dogs  Other  If other, please provide reason \_\_\_\_\_

If No inspection carried out, why not?:

Where an inspection has been conducted:	Yes	No	Notes
- Any land damage under the main access way or other hard surfaces?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
- Were any bridges or culverts damaged within EQC Cover?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
- Were any retaining walls damaged within EQC Cover?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
- Is an engineer required?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
- Is a valuation required?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
- Is a resource consent required for any remediation work? (proximity to protected trees and waterways)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
- Has anything in this pack been escalated?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
- Did you receive any invoices or similar from the claimant?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
- Customer advised of next action?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Land Damage to Area A? If Yes, add details

Yes  No

Land Damage to Area B? If Yes, add details

Yes  No

Land Damage to Area C? If Yes, add details

Yes  No

Any feedback on the Assessment Process you would like to offer

*No Damage noted. Recommend close claim, called customer; left message on cell phone as to above.*

Next action

CHECKED





**0800 DAMAGE (0800 326 243)**

21 March 2013

██████████  
30 Coronation Street  
Rangiora 7400

Dear ██████████

### **Your land claim settlement**

The Earthquake Commission has received the following claim/s relating to land damage at 30 CORONATION STREET, RANGIORA 7400.

- Claim No. CLM/2011/118363 caused by Christchurch 10km SE, 5km, 6.3 (22/02/2011)
- Claim No. CLM/2011/001795 caused by Christchurch CBD within 5km, 12km, 4.9 (26/12/2010)

### **Decision**

EQC has reviewed your land claim/s and carried out an assessment of the damage to your property. We have found that the settlement amount for your land damage is less than the minimum excess with EQCover of \$500 per claim and therefore no payment will be made and your land claim/s will be closed.

This settlement for land does not affect other claims you may have submitted for content or dwelling with EQC. Those other claims will be settled separately, if not already.

### **Next steps**

If you do not agree with this decision, or you have new information you believe may support your claim, you can ask us to reconsider. Reconsideration may result in us upholding or overturning our original decision, or issuing a new decision for a different reason, not previously considered. Please send your request and supporting information within three months of the date of this letter.

### **How to contact us**

You can contact us by email to [info@eqc.govt.nz](mailto:info@eqc.govt.nz) or call 0800 DAMAGE (0800 326 243) international call +64 4 978 6400.

Yours sincerely

*Bruce Emson*  
General Manager, Customer Services