

Hello RVResidents...

It's with huge gratitude that I want to say a few words as we finish



the year out. This has been an extremely busy year and I gratefully acknowledge the work of our National President, Brian Peat, our National Secretary, Jan Martin, along with the rest of your Executive, Regional Contacts and those that volunteer a great deal of their time behind the scenes. Many of these people volunteer countless hours to help the residents voice be heard. The achievements covered in this newsletter and the 'My Life My Village' magazine are the result of that tireless work.

Also, with our Government Liaison, Peter Carr, we have now met with each of the main political parties and hope to share each of their positions on the RV Act with you in next year's printed newsletter.

I hope you all have a wonderful Christmas and look forward to a rewarding year ahead.



Nigel Matthews, Chief Executive

Change is coming to Victoria, Australia's RV sector

The first draft of a Bill for revamping Victoria State's legislation on Retirement Villages has been published. This is good news as much of it aligns with the RVR's Framework for Fairness, and the review will look to Australia for some of its direction. Some changes proposed in Victoria include...

- the Disclosure Statement and Factsheet to be replaced by one disclosure document called an Information Statement, which must be available on the operator's website;
- a proposed settling in period;
- restrictions upon the use of the village operating surplus and operating deficit;
- restrictions upon increasing maintenance charges, if an increase is greater than CPI, to require a special resolution of residents to be passed at a resident meeting;
- liability for payment of maintenance charges for owner and non-owner residents will cease upon vacant possession
- annual contract check-ups to be provided to all residents at no charge - initially in writing, but also with a meeting if requested by the resident;
- the deferred management fee to only be calculated as a percentage of the ongoing contribution paid by the resident;
- restrictions on sharing any capital gain and capital loss with the resident – they must be shared in the same proportion; as well as new definitions of what comprises a capital gain and capital loss;
- if maintenance charges are used for repairs and maintenance, an obligation to establish a separate capital maintenance fund which must only be used for repairs and maintenance and must not be used for replacements;

More changes can be seen in the email version of this newsletter.

Petition - A year on...

As many of you know, the petition was referred to the Select Committee, and RVResidents, along with Consumer NZ, Grey Power and others spoke to it. We understand that a decision from the Select Committee regarding our petition has been deferred until Feb/Mar 2023.

We will keep you posted but 2023 is looking like an important year for residents of Retirement Villages.



RVR Members Magazine

Hopefully most of you have received your copy of the RVResidents 2023 magazine. Thanks for great feedback already. We are aware of some deliveries either being delayed or short supplied, but we should have that remedied over the coming weeks. Only a few copies are left for new members, otherwise they can be purchased in the new year when they are available publicly.



Commerce Commission agrees to open project on 'Unfair Terms'

Late last week the Commerce Commission confirmed that they had investigated the RVResidents complaint into unfair terms and confirmed they would be opening a project in early 2023 (with provisos). They referenced multiple submissions. Our submission was filed on 6/10/22 and can be read on our website under Newsletters/Resources

NEW Associate 'Family and Friends' Membership

For the annual cost of \$25, family and friends OR prospective residents can now join as an Associate member.

Visit our website or see your Village Contact

Send this to your family or shout them their first year's membership. They will then receive emails, like this one, letting them know what is happening to the sector... as they will most likely be the ones having to sort it out at the end.

If you have any questions then email registrar@rvr.org.nz

MEMBERSHIP / SUBSCRIPTION PRICING

>> Annual Single \$30

>> Annual Couple \$40

5 year and 10 year memberships are also available

>> **Platinum 5 Year Single \$150 OR 10 Year Single \$295**

>> **Platinum 5 Year Couple \$295 OR 10 Year Couple \$395**

Platinum Memberships help us, and also allows you to **lock in the current annual rate** for 5 or 10 years (with a small discount). **All with ONE simple payment.** NOTE: Next set of Platinum Cards are planned to be mailed out later in Feb 2023.

We're working on a **direct debit system** to remove the hassle of remembering to renew each year. For now, if you're not able to pay or renew online then hopefully your village contact may be able to help, or you can post your renewal into us:

RVResidents, C/- Private Bag 4707, Christchurch 8014

Make sure to include your name and village.

REMEMBER - Your membership is VITAL for improving village legislation and giving residents a voice and peace of mind. Thanks for being part of a nationwide organisation making a difference for retirement village residents. If you wish to upgrade your membership from annual to Platinum (5 or 10 years) - then email registrar@rvr.org.nz or see your Village Contact.

Key Terms Rating System SURVEY

Thank you to those that completed our 20 questions. Some of the responses we received showed that the answers weren't as easy to find in your ORA as they should have been. We've used some of those answers in the Best Practice table on page 10-11 of the 'My Life My Village' Magazine.

Note: If you find some answers differ to what you thought your village offered, then please check with the village. For example, we had some corrections come in for Summerset that we did not get changed in time (although it would not have changed their overall score colour, we're endeavouring to keep it updated online). We plan to add more operators and a fuller explanation of how the score is calculated in the new year.



Village Contacts to complete...

Region:

Your Village Contact is...

Name:

Phone:

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- if maintenance charges are used for repairs and maintenance, an obligation to establish a separate capital maintenance fund which must only be used for repairs and maintenance and must not be used for replacements;
- requirement for a condition report for the premises to be prepared prior to the resident's entry into occupation, to be used as a reference point for the resident's reinstatement obligations upon vacant possession;
- restrictions upon a resident's obligations to repair, reinstate or refurbish the premises upon departure – the resident is not responsible for fair wear and tear, the resident is responsible for reinstatement but is not responsible for renovation or upgrade works;
- expansion of the aged care payment rule to include an obligation to pay alternative accommodation payments for the care of residents who move from the village to other accommodation which is not a residential care facility; and
- requirement for an exit payment to be made within 12 months of vacant possession for owner and non-owner residents, with no carve-outs or exceptions other than by way of an application to VCAT by the operator on the grounds that they may be unable to pay the exit payment.