



Monitoring Project on the Operators of Retirement Villages

March 2010

Appendix 1: Survey Results

MARTIN^IJENKINS

Appendix 1: Survey results

1: Can I check, what is your role?

If you are the village owner and village manager please check both categories.

Please tick all that apply:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
CEO	13.2%	37.8%		22.7%	31.3%	12.5%		23.3%
Operations Manager/ Chief Operations Officer/ GM Operations	17.0%	13.5%		9.1%	25.0%	50.0%		15.6%
Village owner	49.1%	0.0%		31.8%	18.8%	25.0%		28.9%
Village manager	35.8%	35.1%		40.9%	18.8%	25.0%		35.6%
Other (please specify)	18.9%	32.4%		25.8%	12.5%	37.5%		24.4%

2: Is your organisation:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Commercial	90.6%	0.0%		48.5%	68.8%	62.5%		53.3%
Religious, welfare or charitable	0.0%	100.0%		45.5%	25.0%	37.5%		41.1%
Other (please specify)	9.4%	0.0%		6.1%	6.3%	0.0%		5.6%

3: Which of the following best describes your organisation?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
One retirement village (on a single site)	60.4%	73.0%		89.4%	0.0%	0.0%		65.6%
A multi-site single retirement village	7.5%	8.1%		10.6%	0.0%	0.0%		7.8%
Between 2 and 5 villages (either complete or in development)	22.6%	10.8%		0.0%	100.0%	0.0%		17.8%
Between 6 and 10 villages (either complete or in development)	1.9%	5.4%		0.0%	0.0%	37.5%		3.3%
Between 11 and 15 villages (either complete or in development)	.0%	2.7%		0.0%	0.0%	12.5%		1.1%
More than 16 villages (either complete or in development)	7.5%	0.0%		0.0%	0.0%	50.0%		4.4%

4: Is your organisation a member of the Retirement Village Association (RVA)?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes – Full Accredited Member	77.4%	64.9%		63.6%	93.8%	100.0%		72.2%
Yes – Provisional Member	7.5%	5.4%		7.6%	6.3%	0.0%		6.7%
No	15.1%	29.7%		28.8%	0.0%	0.0%		21.1%

5: Does your village(s) have a local on-site village manager?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes – manager responsible for retirement village only	52.8%	13.5%		36.4%	43.8%	25.0%		36.7%
Yes – manager responsible for retirement village and rest-home	39.6%	48.6%		42.4%	43.8%	50.0%		43.3%
Yes – manager responsible for more than one retirement villa	0.0%	2.7%		0.0%	6.3%	0.0%		1.1%
No	7.5%	35.1%		21.2%	6.3%	25.0%		18.9%

6a: Are policies and procedures relating to the Act, its regulations and the Code of Practice 2008 standardised across all your villages?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes – all	76.5%	85.7%		.0%	75.0%	87.5%		79.2%
Yes – some	17.6%	14.3%		.0%	18.8%	12.5%		16.7%
No	5.9%	0.0%		0.0%	6.3%	0.0%		4.2%

8: Does your village(s) have an induction process to familiarise the village manager with the requirements of the Act, its regulations and the Code of Practice?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	62.3%	59.5%		51.5%	87.5%	87.5%		61.1%
No	37.7%	40.5%		48.5%	12.5%	12.5%		38.9%

9: Does your village(s) have a process for keeping the village manager **updated** with regard to requirements of the Act, its regulations and the Code of Practice?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	88.7%	70.3%		77.3%	87.5%	100.0%		81.1%
No	11.3%	29.7%		22.7%	12.5%	0.0%		18.9%

10: How many units are there within your village(s)?

If more than one village in your operation please provide the total number of units across all your retirement villages.

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
2-20	28.3%	32.4%		37.9%	12.5%	0.0%		30.0%
21-40	22.6%	21.6%		24.2%	25.0%	0.0%		22.2%
41-80	9.4%	21.6%		16.7%	6.3%	12.5%		14.4%
81-150	18.9%	13.5%		13.6%	31.3%	12.5%		16.7%
151-300	7.5%	8.1%		7.6%	6.3%	12.5%		7.8%
300+	13.2%	2.7%		0.0%	18.8%	62.5%		8.9%

11: In the last 12 months, how many units have you added to your village(s)?
If more than one village in your operation please provide the total number of units across all your retirement villages.

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
None	54.7%	75.7%		71.2%	43.8%	37.5%		63.3%
1-20	35.8%	18.9%		27.3%	43.8%	12.5%		28.9%
21-40	1.9%	2.7%		1.5%	6.3%	0.0%		2.2%
41-80	3.8%	0.0%		0.0%	6.3%	12.5%		2.2%
81-150	1.9%	2.7%		0.0%	0.0%	25.0%		2.2%
151-300	1.9%	0.0%		0.0%	0.0%	12.5%		1.1%
300+	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%

12: Are you planning to downsize or grow your village(s) in the next 3 years?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Planning to downsize	3.8%	0.0%		3.0%	0.0%	0.0%		2.2%
Planning to grow	54.7%	51.4%		47.0%	68.8%	75.0%		53.3%
No changes planned	35.8%	45.9%		47.0%	31.3%	0.0%		40.0%
Other (please specify)	5.7%	2.7%		3.0%	0.0%	25.0%		4.4%

13: How would you describe your organisations' current financial stability?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Very stable	49.1%	59.5%		53.0%	50.0%	62.5%		53.3%
Stable	47.2%	35.1%		42.4%	50.0%	25.0%		42.2%
Unstable	1.9%	2.7%		3.0%	0.0%	0.0%		2.2%
Very unstable	0.0%	2.7%		1.5%	0.0%	0.0%		1.1%
Don't know	1.9%	0.0%		0.0%	0.0%	12.5%		1.1%
Not applicable	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%

14a: Can I check, are you planning to sell your retirement village in the next 12 months?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	8.3%	3.3%		6.1%	0.0%	0.0%		6.1%
No	91.7%	96.7%		93.9%	0.0%	0.0%		93.9%

14b: Can I check, are you planning to sell any of your retirement villages in the next 12 months?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%
No	100.0%	100.0%		0.0%	100.0%	100.0%		100.0%

15: What sort of living arrangements does your village(s) offer?
Please tick all that apply:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Independent living (in a private apartment, villa or townhouse)	90.6%	97.3%		90.9%	100.0%	100.0%		93.3%
Serviced apartments	54.7%	32.4%		42.4%	43.8%	75.0%		45.6%
Rest home and hospital care	50.9%	51.4%		45.5%	62.5%	75.0%		51.1%
Specialist care units	11.3%	16.2%		9.1%	6.3%	62.5%		13.3%

16: What is the predominant type of occupancy in your village(s) (excluding rest homes and hospital facilities)?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Licence to occupy	81.1%	81.1%		77.3%	93.8%	87.5%		81.1%
Unit title	17.0%	5.4%		15.2%	0.0%	12.5%		12.2%
Lease	0.0%	2.7%		1.5%	0.0%	0.0%		1.1%
Rental	0.0%	5.4%		1.5%	6.3%	0.0%		2.2%
Other	1.9%	5.4%		4.5%	0.0%	0.0%		3.3%

17a: Has the Act resulted in any significant changes in the mix of occupancy types that you offer? (eg more licence to occupy).

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	13.2%	10.8%		10.6%	18.8%	12.5%		12.2%
No	86.8%	89.2%		89.4%	81.3%	87.5%		87.8%

18: Does your village(s) pay a 'capital gain payment' to a resident/family/trust on departure?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes – always	9.4%	29.7%		19.7%	18.8%	0.0%		17.8%
Yes – sometimes	28.3%	18.9%		24.2%	12.5%	50.0%		24.4%
No	62.3%	51.4%		56.1%	68.8%	50.0%		57.8%

19: How many residents does your village(s) currently have?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
2-20	32.1%	24.3%		34.8%	18.8%	0.0%		28.9%
21-40	15.1%	24.3%		21.2%	18.8%	0.0%		18.9%
41-80	9.4%	13.5%		13.6%	6.3%	0.0%		11.1%
81-150	18.9%	21.6%		16.7%	31.3%	25.0%		20.0%
151-300	9.4%	13.5%		12.1%	6.3%	12.5%		11.1%
300+	15.1%	2.7%		1.5%	18.8%	62.5%		10.0%

20a: Does your village target a specific age group?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	50.0%	50.0%		50.0%	0.0%	0.0%		50.0%
No	50.0%	50.0%		50.0%	0.0%	0.0%		50.0%

20b: Do your villages target a specific age group?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes – all villages	47.1%	71.4%		0.0%	50.0%	62.5%		54.2%
Yes – some villages	5.9%	14.3%		0.0%	6.3%	12.5%		8.3%
No	47.1%	14.3%		0.0%	43.8%	25.0%		37.5%

20c: Which age group(s) does your village(s) target?
Please tick all that apply:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
65-70 years	59.3%	72.7%		73.5%	55.6%	33.3%		65.3%
71-75 years	59.3%	72.7%		70.6%	44.4%	66.7%		65.3%
76-80 years	66.7%	72.7%		73.5%	55.6%	66.7%		69.4%
81-85 years	48.1%	68.2%		58.8%	44.4%	66.7%		57.1%
86 years or older	40.7%	50.0%		47.1%	33.3%	50.0%		44.9%

21: In the last 12 months, how many residents **entered your retirement village(s)?**

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
None	1.9%	5.4%		4.5%	0.0%	0.0%		3.3%
1-10	58.5%	62.2%		68.2%	50.0%	12.5%		60.0%
11-25	22.6%	24.3%		22.7%	31.3%	12.5%		23.3%
26-50	3.8%	5.4%		4.5%	0.0%	12.5%		4.4%
51 or more	9.4%	2.7%		0.0%	12.5%	50.0%		6.7%
Don't know	3.8%	0.0%		0.0%	6.3%	12.5%		2.2%

22: In the last 12 months, how many units became vacant in your retirement village(s)?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
None	11.3%	0.0%		6.1%	12.5%	0.0%		6.7%
1-10	62.3%	78.4%		80.3%	50.0%	12.5%		68.9%
11-25	11.3%	16.2%		10.6%	18.8%	25.0%		13.3%
26-50	3.8%	5.4%		3.0%	6.3%	12.5%		4.4%
51 or more	7.5%	0.0%		0.0%	6.3%	37.5%		4.4%
Don't know	3.8%	0.0%		0.0%	6.3%	12.5%		2.2%

25: How much did it cost to register your retirement village(s)?

An estimate will do. Please include all associated costs including registration fees, any legal fees, any Statutory Supervisor 'acceptance fees' etc. If you are part of a group please provide the total cost for all your villages.

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
\$10,000 or less	17.0%	21.6%		22.7%	12.5%	0.0%		18.9%
\$10,001 to \$25,000	35.8%	29.7%		39.4%	25.0%	0.0%		33.3%
\$25,001 to \$50,000	18.9%	18.9%		19.7%	25.0%	0.0%		18.9%
\$50,001 to \$75,000	11.3%	16.2%		13.6%	12.5%	12.5%		13.3%
More than \$75,000	9.4%	5.4%		3.0%	0.0%	62.5%		7.8%
Don't know	7.5%	8.1%		1.5%	25.0%	25.0%		7.8%

26: And what are your annual compliance costs associated with the Act?
An estimate will do. Please include all associated annual costs including costs related to valuations, annual returns and Statutory Supervisors. If you are part of a group please provide the total cost for all your villages.

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
\$10,000 or less	20.8%	40.5%		36.4%	12.5%	0.0%		28.9%
\$10,001 to \$25,000	41.5%	32.4%		43.9%	31.3%	0.0%		37.8%
\$25,001 to \$50,000	17.0%	16.2%		18.2%	12.5%	12.5%		16.7%
\$50,001 to \$75,000	3.8%	2.7%		0.0%	6.3%	25.0%		3.3%
More than \$75,000	9.4%	2.7%		0.0%	12.5%	50.0%		6.7%
Don't know	7.5%	5.4%		1.5%	25.0%	12.5%		6.7%

27: How significant are compliance costs as a percentage of your overall operating costs?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Very significant	36.5%	37.8%		46.2%	18.8%	0.0%		37.1%
Significant	46.2%	43.2%		38.5%	62.5%	62.5%		44.9%
Neither significant nor insignificant	15.4%	8.1%		9.2%	12.5%	37.5%		12.4%
Slightly insignificant	0.0%	5.4%		3.1%	0.0%	0.0%		2.2%
Very insignificant	0.0%	2.7%		1.5%	0.0%	0.0%		1.1%
Don't know	1.9%	2.7%		1.5%	6.3%	0.0%		2.2%

28: Overall, has the Retirement Villages Act 2003, its regulations and the Code of Practice been:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Positive for the industry	48.1%	37.8%		47.7%	25.0%	50.0%		43.8%
Neither positive nor negative for the industry	40.4%	29.7%		30.8%	56.3%	37.5%		36.0%
Negative for the industry	9.6%	21.6%		13.8%	18.8%	12.5%		14.6%
Other (please specify)	1.9%	10.8%		7.7%	0.0%	0.0%		5.6%

29: Overall, has the Retirement Villages Act 2003, its regulations and the Code of Practice been:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Positive for your operation	17.3%	16.2%		16.9%	12.5%	25.0%		16.9%
Neither positive nor negative for your operation	51.9%	21.6%		35.4%	43.8%	62.5%		39.3%
Negative for your operation	26.9%	54.1%		41.5%	37.5%	12.5%		38.2%
Other (please specify)	3.8%	8.1%		6.2%	6.3%	0.0%		5.6%

30a: To what degree is your village(s) meeting the requirements of the new Retirement Villages Code of Practice 2008?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Fully	98.1%	81.1%		90.8%	100.0%	75.0%		91.0%
Partly	1.9%	18.9%		9.2%	0.0%	25.0%		9.0%
Not at all	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%

32: In the last 12 months has your village(s):

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Completed an annual return	98.0%	88.9%		93.4%	93.8%	100.0%		94.1%
Lodged a certificate of registered documents with the Registrar of Retirement Villages	69.4%	61.1%		59.0%	81.3%	87.5%		65.9%
Notified a 'material' change of circumstances and documentation	42.9%	38.9%		34.4%	43.8%	87.5%		41.2%

34: Under the Act, its regulations and the Code of Practice 2008, how much impact do the following have on your organisations' ability to meet its financial and information requirements?

Awareness of requirements:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Significant impact	26.5%	33.3%		36.1%	12.5%	12.5%		29.4%
Some impact	65.3%	55.6%		54.1%	81.3%	75.0%		61.2%
No impact	8.2%	11.1%		9.8%	6.3%	12.5%		9.4%
Don't know	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%

Understanding of requirements:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Significant impact	30.6%	47.2%		45.9%	18.8%	12.5%		37.6%
Some impact	61.2%	41.7%		45.9%	75.0%	62.5%		52.9%
No impact	8.2%	11.1%		8.2%	6.3%	25.0%		9.4%
Don't know	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%

Cost to file annual return:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Significant impact	28.6%	27.8%		32.8%	18.8%	12.5%		28.2%
Some impact	67.3%	55.6%		57.4%	81.3%	62.5%		62.4%
No impact	4.1%	16.7%		9.8%	0.0%	25.0%		9.4%
Don't know	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%

Cost to produce annual return:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Significant impact	38.8%	33.3%		44.3%	12.5%	25.0%		36.5%
Some impact	51.0%	52.8%		42.6%	87.5%	50.0%		51.8%
No impact	10.2%	13.9%		13.1%	0.0%	25.0%		11.8%
Don't know	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%

Time required to produce/compile annual return:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Significant impact	40.8%	44.4%		45.9%	31.3%	37.5%		42.4%
Some impact	53.1%	44.4%		44.3%	68.8%	50.0%		49.4%
No impact	6.1%	8.3%		8.2%	0.0%	12.5%		7.1%
Don't know	0.0%	2.8%		1.6%	0.0%	0.0%		1.2%

Availability of a qualified auditor/valuer/accountant:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Significant impact	28.6%	30.6%		32.8%	25.0%	12.5%		29.4%
Some impact	40.8%	50.0%		39.3%	56.3%	62.5%		44.7%
No impact	30.6%	19.4%		27.9%	18.8%	25.0%		25.9%
Don't know	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%

35: What information does your village(s) provide intending (and current) residents?
Please tick all that apply:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
A disclosure statement	100.0%	100.0%		100.0%	100.0%	100.0%		100.0%
The occupation right agreement	98.0%	100.0%		98.4%	100.0%	100.0%		98.8%
The code of residents' rights	95.9%	91.7%		91.8%	100.0%	100.0%		94.1%
The Code of Practice	81.6%	80.6%		73.8%	100.0%	100.0%		81.2%
Other	32.7%	41.7%		29.5%	56.3%	50.0%		36.5%

36: What information does your village(s) provide to residents at the Annual General Meeting of residents?
Please tick all that apply:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Full financial statements	55.1%	50.0%		47.5%	68.8%	62.5%		52.9%
An audited summary of financial statements	77.6%	52.8%		62.3%	81.3%	75.0%		67.1%
A summary of financial statements	63.3%	52.8%		54.1%	68.8%	75.0%		58.8%
Statutory Supervisor's report	95.9%	69.4%		80.3%	93.8%	100.0%		84.7%
Maintenance report	77.6%	63.9%		70.5%	68.8%	87.5%		71.8%
Other	36.7%	38.9%		31.1%	50.0%	62.5%		37.6%

37a: Do you think residents are better informed now than prior to the Act?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	69.4%	55.6%		65.6%	56.3%	62.5%		63.5%
No	30.6%	44.4%		34.4%	43.8%	37.5%		36.5%

38: How are residents represented in your village(s)?
Please tick all that apply:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Residents are not represented	16.3%	11.1%		13.1%	18.8%	12.5%		14.1%
Residents committee/association	65.3%	63.9%		60.7%	81.3%	62.5%		64.7%
Residents have a representative in management meetings	6.1%	13.9%		9.8%	6.3%	12.5%		9.4%
Other (please specify)	22.4%	33.3%		27.9%	18.8%	37.5%		27.1%

39: In the last 12 months, which of these meetings did your village(s) have with residents?
Please tick all that apply:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Annual General Meeting of residents	95.9%	91.7%		91.8%	100.0%	100.0%		94.1%
Special General Meeting called by the operator to obtain resident consent	8.2%	11.1%		6.6%	18.8%	12.5%		9.4%
Special General Meeting called by more than 10% of residents	2.0%	0.0%		1.6%	0.0%	0.0%		1.2%
Special General Meeting called by the Statutory Supervisor	10.2%	5.6%		9.8%	6.3%	0.0%		8.2%
Informal meeting of residents	87.8%	88.9%		86.9%	87.5%	100.0%		88.2%
Other	16.3%	27.8%		23.0%	12.5%	25.0%		21.2%

40: Does your village(s) have a written procedure for dealing with complaints?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	100.0%	94.4%		96.7%	100.0%	100.0%		97.6%
No	0.0%	5.6%		3.3%	0.0%	0.0%		2.4%

41: In the last 12 months how many complaints did your village(s) receive?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
None	61.2%	63.9%		70.5%	50.0%	25.0%		62.4%
1-5	24.5%	30.6%		27.9%	31.3%	12.5%		27.1%
6-10	4.1%	2.8%		1.6%	12.5%	0.0%		3.5%
11-20	8.2%	2.8%		0.0%	6.3%	50.0%		5.9%
More than 20	2.0%	0.0%		0.0%	0.0%	12.5%		1.2%

42: How many of these complaints were resolved within 20 working days?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
All	71.4%	71.4%		85.7%	75.0%	16.7%		71.4%
Most	23.8%	28.6%		14.3%	12.5%	83.3%		25.7%
Some	4.8%	0.0%		0.0%	12.5%	0.0%		2.9%
None / Still on going	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%
Don't know	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%

43: Have you used any of the following to avoid a complaint going to a disputes panel?
Please tick all that apply:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Financial settlement	20.0%	7.7%		10.5%	12.5%	33.3%		15.2%
Mediation	20.0%	38.5%		21.1%	37.5%	33.3%		27.3%
Other (please specify)	70.0%	61.5%		73.7%	62.5%	50.0%		66.7%

46: Does your village(s) have a Statutory Supervisor?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	95.9%	77.8%		83.6%	100.0%	100.0%		88.2%
No	4.1%	22.2%		16.4%	0.0%	0.0%		11.8%

47: Who is/are your village(s) Statutory Supervisors?
Please tick all that apply:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Māori Trustee	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%
New Zealand Permanent Trustees Limited	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%
Perpetual Trust Limited	14.9%	3.6%		7.8%	18.8%	12.5%		10.7%
Public Trust	2.1%	3.6%		2.0%	0.0%	12.5%		2.7%
New Zealand Guardian Trust Company Limited	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%
Trustee Executors Limited	2.1%	17.9%		5.9%	6.3%	25.0%		8.0%
BDO Spicers Auckland Trustee Company Limited	0.0%	7.1%		3.9%	0.0%	0.0%		2.7%
Covenant Trustee Company Limited	34.0%	21.4%		27.5%	31.3%	37.5%		29.3%
Midgley Partners	2.1%	3.6%		0.0%	12.5%	0.0%		2.7%
Prince and Partners Trustee Company Limited	2.1%	3.6%		3.9%	0.0%	0.0%		2.7%
Spicer & Oppenheim Trustee Company Limited	2.1%	0.0%		2.0%	0.0%	0.0%		1.3%
Anchorage Trustee Services Limited	6.4%	3.6%		5.9%	0.0%	12.5%		5.3%
Covenant Trustee Services Limited	42.6%	35.7%		39.2%	43.8%	37.5%		40.0%
Other	0.0%	3.6%		2.0%	0.0%	0.0%		1.3%

48: How much did your Statutory Supervisor charge as a one-off 'acceptance fee' at the time the appointment was made?

If more than one village or Statutory Supervisor please provide an average per village.

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
There was no 'acceptance fee'	27.7%	42.9%		31.4%	25.0%	62.5%		33.3%
Less than \$1,000	8.5%	3.6%		9.8%	0.0%	0.0%		6.7%
\$1,001-\$3,000	10.6%	3.6%		9.8%	6.3%	0.0%		8.0%
\$3,001-\$6,000	17.0%	21.4%		19.6%	25.0%	0.0%		18.7%
\$6,001-\$9,000	2.1%	3.6%		3.9%	0.0%	0.0%		2.7%
More than \$9,000	2.1%	3.6%		2.0%	6.3%	0.0%		2.7%
Don't know	31.9%	21.4%		23.5%	37.5%	37.5%		28.0%

49: What are the annual costs of your Statutory Supervisor?

If more than one village or Statutory Supervisor please provide an average per village.

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Less than \$1,000	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%
\$1,001-\$4,000	14.9%	25.0%		15.7%	31.3%	12.5%		18.7%
\$4,001-\$8,000	48.9%	50.0%		60.8%	31.3%	12.5%		49.3%
\$8,001-\$12,000	12.8%	17.9%		13.7%	12.5%	25.0%		14.7%
More than \$12,000	19.1%	0.0%		7.8%	12.5%	37.5%		12.0%
Don't know	4.3%	7.1%		2.0%	12.5%	12.5%		5.3%

50: Does your Statutory Supervisor provide any of the following additional services outside of those mandated under the Act:

Please tick all that apply:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes - assisting with financial advice	10.6%	14.3%		15.7%	6.3%	0.0%		12.0%
Yes - finance applications	8.5%	0.0%		5.9%	0.0%	12.5%		5.3%
Yes - helping establish resident associations	12.8%	17.9%		13.7%	12.5%	25.0%		14.7%
Yes - advice and guidance on valuers/auditors/accountants	17.0%	17.9%		19.6%	12.5%	12.5%		17.3%
Yes - other	25.5%	21.4%		17.6%	31.3%	50.0%		24.0%
None of the above / No additional services	48.9%	57.1%		54.9%	50.0%	37.5%		52.0%

51: How would you describe your organisation's relationship with your Statutory Supervisor?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Very good	63.8%	50.0%		58.8%	56.3%	62.5%		58.7%
Good	25.5%	42.9%		27.5%	43.8%	37.5%		32.0%
Neither good nor poor	8.5%	7.1%		11.8%	0.0%	0.0%		8.0%
Poor	2.1%	0.0%		2.0%	0.0%	0.0%		1.3%
Very poor	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%
Don't know	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%

52: How would you describe the relationship between your Statutory Supervisor and residents?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Very good	53.2%	25.0%		43.1%	37.5%	50.0%		42.7%
Good	27.7%	39.3%		25.5%	43.8%	50.0%		32.0%
Neither good nor poor	14.9%	28.6%		25.5%	12.5%	0.0%		20.0%
Poor	2.1%	0.0%		0.0%	6.3%	0.0%		1.3%
Very poor	0.0%	0.0%		0.0%	0.0%	0.0%		0.0%
Don't know	2.1%	7.1%		5.9%	0.0%	0.0%		4.0%

54a: And can I check, do you feel the services you receive from your Statutory Supervisor represent value for money?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	61.7%	46.4%		54.9%	50.0%	75.0%		56.0%
No	38.3%	53.6%		45.1%	50.0%	25.0%		44.0%

56a: In the last 12 months has your village(s) had to find any new residents for vacant units?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	87.8%	88.9%		88.5%	81.3%	100.0%		88.2%
No	12.2%	11.1%		11.5%	18.8%	0.0%		11.8%

57: Over the last 12 months approximately what has been the average time taken to find a new resident for a vacant unit?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
1-3 months	23.3%	45.2%		37.0%	16.7%	25.0%		32.4%
3-6 months	23.3%	25.8%		24.1%	8.3%	50.0%		24.3%
6-9 months	32.6%	16.1%		22.2%	41.7%	25.0%		25.7%
More than 9 months	20.9%	12.9%		16.7%	33.3%	0.0%		17.6%

59: Will your village(s) allow a unit to be marketed prior to it being vacant?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	65.3%	40.0%		52.5%	53.3%	75.0%		54.8%
No	34.7%	60.0%		47.5%	46.7%	25.0%		45.2%

60: Can residents market their units themselves?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	34.7%	34.3%		34.4%	20.0%	62.5%		34.5%
No	65.3%	65.7%		65.6%	80.0%	37.5%		65.5%

61: In the last 12 months, has your village(s) had any issues with a former resident (including their estate or holder of an appropriate Enduring Power of Attorney) regarding refurbishment costs and processes, such as...

Please tick all that apply:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Gaining access to enter the unit to do the work	9.1%	50.0%		14.3%	0.0%	50.0%		23.5%
Identifying how costs will be divided with the former resident	90.9%	50.0%		57.1%	100.0%	83.3%		76.5%
Rights and obligations of the former resident in the refurbishment process	54.5%	66.7%		57.1%	50.0%	66.7%		58.8%
Other (please specify)	9.1%	16.7%		28.6%	0.0%	0.0%		11.8%

62: In the last 12 months, has your village(s) had any issues with a former resident regarding finding a new resident for a vacant unit, such as...

Please tick all that apply:

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Agreeing the date the unit goes on the market...	6.3%	11.1%		7.7%	14.3%	0.0%		8.0%
The nature of the marketing plan	56.3%	33.3%		53.8%	42.9%	40.0%		48.0%
The charges relating to marketing and sale of the unit that the resident (or executor) is liable to pay	25.0%	22.2%		15.4%	14.3%	60.0%		24.0%
Communication regarding the marketing progress	37.5%	22.2%		38.5%	28.6%	20.0%		32.0%
Formal monthly reporting	12.5%	11.1%		15.4%	0.0%	20.0%		12.0%
Valuation	25.0%	33.3%		15.4%	28.6%	60.0%		28.0%
Other (please specify)	25.0%	33.3%		46.2%	14.3%	0.0%		28.0%

63a: In the last 12 months, has your village(s) received any complaints from a former resident concerning the disposal of a residential unit?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	14.3%	8.6%		6.6%	20.0%	37.5%		11.9%
No	85.7%	91.4%		93.4%	80.0%	62.5%		88.1%

64a: Does your village(s) have a long-term maintenance plan?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	91.8%	82.9%		83.6%	100.0%	100.0%		88.1%
No	8.2%	17.1%		16.4%	0.0%	0.0%		11.9%

65: How long has it been in place?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Less than a year	30.4%	3.3%		11.3%	46.7%	25.0%		19.7%
1-2 years	28.3%	20.0%		28.3%	20.0%	12.5%		25.0%
3-5 years	10.9%	30.0%		22.6%	0.0%	25.0%		18.4%
More than 5 years	26.1%	43.3%		32.1%	33.3%	37.5%		32.9%

66: If there was one thing that you could change (in relation to compliance with the Act, its regulations and the Code of Practice) what would it be?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Disclosure Statements	39.6%	34.3%		33.3%	53.3%	37.5%		37.3%
The Code of Practice 2008	10.4%	5.7%		11.7%	0.0%	0.0%		8.4%
The complaints and disputes panel process	8.3%	5.7%		5.0%	6.7%	25.0%		7.2%
Compliance requirements (eg registration, completing annual	31.3%	31.4%		30.0%	40.0%	25.0%		31.3%
Other (please specify)	10.4%	22.9%		20.0%	0.0%	12.5%		15.7%

68: Would you be willing to participate in a follow-up interview if required?

	Commercial	Charitable or Not for profit		Small	Medium	Large		Total
Yes	45.8%	51.4%		48.3%	40.0%	62.5%		48.2%
No	54.2%	48.6%		51.7%	60.0%	37.5%		51.8%