

A note from the President...

Well, as I have said 2023 is going to be challenging and exciting. If anyone didn't hear NewsTalk ZB on



Retirement Villages on Sunday 6/2/23, then we are trying to get the transcript from the Radio Station. Four hours of talk back continued into several days, the exposure on the national radio talk back show was just 'Gold'.

After a lady phoned in during which she released my email address on radio, I decided to phone in. The announcer just let me go for it. I could not believe how lucky we were. Almost all of the callers were expressing concerns about the current Retirement Villages Act. The announcers had a good grasp of the issues. One caller strongly suggested that the Government should call for a Royal Commission, another suggested that the current Act allows for a 'Ponzi Scheme' to operate, another suggested that the Commerce Commission should be aware of the current issues (which they are from our submission). I know of at least three of our members also called.

The conversations were still happening at 11pm and the next day. Then for goodness sake I was interviewed again by NewsTalk ZB's afternoon show. What a major win for RVResidents. Many of the callers were sons, daughters or grandchildren of residents expressing their concerns. How timely this is for our newly established Associate Membership for prospective residents or family of residents. If your family are not Associate Members yet, then please consider signing them up.

Around the same time Stuff ran a great article on villages. It stayed the most popular article in that section all day and attracted over 218 comments within 6 hours before the comments were shut off.

Both have happened because members have spoken out. A gentleman from Northland who heard the talk back emailed me the same day and joined up as an Associate Member. They are preparing themselves for the future. It was interesting that no one from the RVA (operators assoc.) made any comment during the talk back programmes."



Brian Peat, National President

Auckland floods impact residents and test villages planning and processes

No one could have really imagined or anticipated the deluge that was to hit Auckland on 27-28 January.



The NZ Herald reported it as

'Auckland's wettest month on record in at least the last 170 years.' and Niwa weather has described it as at least a 'one-in-200-year event'.

While the rest of New Zealand watched on from the security of their lounges, a number of independent living residents, including those in retirement villages, were evacuated to family or accommodation on higher ground.

Our RVResidents' Auckland Co-ordinators fielded calls from local residents (or family) who had been affected or displaced. Nancy Nielsen, VP for RVResidents was in one of the villages that was affected by the floods with people needing to be moved. Nancy was quick to send out a newsletter to all Auckland members with an update and contact details of local regional contacts, should anyone need assistance. She comments about her own village saying that the 'company response had been excellent.' Arvida's CEO was onsite in the evening to assist on the front lines, and then back again first thing in the morning with contractors and more staff. Even the manager, who's own house had been damaged and was on her way home turned around to go back and look after residents.

In the last few days we've seen further disaster hit other towns. Our hearts go out to those people affected. One thing is for sure, it's in times of crisis that the champions really shine through. We recognise and thank those village managers, staff and fellow residents that have been the heroes in helping residents to safety.

The next RVResidents newsletter is planned for April/May 2023

What to do if you're concerned or have questions...

1. Talk to the village operator—The village operator needs to communicate clearly with residents about the next steps if you need to evacuate the dwelling
2. What if I have to be relocated?—Residents who need to be moved will be done so at the village operator's cost. It could mean you're moved to another unit in the same village, the same city or further afield, depending on availability.
3. What about my contents?—You should have your own contents insurance. The village operator is responsible for the insurance obligations of the units and dwellings.
4. Will I still have to keep paying my weekly fee?—If you've been relocated to another apartment within the same village, you'll likely continue paying the weekly fee. If you've been relocated to another unit in a different village, it will be up to the two village operators to negotiate the rate, but you should not have to pay more than what you're already paying.
5. What if my unit can't be repaired?—The operator of the village must consult with you about the practicalities of repairing or replacing the unit. There are a few options to consider:
 - repair or replace the dwelling;
 - transfer to another dwelling in the village, or to a sister village (owned by the same operator);
 - terminate the occupation right agreement and leave the village. While the operator has to consider your views during consultation, it's not obliged to agree with you. Once consultation has finished, the operator must set out the terms of its decisions in writing and provide you with a copy.
6. What if I need help with advice or advocacy?—Contact RVResidents on 0800 787 699 or email ce@rvr.org.nz
You can also email the Retirement Commission on rv@retirement.govt.nz

Inviting MPs to speak

This is your year to ask your local or list MPs to your village to speak about what they will do for retirees and people in retirement villages if they or their party get in. Talk to your Residents Committee or RVR rep.

FORUMS in March-April

During March and April 2023, Brian Peat (National President) will be speaking around parts of the country to discuss the review and answer any questions. This is an opportunity for you to have your say and know what will be happening over the next 9-12 months. We will update the website as dates are confirmed.

consumer.

Consumer NZ wants to hear from you as to whether the law governing retirement villages is working for you. Like us, Consumer NZ is not convinced they are, so they're seeking your views on what you think needs to change. Tell them what you think by emailing: aneise@consumer.org.nz

RVResidents Magazine

Additional copies were distributed to over 4500 GPs, audio clinics, optometrists, vets waiting rooms, physiotherapists and podiatrists. We hope that it will generate further discussion and help people understand the sector, and the reasons behind updating the RV legislation.



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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

Village Contacts to complete...

Region:

Your Village Contact is...

Name:

Phone:

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MEMBERSHIP PRICING

>> Annual Single \$30

>> Annual Couple \$40

Note: There is a \$10 Joining fee for each NEW MEMBERSHIP

5 year and 10 year memberships are also available:

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

>> **Platinum 5 Year Couple \$195 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 to us:

**RVResidents,
C/- Private Bag 4707,
Christchurch 8014**

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.

Retirement Commission to research residents' and their families' experiences of moving on from (and moving within) a retirement village

Te Ara Ahunga Ora Retirement Commission has commissioned IPSOS, a market research company, to conduct qualitative research into residents' and their families' experiences of moving on from (and moving within) a retirement village. The findings from this research will form the Retirement Villages Annual Monitoring Report for 2023. They have asked RVResidents to help find residents or their families who they could invite to be interviewed.

The objective of the research is to hear peoples' voices and to bring to life the experiences of people going through the exit process. The Commission wish to understand a range of experiences in this project and gain a perspective on:

- what makes a good experience
- what makes a bad experience
- the financial and emotional impact the experience has on residents and their families.

If you have an experience that you would be happy to share then email ce@rvr.org.nz with your contact details and a brief summary of your experience. The first stage of the project is 17 'in person' interviews with people who have left a Retirement Village OR whānau, family or close friends who have supported the move from or within a village. The research will happen over March / April. If you're interested in participating please contact us before 28 Feb 2023.

One flood story that didn't go to plan...

On the night of flooding, a 79 year old resident allegedly phoned her Enduring Power of Attorney (EPOA) and left a message to say that she was 'going somewhere as [the village] was flooded'. She lives in an upstairs unit that was, apparently, not affected by the water.

The EPOA phoned the village later that night and was told that the resident was now at a hotel (10 mins away). When the EPOA went there the next morning to check that she had everything she needed - she was not there, and they didn't know where she had gone. It turned out that the village had picked her up and taken her to one of their care facilities. According to the EPOA, she had nothing with her at all so the EPOA "went out and purchased soap, underwear, clothes and other items they thought she should have".

The EPOA continued, saying "On Tuesday when I returned she was still wearing the same clothes and still not showered... I hope no other older person... has been so badly neglected."