



Reflecting on achievements over the past twelve months has seen a two-edged progression. Dealing with the individual needs of many residents and growing the relationship with politicians.

The former activity, despite the frustrations of Covid especially among the elderly, has given cause for much concern. The quantity of aggrieved dwellers in retirement villages is alarming. Despite frequent discussions with the operators group who continually sell a concept of eternal happiness the actions of poorly trained village managers give a perception that the industry still has a distance to travel. This has resulted in a growing number of cases where either individual enquiries become necessary or the formal and cumbersome legal process has to be engaged.

We continue to assert that an ombudsman-type machinery would be far more useful, user friendly and less aggravating for the complainants. The RVA are absolutely set against such an initiative which sadly supports their defensive position.

Turning to the political relationships we have, this year, greatly enhanced our links on both sides of the parliamentary divide. Our November 2021 13,000 signature petition covering early pay back and revision of the now-creaking 2003 legislation is making progress through the parliamentary system. The Minister responsible for the administration of the Retirement Villages Act has agreed with both us and the Retirement Commissioner that a review shall take place. The National party has also supported us in this regard. Initial work on this matter has commenced with Ministry officials.

As an organisation we needed to tidy up our legislative and financial affairs this year and have now been accepted as a charitable entity which provides a number of advantages. As an incorporated society we await the final decisions as to the review of the Incorporated Societies Act.

In administrative terms we have negotiated a contractual arrangement with Nigel Matthews our long-standing and hitherto part time national manager. He is relieving himself of much of his personal business in favour of an appointment as Chief Executive of our entity which we have shortened to read as RVR. The arrival of Nigel into this role is pivotal to the welfare of the President of the organisation as this has been a lengthy, pressured and tiring 27 months.

Relations with the office of the Retirement Commissioner are both friendly and professional. We recently took part in a webinar covering off the sad aspects of the complaints system and this subject will be aired at the Commission's fuller national forum in Wellington early in August.

Twelve months ago, I gave formal notice at the AGM that I would be stepping down. Thankfully this year just past has seen the advantage of having a vice president which has been very welcome. Brian Peat from Otago will assume the president's role at this AGM being the only candidate offering. He has over recent months picked up a wealth of RV information and I would be grateful if you would support him over the months ahead. There will be reviews – and there will be change. We would be a poorer organisation if we could not admit to those two facets.

Finally, I owe a great debt of gratitude to my wife Robyn as the hours spent hidden in the home office and the many days on the road making visits and presentations have been disruptive to family life. I have also been lucky and grateful for the professional support of two national secretaries – Life Member Dick Williams and Jan Martin. Treasurer Doug Little has been a tower of strength despite some pressing family matters, and I record my gratitude to him. On the legal front Anton Clements gives advice constantly and clearly. They are a very good team, and we are the better for having such a group of hard-working volunteers nationally and regionally.

Finally, to those who have welcomed me into their villages and their homes – many thanks. Your warm welcomes have been most gratifying. It has been an honour to serve you and I trust you will continue that largesse with my successor.

Peter Carr, Cambridge

PRESIDENT RVR