

# How do I join?

## 1. As an individual or couple.

**ONLINE** - Visit [www.rvr.org.nz](http://www.rvr.org.nz) and use the online membership form to register and pay by credit card or online banking.

By **PHONE** - Call 0800 787 699. Sign up and pay over the phone.

Via your **RESIDENTS' COMMITTEE** - Give your membership form to your residents' committee with your cash payment. Check with your committee first.

## 2. As a Village or Residents Association.

Download a Village registration form from [www.rvr.org.nz](http://www.rvr.org.nz) or email the RVR Treasurer to request a copy.

## 3. Contact your village reception or local RVR Representative.



# What do others say?

*"The RVR is a key stakeholder in the Retirement Villages sector and the Commission commends the important work they do to advocate for residents and ensure that the resident's voice is heard."*



**Michelle Reyers,**  
Retired Persons Lead,  
Te Ara Ahunga Ora  
Retirement Commission

*"The RVR is an important stakeholder in the retirement village industry. They give residents a voice on industry issues and government policy matters."*



**Richard Spong,**  
General Manager,  
Covenant Trustee Services

*"Age Concern New Zealand supports connected communities and believe that the Residents' Association is an important voice for members rights and opportunities and challenges they face. We want a great later life for everyone"*



**Stephanie Clare,**  
Chief Executive, Age  
Concern New Zealand

*"The RVA has always supported a Residents' Association so that residents have a voice and their representatives have a mandate to speak on their behalf. Our members know that without happy residents, we don't have a business."*



**John Collyns,**  
Executive Officer,  
Retirement Villages Assoc.

# Retirement Village Residents Association of New Zealand



Helping ensure peace of mind for Retirement Village living throughout New Zealand

## BECOME A MEMBER TODAY!

Register online  
[www.rvr.org.nz/membership](http://www.rvr.org.nz/membership)

OR ask your residents committee about registering your (and any other residents) membership.

**CALL 0800 787 699**



# CONSULT CONNECT ADVOCATE

[www.rvr.org.nz](http://www.rvr.org.nz)

# Giving residents a voice

The Retirement Villages Act 2003 is administered and implemented by the Ministry for Housing and Urban Development. The Retirement Commissioner acts in an advisory, monitoring and educational role.

**Until the formation of the RVR (in 2014) there has been no single agency to speak on behalf of retirement village residents.**

The National Association RVR helps provide a voice for residents in retirement villages with regard to the legislation and code of practice that govern the organisation and running of retirement villages.

The work to be done by the RVR cannot be achieved without funds, to be used in taking an active role in the development and application of legislation regarding retirement villages.

Your membership helps ensure that residents' voices and opinions are heard and counted at a national/governmental level.

## Free\* 0800 Advice Service

\*First 30 minutes free.



## Frequently Asked Questions

### Why was a National Residents Association formed?

The first Regional Residents Association began in 2006, to help address an imbalance of power that the Retirement Villages Act 2003 had not addressed. Three more regions started shortly after that, and by 2014 it was clear that a National Association was required to help provide a national voice for residents with regard to the legislation and code of practice that govern the organisation and running of retirement villages.

### What's the difference between the RVA and RVR?

The RVA (Retirement Villages Assoc.) is an industry association that represents the interests of the Village Operators. Their membership fee is based on the number of residents per village. In many cases its membership fees are likely to be passed on to residents through the weekly fees. They advocate for operators.

The RVR (Retirement Village Residents Association of NZ) represents the Residents living in Retirement/Lifestyle Villages and works to ensure fair and equitable decisions. The work to be done by the RVR cannot be achieved without funds and your membership helps ensure that residents' voices and opinions are heard and counted.

### Who can become a member of the RVR?

Any individual who is a resident of a registered retirement / lifestyle village. If your village does not have its own residents committee then there is an additional reason.

### Can we join up our entire residents association?

Yes. We simply require the names and email address of each resident to sign them up individually.

### White Paper Submission

Download a copy:  
[rvr.org.nz/WP-submission.pdf](http://rvr.org.nz/WP-submission.pdf)



### Can a village manager stop me from joining the RVR or from starting a residents' committee?

No. The Code of Practice protects your right to form a residents' association, and it is in their interest to have a residents committee and members that are residents of the RVR. In fact, some village operators pay the annual RVR subscription for all their residents.

### Do I need to become involved or attend meetings?

Only if you want to. Membership helps the association work behind the scenes to ensure fair and equitable outcomes and peace-of-mind for its members. If you would like to be more involved then simply contact a local representative.

### What has the RVR achieved to date?

- In response to the Retirement Commissions White Paper, the presented nearly 2000 individual paper submissions supporting a review of the legislative framework.
- Developed and distributed a Residents Committee Handbook, in conjunction with the Retirement Commission.
- Drafted a "Framework for Fairness - Best Practice Guidelines" for the sector to address specific changes needed in the sector.
- Presented a 12,500 strong signed petition to parliament calling for an urgent review of the legislation and a guaranteed return of a residents capital within 28 days of exit.
- Is now a leading voice recognised by government in advocating for residents in retirement villages.
- Continues to support individual residents at a local, regional and national level.

### Framework for Fairness

Download a copy:  
[rvr.org.nz/framework.pdf](http://rvr.org.nz/framework.pdf)



### What are some of the RVR's key objectives?

- Legislated buyback timeframes and cessation of weekly fees after exit
- Removal of variable fees
- Removal of capital loss clauses
- Easy to understand, standardised agreements
- Simple, resident-friendly complaints resolution system
- Increased variety of village models including shared capital gains
- Greater transparency of transfer policies between units and care ... and more.

### What are the benefits of membership?

- Peace of mind knowing that there is an association that's ensuring fair and equitable terms for retirement village living [See 'Achieved to date'].
- Quarterly newsletters on developments within the sector and stories from around the country on how residents are making the most of village life.
- Assistance with connecting you or your residents committee to additional help, if needed.
- Your membership also assists village residents who may not enjoy the same conditions as you.

### Is the RVR against Retirement Village operators?

The short answer is no. Our members want to enjoy their retirement and they want the operator to be successful. We want legislation that ensures fair and equitable clauses in our ORA's to prevent financial exploitation.

### Residents' Committee Handbook

Download a copy:  
[rvr.org.nz/help-page](http://rvr.org.nz/help-page)

