



Kristian Danholt <kristian.danholt@arizto.co.nz>

Information request – 30 GLENROWAN AVENUE, AVONDALE, CHRISTCHURCH 8061

Official Information Act Requests <oiarequests@naturalhazards.govt.nz>
To: KRISTIAN.DANHOLT@ARIZTO.CO.NZ <KRISTIAN.DANHOLT@arizto.co.nz>

Tue, 25 Aug at 16:53

Kia ora Kristian,

Thank you for contacting the Natural Hazards Commission (NHC) Toka Tū Ake.

Information request – 30 GLENROWAN AVENUE, AVONDALE, CHRISTCHURCH 8061

We received your request for information on 10 August 2026 via phone call at 1:48pm, relating to 30 Glenrowan Avenue. Your request has been considered under the Official Information Act (OIA) 1982 and Privacy Act (PA) 2020.

Please find attached our response to your request.

Below is a summary of the claims associated with the above property.

Claim Number	Date of Loss	Exposure	Settlement Method
CLM/2010/131653	19/10/2010	Building	Managed Repair - Settle on Master Claim
CLM/2011/083695 *Master Claim*	22/02/2011	Building Land Remedial	Managed repair Cash Settled Declined - No Earthquake Damage Identified (Claimant Withdrawn)
CLM/2011/248071	09/10/2011	Building	Managed Repair - Settle on Master Claim
CLM/2012/034734	23/12/2011	Building Land	Declined - No Damage No Land Damage - Apportioned

Please note that, due to the quick succession of Canterbury earthquake events, claims were often merged for administrative purposes. In this case, the claims CLM/2010/131653 and CLM/2011/248071 were merged and settled with CLM/2011/083695 as the master claim.

In accordance with the provisions of section 141(2) of the Natural Hazards Insurance (NHI) Act 2023, I have included NHC Toka Tū Ake documentation relating to the assessments and repairs carried out at the property, which contains information held on unassigned claim numbers. The claim owner has not provided authority for you to have access to the claims; however, pursuant to section 141 (4) (a-b) of the NHI Act, you have a public interest to receive information relating to natural hazard damage at the property.

To protect the privacy of the respective owners, I have withheld information relating to the previous homeowners and other properties under section 9(2)(a) of the OIA and section 53(b) of the PA.

Further Information

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

NHC Toka Tū Ake assessments have a very specific purpose and, for this reason, are limited in their use. The purpose of our building assessment is to record the natural disaster damage which has occurred to residential buildings (as defined in the [EQC Act](#)). NHC Toka Tū Ake uses this assessment to create a Scope of Works that details the strategy for repairing the natural disaster damage (only) and the estimated cost of that repair. They are not a substitute for a pre-purchase inspection and should not be solely relied on by home buyers when doing thorough due diligence as part of a potential property purchase.

You can read more about getting help to assess risks in an area affected by earthquakes, floods or other natural disasters when buying a house, on the [Consumer Protection website](#).

Ngā mihi,

Anaia Havea

OIA Advisor | Kaitohutohu Ture Mōhiohio Ōkawa

Natural Hazards Commission Toka Tū Ake

0800 DAMAGE (326243) | Wellington

www.naturalhazards.govt.nz



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Thinking of buying or selling your home? Check out www.settled.govt.nz to help you understand how it works and what to look for when you're researching a property. While you're there, take a look at their information on [understanding the impact of natural hazards](#).

IN CONFIDENCE-CUSTOMER

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