

On-sold support package timeframes

Phase	Pre-settlement			Settlement			Post-settlement		
Process Steps	1 Engagement - find a licenced building practitioner	2 Assessment - Getting your property assessed		3 Provide costed scope of works (SoW)	4 Costs reviewed and confirmed	5 Settlement offer	6 Settlement offer accepted	7 Receiving your payment	8 Starting your repairs/rebuild
Key activities	Find a licensed building practitioner and any other specialists needed to provide the expert reports	Homeowner to provide pre-settlement expert reports, such as an engineer's report, confirming the extent of the earthquake damage	NHC to review expert reports and confirm extent of earthquake-related damage	Homeowner to provide costed SoW from their builder outlining the method and cost of repairs	NHC to review and confirm the SoW in writing, this may include a site visit	NHC to conduct an internal review and prepare the settlement offer to provide to the homeowner	Homeowner to seek independent advice and accept their settlement offer	Payments will be administered in tranches	Homeowner to begin construction within 6 months of signing the Settlement Deed
Timings / Responsible	Must be complete prior to step 2	Homeowner has 20 business days	NHC has 20 business days	Homeowner has 40 business days	NHC has 20 business days	NHC has 30 calendar days*	Homeowner has 30 business days	Dependant on conditions in each Settlement Deed	Homeowner has 6 months

* Please note this is 30 calendar days, not business days.

- Homeowner timeframe
- Natural Hazards Commission Toka Tū Ake (NHC) timeframe