

Media Release

In the Know Hub now open

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A new community-led initiative will give greater Christchurch residents the clear and consistent information they need says Canterbury Earthquake Recovery Authority acting Chief Executive John Ombler.

The In the Know Hub provides a space for people to get up-to-date information to assist with their residential repair or rebuild process. Building on the success of last year's Land Hub which was run by the Earthquake Commission, there will be multiple community and recovery agencies and services under one roof to answer questions and provide specialist advice.

"We know there are still residents out there who are facing challenges and this initiative will allow them to have the conversations that they need to have," says Mr Ombler.

The Hub will be staffed by community hosts, while the agencies involved will provide specialist staff and seminars at regular, advertised times.

Face to face interaction where residents are heard and understood is vital says CanCERN Project Manager Brian Parker.

"We have employed experienced people from the community and an important part of their role will be to carefully listen and understand the visitors' issues and find a next step in the process".

EQC's General Manager Customer and Claims Gail Kettle is encouraging customers to head to the Hub.

"It's a great way to answer any questions they may have about our work, such as land settlements or the Canterbury Home Repair Programme. You can drop in or, if you want to discuss your specific claim, book a time to come and talk with one of our Community Contact Team there."

The agencies/services available to speak to at the In the Know Hub are:

- CanCERN
- CETAS
- Christchurch City Council
- Earthquake Support Co-ordinators
- Earthquake Commission
- Residential Advisory Service

The In the Know Hub is located in Eastgate Shopping Centre and is open Monday to Wednesday 9am-6pm, and from 9am-8pm on Thursdays. It's supported by the Canterbury Earthquake Recovery Authority, Earthquake Commission, the Ministry of Business, Innovation and Employment and the Canterbury Community Trust.

This announcement was originally published on cera.govt.nz and beehive.govt.nz