

# Latest News

April 2019



## A lot has been happening...

**It's probably been a while since you heard from us - and a lot has happened.**

**We're making changes over the coming months to ensure that all RVRANZ members receive a regular update on the progress the association is making.**

### *A Word From Our National President...*

Well, the year has already got off to a very quick start with invitations for the RVRANZ to attend and speak at several industry forums / meetings. For me, one of the key discussions was the sector forum run by the CFFC (Commission for Financial Capability) late last year. This was the first time that two of our Exec were asked to speak on a range of issues that we, as an association, have been keenly aware of, including some that we believe need changing in the Code of Practice. The forum included a number of small and large retirement village operators, along with statutory supervisors, Health Board representatives and retirement village residents. It proved to be an effective forum for airing any concerns about the sector, discussing possible changes as well as highlighting strengths within the village industry. *[A summary of the issues discussed are included on the RVRANZ website].*

An RVRANZ Code Review Committee was established and has formulated proposals for changes to the Code Of Practice, which we have submitted to the Retirement Commissioner. Separate meetings were also held with Ministry Officials, FMA, RVA and Statutory Supervisors. The proposals for change included;

- *Prescriptive Definitions for Deferred Management Fee, Outgoings, maintenance, Long Term Maintenance.*
- *Exit Provisions. Charges for outgoings to cease on vacation.*
- *All funds due to be remitted to residents within three months.*

Many of us are elderly retired residents and succession planning to fill the executive positions is an ongoing issue. We've needed administrative support so we have recently contracted (part-time) a younger, enthusiastic executive (already working in the sector)

as Manager for the RVRANZ (more about that role further on). This role requires additional funding, so we are pursuing sponsorship from within the sector, however, we've needed to increase the annual membership fee to \$10 (or \$15 for couples). Unfortunately, \$5 does not go as far now as it did when it was first introduced in 2008.

Finally, one of the areas where issues can arise is when a village comes under new ownership. What was once promised can suddenly 'disappear' with a new owner. The village I live in recently changed hands which actually resulted in a number of improvements to both the property and our exit terms. This, unfortunately, is not always the case. I remember in our earlier days it was thanks to a very strong residents association that we were able to negotiate successfully on a number of issues. Having an association or a group body represent the interests of many is what helped us back then, and I know that as a national body we can help residents ensure their rights and agreements are upheld and continue to enjoy their retirement village experience. The work of the RVRANZ can not be done without your financial support to help administer, formulate and achieve legislation that protects resident's rights. Its about fair conditions and piece-of-mind for all residents.

Warm regards,  
*Colin Porter (RVRANZ National President)*

## Meeting with Minister

Several of the Exec., along with RVRANZ members met with the Minister for Seniors, Hon Tracey Martin in March. We were looking for her support for our proposed changes to the Code of Practice.



She admitted that she was not familiar with the Retirement Villages business model and after discussion with us said that she could not understand how such one-sided conditions were ever passed into law. When the RV Act was drafted the object was to ensure the buildings and facilities in a Village were 'fit for purpose'. Hence the legislation was overseen by the Minister of Building and Housing. We contend now that it is not robust to deal with issues relating to residents. We are all Senior Citizens and consider more appropriate to be overseen by the Ministry for Seniors. She agreed.

Ms Martin stated that the role of the Retirement Commissioner is also being reviewed. The main function had been to encourage younger people to save for their retirement and little time was spent overseeing retirement villages, although, the National Manager ( Retirement Villages) at the Commission for Financial Capability - Troy Churton, has been very helpful in promoting our members issues.

Further meetings between the RVRANZ and Minister for Seniors are being scheduled. Watch this space.



## Membership Renewals...

Membership for April 2019 - March 2020 has been set at; **\$10 per individual or \$15 for couples**. It is the first time the Association fee has increased since the first region formed in 2008.

The increase is to help improve communication to our members through printed newsletters and pay for a part-time staff member to help with continuity. The majority of the work is still managed by volunteers making the associations annual fee one of the lowest in New Zealand - literally the cost of 2 coffees.

With our membership heading towards 6000+, receiving individual memberships by cheque is very time consuming for our volunteer secretaries /

treasurers. so our preferred method of payment is Direct Credit (online banking) or by online Credit Card (which should be available from 24th April 2019). If these options do not work for you then feel free to post in a cheque (or talk to your residents committee about registering several and having the committee pay online or by one single cheque.

Villages that have most of their residents as members, we have a registration template (also available from 24th April) to make collection of registration details more accurate. Please contact us if you would like this form (otherwise it will be on the RVRANZ membership page from next week). Thank you.

*NOTE: If you've already renewed your membership at the old \$5 rate, then please consider sending through the balance to help with our costs - or if you've paid \$20 for a couple, then let us know if you require a \$5 refund. Every little bit helps. Thank you.*

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## Dates for the 2019 Regional and National AGM's...



RVRANZ Regional AGM's will be occurring around New Zealand in May, with the National AGM following in June. Here are the dates and locations for May;

### **AUCKLAND - 6th May 2019 - 10am**

*St Andrews Village, 207 Riddell Rd, Glendowie, Auckland.*

### **BAY OF PLENTY - 23rd May 2019 TBC - 1.30pm**

*Ocean Shores Village, 80 Maranui St, Mount Maunganui*

RSVP: Glenys Glynn - 07 3455222 or [glenys.glynn@xtra.co.nz](mailto:glenys.glynn@xtra.co.nz)

### **WAIKATO - 10th May 2019 - 10am**

*Highfield Country Estate Retirement Village  
397 Swarbrick Drive, Te Awamutu*

### **WELLINGTON - 23rd May 2019 - 9.30am**

*Summerset Village, 15 Aotea Drive, Porirua*

RSVP: Sandra Edridge edridge@actrix.co.nz  
or 04 234 8182

**CANTERBURY - 22nd May 2019 - 10.30am**  
*Lady Wigram Retirement Village - main gate off  
Kittyhawk Ave.*  
RSVP: Colleen Fuller - cmtfuller@gmail.com

**OTAGO/SOUTHLAND - 15th May 2019 - 1.30pm**  
*Brooklands Retirement Village Residents Club  
17 Balmoral Avenue, Mosgiel*  
RSVP: Pauline Gladding 03 489 7929  
or email twinkles@xtra.co.nz

**NATIONAL AGM - 20th June 2019 - 1.30pm**  
*Remuera Golf Club,  
120 Abbotts Way,  
Remuera, Auckland*



*(Further details for  
nominations will be out later in April).*  
Make sure to RSVP and at least attend your local  
meeting. We look forward to seeing as many of you at  
the AGM's as possible.

## Surprise Nelson Visit...



A morning tea was held with a handful of people in  
Nelson, in a resident's own lounge to find out more  
about the RVRANZ. Unknown to most of them, Nick  
Smith (former minister of Housing & Building which  
oversees the Retirement Villages

Act) had been invited to attend only hours earlier by  
the RVRANZ Manager. It was an extremely informative  
morning with Mr Smith spending 45 minutes listening  
to residents and answering questions. His key message  
was to get an RVRANZ region set up in Nelson.

## Our Grateful Thanks...



to the 'Code of Practice Review  
Committee' - in particular, Anton  
Coetzee (Committee Chair) for the countless hours he  
has spent putting it all together. It would not have  
been possible without him!

## New RVRANZ Manager...



Some of you I've already  
had the pleasure of  
speaking to in the last few  
weeks. My name is Nigel  
Matthews, and as you may be aware, I've recently  
been appointed Manager for the RVRANZ.

The aim of this role over the next 4-6 months is to;

- Ensure that your village receives regular news  
(in print and email form) about what the  
RVRANZ has achieved to date and what we  
are working on (now & in the future), to help  
retirement village residents around New  
Zealand enjoy 'fair and equitable' village  
living.
- Help grow membership within all regions of  
New Zealand.
- Implement a membership system that  
reduces the administration workload and  
frees up our regional and national secretaries  
& treasurers to better serve you.

Special thanks to those of you that were happy to  
deliver envelopes around your villages. We will be  
using this approach for sending out RVRANZ printed  
newsletters.

Part of my role also includes visiting some of the  
regions and speaking to new village residents about  
the importance and benefits of being part of the  
RVRANZ. As I have been asked to speak at some of our  
regional AGM's, I will look forward to meeting more of  
you over the coming months.

My days are normally Mon. - Wed. and I can be best  
contacted by;  
Cell 027 608 3700  
or emailing [manager@rvranz.org.nz](mailto:manager@rvranz.org.nz)

## Issues raised regarding care-bed shortfall.

The government agency that monitors the retirement village industry says the current case of residents of a



Christchurch rest home having to find new accommodation at short notice highlights the need for clearer communication. Residents of Merivale Retirement Village were told in a letter on February 14 that they may need to move out by April 1 due to a replacement care facility not having enough beds. The Commission for Financial Capability (CFFC), which performs a monitoring role of the retirement village industry on behalf of government, is currently investigating the interface between independent living and care facilities in villages.

Retirement village owners have increasingly included rest home care facilities in their developments, even though they fall under a different regulatory regime and cost structure. CFFC oversees retirement villages; district health boards and the Health and Disability Commissioner oversee rest homes.

CFFC's National Manager of Retirement Villages, Troy Churton, says the committee working on the investigation, which includes representatives of the industry, agree that village contracts need to be clearer in detailing how residents in independent units can access village care facilities if they need to. "Anyone thinking of moving into a retirement village because it also has a care facility on site needs to seek as much information as they can about their right to access to that care facility should they need to, because the current disclosure requirements need improvement," says Churton. "It's a key part of the independent legal advice you need to receive before signing a village contract."

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## RVA Forum for Intending Developers

There are presently 81 new retirement villages under construction. We were invited by the RVA to present resident's perspectives at their forum in Auckland on

26 February. There were over 50 attendees, about half of whom were new developers in the industry. Points made included;

- Consultation and communication from operators on changes that effect residents.
- Funding for maintenance and periodic upgrading
- Encouraging new developers to fix weekly fees
- Exit Provisions are not always clear.
- A trend for operators to increase the entry age.
- The requirement for an operator to bear the cost of fixture changes ie. fit handrails, as entry ages continue to be increased.

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## Champion for Seniors Petition Presented

New Zealand First MP, Jenny Marcroft has tabled a petition with over 13,000 signatures to Parliament to establish a Commissioner for the Elderly to ensure our seniors are protected. This petition had been spearheaded and presented by media personality, Mark Sainsbury.

*"I am pleased to table this petition on behalf of thousands of concerned New Zealanders. This petition appeals for a Commissioner to champion the rights of the elderly in the same way the Children's Commissioner advocates for young people,"* says Ms Marcroft.

Jenny Marcroft has invited us to meet with her in Wellington to present the views of retirement village residents.

*Do you have a comment, compliment or a question?*

Please feel free to send through any comments, suggestions or questions that you may have about the RVRANZ or anything that has been mentioned in this newsletter to me or any of the regional and national executive.

Regards,  
Nigel Matthews (RVRANZ Manager)  
manager@rvranz.org.nz