

RETIREMENT VILLAGE RESIDENTS ASSOCIATION OF NEW ZEALAND (Inc)

Minutes of the 5th Annual General Meeting held at 01.30 pm on Thursday 20 June 2019 at the Remuera Golf Club, Auckland

PRESENT:

Colin Porter (President), and 40 other attendees.

WELCOME:

The President welcomed everyone to the meeting and especially welcomed those who had travelled from outside regions

APOLOGIES:

Approximately 50 apologies had been received from members around the country and it was impossible to record and read them

Moved: That the apologies are sustained.

D Williams / A Coetzee. *Carried*

MINUTES OF THE LAST MEETING

The Secretary advised that after the last Annual General Meeting on 21 June 2018, the minutes had been circulated to the regions, published on the website and were included in today's meeting papers

Moved: That the minutes are taken as read and confirmed as a true record of the meeting

D Williams / J Greig. *Carried*

MATTERS ARISING FROM THE MINUTES

There were no matters arising

PRESIDENTS REPORT

Colin Porter presented his report, a copy of which is attached.

Moved: That the report is adopted.

C Porter / B Atkinson. *Carried*

TREASURERS REPORT

Treasurer David Wood presented his report and the Statement of Annual Accounts for the year ending 31 March 2019, a copy of which is attached. The accounts have been certified by Audit Professionals.

Moved: That the Annual Accounts for the year ended 31 March 2019, be adopted

D Wood / J Edmonds. *Carried*

BUDGET FOR THE 2019/2020 YEAR

The budget for the new year was presented. This had been approved by the regional committees and the National Executive.

Moved: That the budget for the 2020 year, be approved.

D Wood / D Williams. Carried

ELECTION OF OFFICERS:

The following nominations were received in accordance with the Association rules.

President	Colin Porter	Auckland
Vice President	Peter Carr	Waikato
Secretary	Dick Williams	Bay of Plenty
Treasurer	David Wood	Otago
Regional Representative	Joe Grieg	Auckland
Regional Representative	Anton Coetzee	Bay of Plenty
Regional Representative	Colleen Fuller	Canterbury
Regional Representative	to be advised	Otago
Regional Representative	to be advised	Wellington
Regional Representative	Elizabeth Jones	Waikato

The President declared those members elected.

MOTIONS OF WHICH NOTICE HAD BEEN GIVEN

No notices of motion had been received

GENERAL BUSINESS

There was no General Business

SPEAKERS

Gareth Heyns, Senior Relations Manager, Covenant Trustees

Covenant provides statutory supervision for 70% of all villages

They are accountable to the Financial Markets Authority for protection of the rights of residents

In answer to a question, he said that they must respond to a complaint from a resident within 20 working days

Troy Churton, National Manager Retirement Villages, CFFC

He advised that the Retirement Commissioner Diane Maxwell had performed well. Her suspension process was not handled well and she was re-instated, but will stand down at the end of her contract this month. Her successor has not yet been appointed, but it is expected to be the person who has been acting in that role.

The cost of NZ Super will treble in the next twenty years and may not be affordable in the present form. The Stakeholders Forum this year will be held in Christchurch and CFFC will contribute towards the travel cost of our representatives, as they did last year.

He mentioned the difficulty in getting attention from Minister Twyford for amendments to the Code of Practice, because of the dominating effect of Kiwibuild. While the RVA originally opposed any changes to

the Code, they are now more co-operative. He acknowledged the efforts of our Code sub-committee and noticed some improvements in the attitude of operators because of our efforts.

This year's project is to interface the retirement village model with the provision of care facilities. They operate under different regimes with different terminology. Retirement villages already provide 52% of all care. They are nearly all premium rooms or suites, some of which are offered with the ORA model and differing disclosure.

There is a worry about future care available to people living in more remote areas, nowhere near a retirement village

A six-monthly report of resident complaints shows that 75% have no complaints and of those that do, 80% are resolved within 20 days. There is an increase of resident v resident complaints.

He answered disappointing questions, which showed that some residents are not aware of the results already achieved by our Association

Nigel Matthews, National Manager, RVRANZ

He provided a summary of operational changes coming this year

He explained the use of Consult, Connect, Advocate promotion

It is not an adversarial situation with the RVA as we seek fair and equitable terms for both parties

There being no further business, the President invited everyone to afternoon tea. He thanked everyone for their attendance and declared the meeting closed at 03.00 pm.