



RESIDENTIAL ADVISORY SERVICE (RAS)

Community Law Canterbury has provided the services of a team of its lawyers to the Residential Advisory Service (RAS) since mid 2013. This team has extensive knowledge in insurance law within the context of earthquake damage claims, having worked exclusively in this area of the law for the past three years. We have assisted over 3,256 homeowners, with issues including repair strategies, scope of works, cash settlement, quality of work, apportionment of claims, delay, out of scope work, temporary accommodation, retaining walls, the limitation periods, and so on.

While CLC receives funding from EQC, the insurers and the Council to a lesser extent, to enable these services to be provided free of charge to the home owner, the independence of the advice is preserved by the professional rules our lawyers are required to observe by the New Zealand Law Society (NZLS), including that they must act solely in the best interest of their client and zealously preserve the confidentiality of their client's information.

Limitation periods have been discussed in the media recently and we have prepared an Information Sheet explaining what it means and the recommended action for home owners to take, as well as the related template letters, which can be accessed [here](#).

If you would like assistance from a CLC lawyer on your earthquake claim generally or in relation to the limitation periods, please leave a message for us on (03) 366 6870, and we will call you back asap. Alternatively, please call the RAS call centre on (03) 379 7027 or 0800 777 299.