

## **Don't blame builders for shoddy repairs**

### **An open letter to Christchurch homeowners and builders from Bryan Staples of Earthquake Services**

Recent media stories have focused on shoddy repairs and again suggested a builder is responsible.

I have long advocated we not just blame the builders for shoddy repairs. I believe this happens because of shoddy EQC and insurers assessments. Most insurance policies are full replacement policies - like for like, as when new, not to repair to pre-earthquake standard. Some builders - like some homeowners disagree with insurers about what a policy entitlement actually means. In my opinion this sees reduced scoping, and then poor repairs. If the builder has no idea of what the home owner is entitled, they cannot repair to the correct standard.

A builder can only repair what they are told to repair; if they are not required to straighten a wall or level a floor - just paint a room or a foundation - that's often what he will do. Often builders protest on behalf of homeowners but EQC or the insurer will not budge. The result will be failed repairs.

**Don't just blame builders for shoddy repairs instead think about the contribution of EQC and insurers.**

**If you think you've had a shoddy repair, call us.**

**We will carry out a free inspection of your home and provide you with a no-obligation proposal on how to get the repairs your policy provides for.**



**Bryan Staples**

# **EARTHQUAKE SERVICES**

## **STAPLES -CAN**

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