



**TE ARA  
AHUNGA ORA**  
Retirement Commission

# Retirement Villages Six-monthly Complaint Reporting Summary

1 Apr 2024 – 30 Sept 2024

Cover

Introduction

Villages complaints status

Complaint status

Time taken to resolve

Classification of report

Complaint status by main  
classification

Third party involvement

Overview

Frequently reported complaint  
types trend

# Introduction

Te Ara Ahunga Ora Retirement Commission monitors the effects of the Retirement Villages (RV) Act (2003), Regulations and Code of Practice. Variations to the Code of Practice became effective 1 April 2017 requiring all operators to report to the Retirement Commissioner six-monthly in relation to any formal complaints received, including to confirm that no complaints were received. The Retirement Commissioner requires operators to use an online complaint-reporting portal on the Commission's website.

Te Ara Ahunga Ora Retirement Commission receives an updated list of registered villages from the Registrar of Retirement Villages before contacting operators and before opening the reporting portal on the Commission's website. The portal is opened for four weeks at the end of each reporting period. Prior to this reporting period the registrar advised that there were 494 registered retirement villages an increase of 6 villages from the previous reporting period 488.

## Engagement with operators

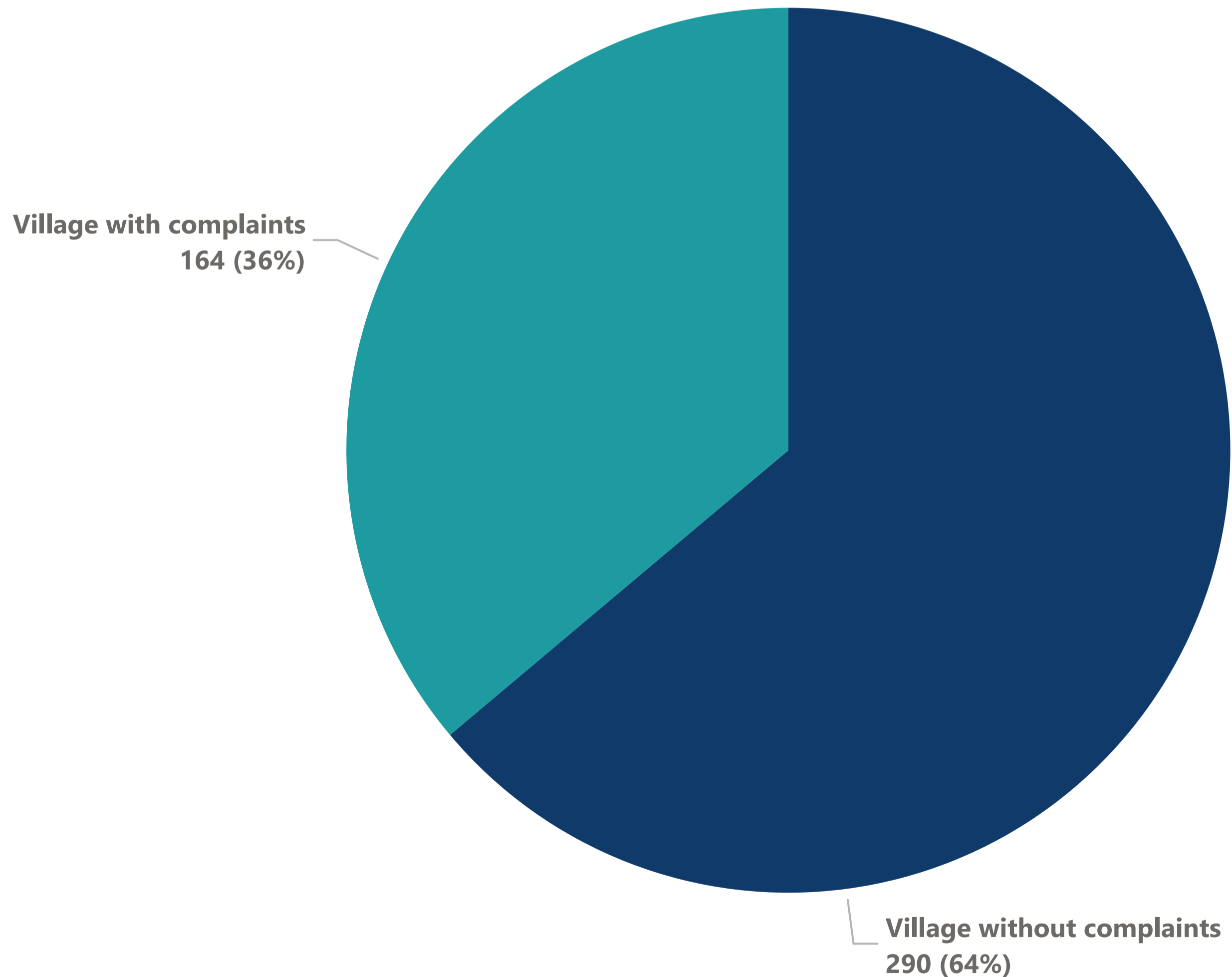
The Commission sends at least 2 electronic direct mail to operator contact email addresses before and during the opening period for reporting, including a link to the portal, an extensive User Guide and video tutorial resources. The Commission receives support from the Retirement Villages Association (RVA) notifying its members about reporting requirements in its industry-wide newsletter.

The Commission notes it may not receive complaints reports from every registered village because the operators of villages that are under construction and do not yet have residents living on site may not realise, they are required by the Retirement Villages Act to submit a nil report.

The Commission publishes a general summary of the data collected after each reporting period.

Cover	<b>Introduction</b>	Villages complaints status	Complaint status	Time taken to resolve	Classification of report	Complaint status by main classification	Third party involvement	Overview	Frequently reported complaint types trend
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# Villages complaints status



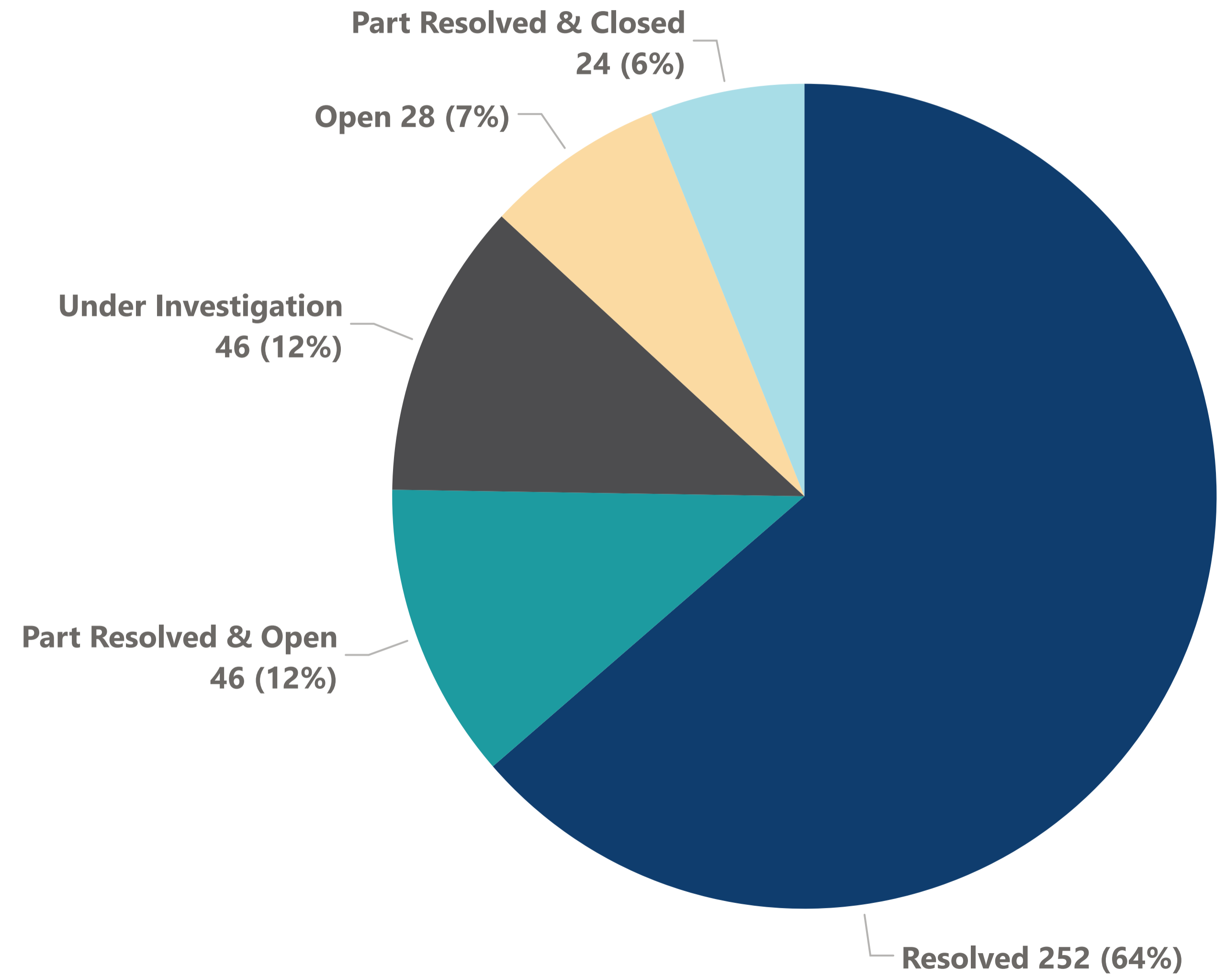
In the reporting period 1 April 2024 to 30 September 2024, 454 individual villages entered data into the complaint portal during the period it was open for submitting reports, compared to 447 individual villages for the previous reporting period.

290 villages (64%) had no complaints (67% in the previous reporting period).

164 villages (36%) reported 396 complaints (33% in the previous reporting period).

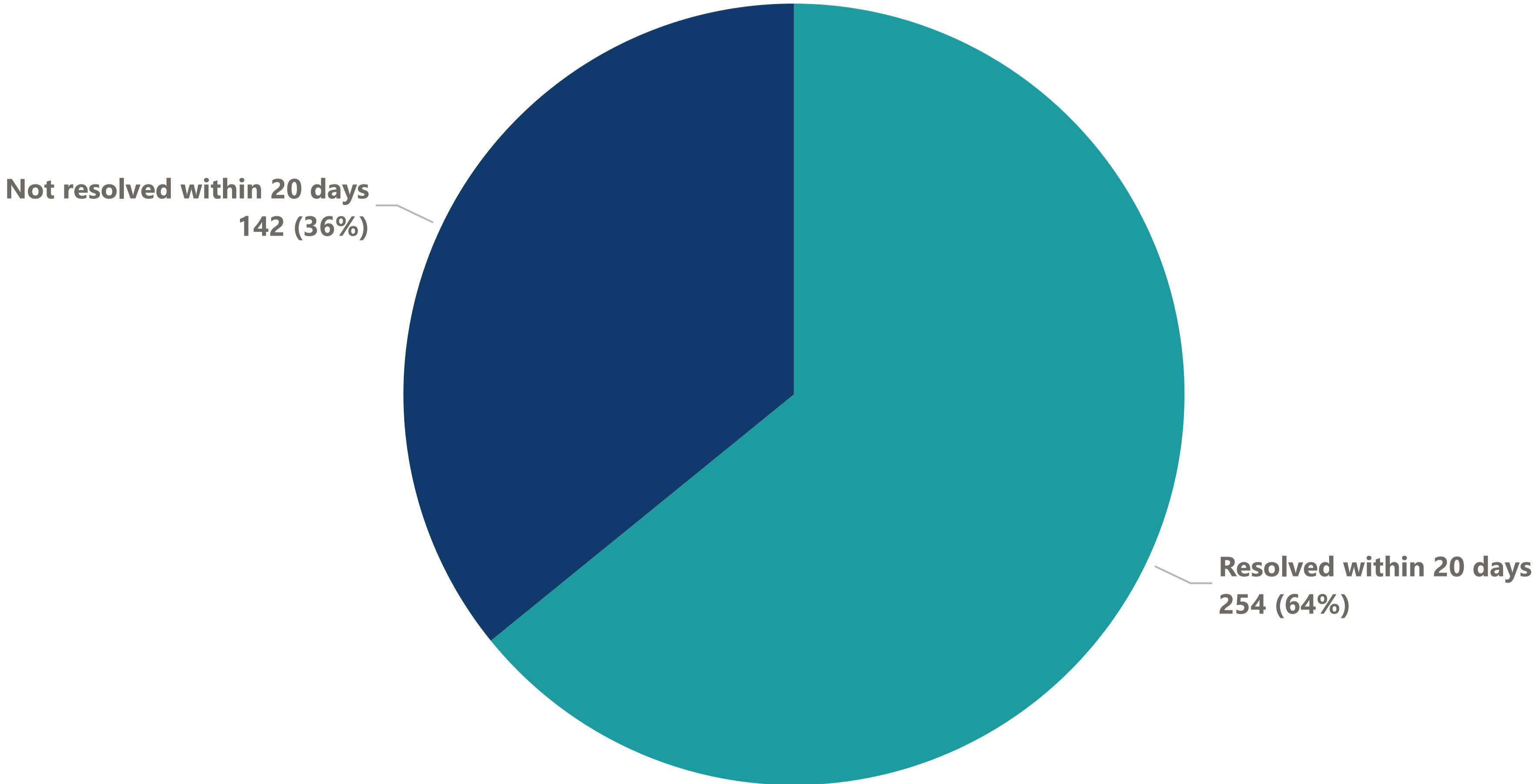


# Complaint status



64% of the 396 complaints have been resolved. A further 6% are reported as partially resolved and closed. The remainder of complaints (32%) are open or under investigation.

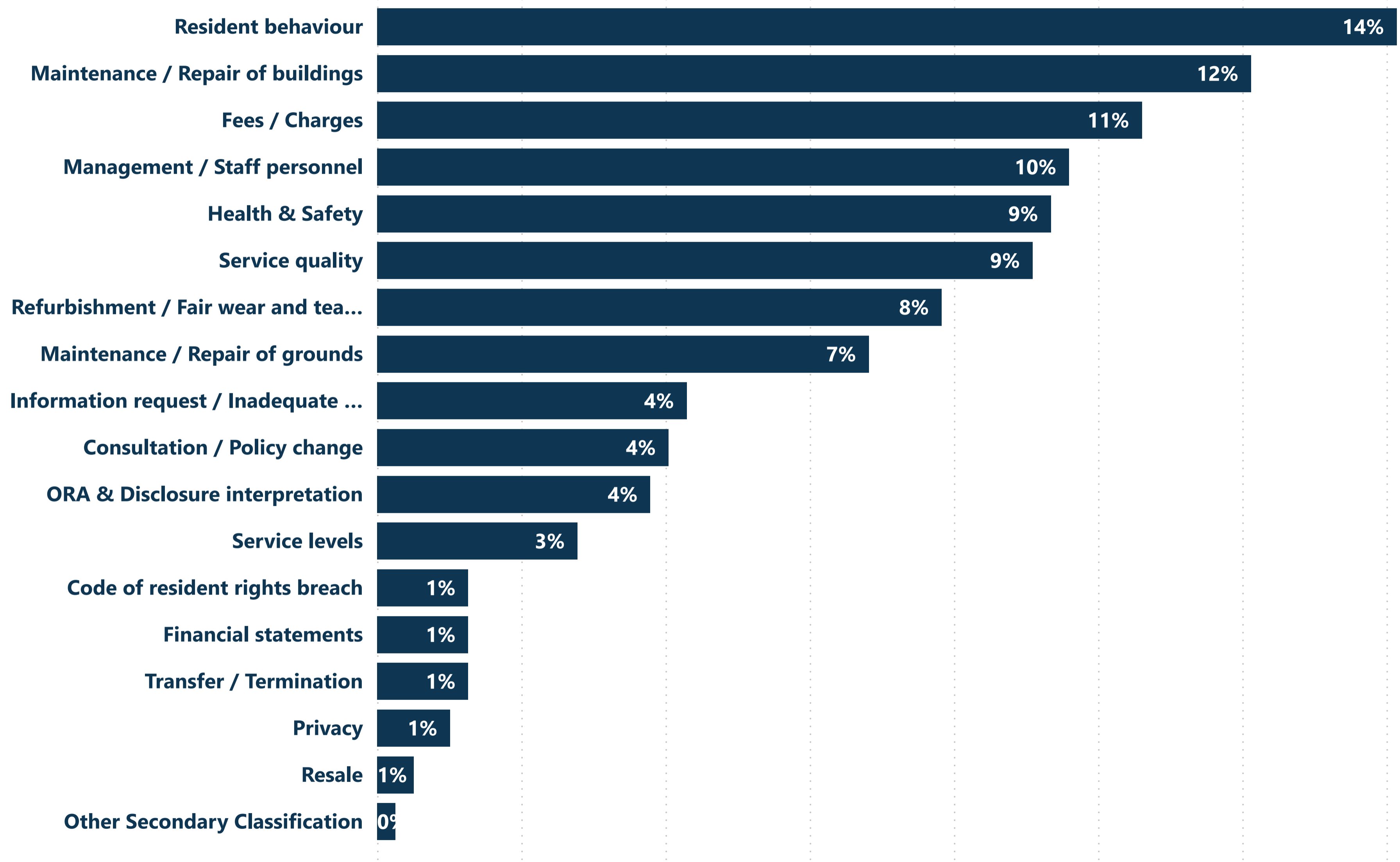
# Time taken to resolve



Of the resolved or part resolved and closed complaints (396), 254 (64%) were resolved within 20 working days (in the last reporting period 58% were resolved within this time).



# Classification of report



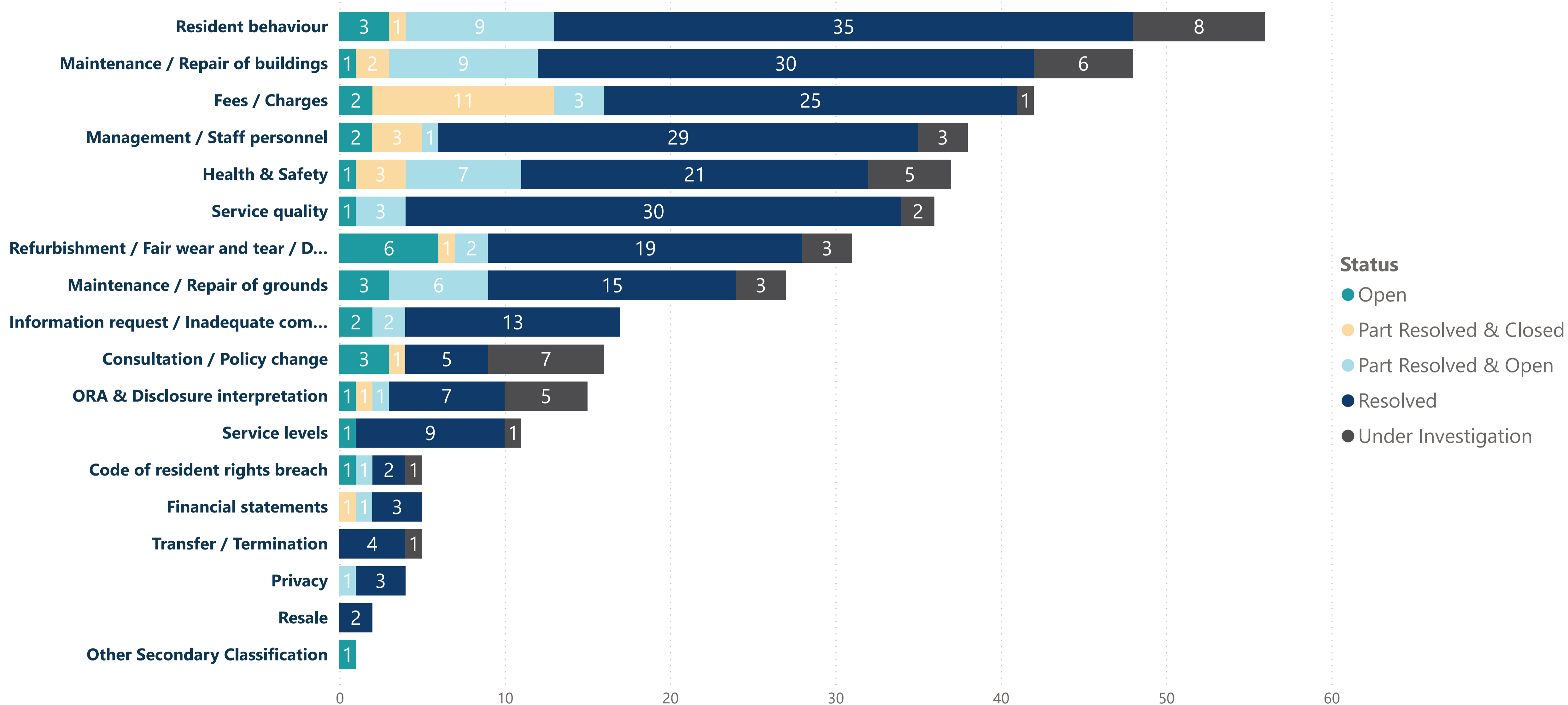
Resident behaviour was the most frequently reported complaint type, followed by Maintenance/Repair of buildings. Fees/Charges were the third most frequently reported complaint type.

In the previous reporting period, Resident behaviour was the most frequently reported complaint type, followed by Maintenance/Repair of buildings. Fees/Charges and Maintenance/Repair of grounds were jointly the third most frequently reported complaint type.

86% of the complaints related to the operator compared to 14% that related to resident behaviour.

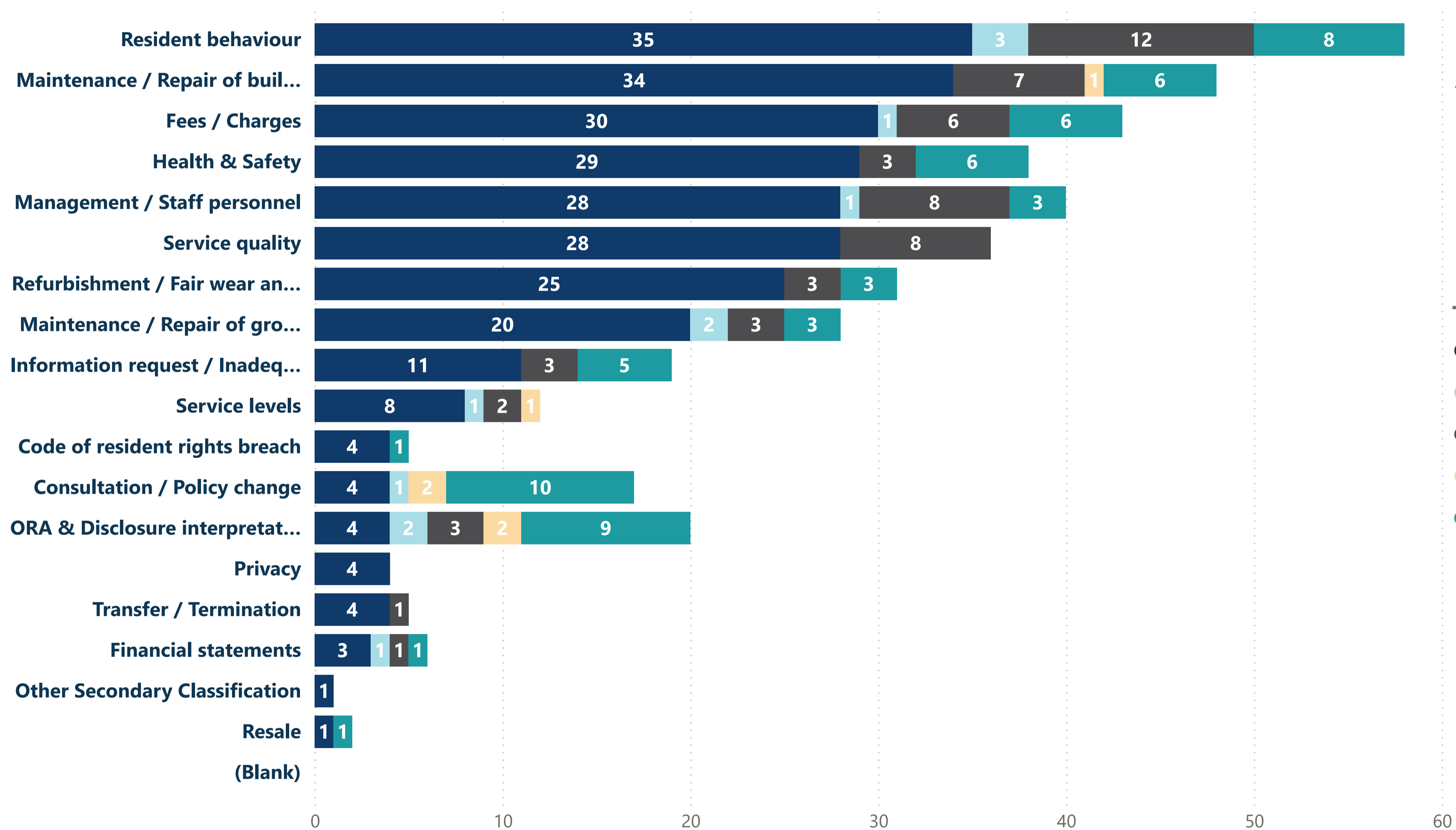


# Complaint status by main classification





# Third party involvement



Note: Multiple parties may be involved in a single complaint therefore the total number reported here exceeds the total number of complaints.

### Third Party Involvement

- No Third Party Involved
- Mediator or Independent Third Party
- Other Parties Involved
- Dispute Panel
- Statutory Supervisor



# An overview of the reports received since 2020

Reporting compliance has improved over time with high levels of compliance reported in the current period 92% (the actual figure will be higher because some registered villages are still in development and have no residents in occupation of units yet). Across all reporting periods, the percentage of villages with no complaints remains fairly high varying between 64% and 81%.

<b>Complaints trends</b>	<b>1 Oct - 31 Mar 2020</b>	<b>1 Apr - 30 Sep 2020</b>	<b>1 Oct - 31 Mar 2021</b>	<b>1 Apr - 30 Sep 2021</b>	<b>1 Oct - 31 Mar 2022</b>	<b>1 Apr - 30 Sep 2022</b>	<b>1 Oct - 31 Mar 2023</b>	<b>1 Apr - 30 Sep 2023</b>	<b>1 Oct - 31 Mar 2024</b>	<b>1 Apr - 30 Sep 2024</b>
Individual villages filed	406	401	407	430	446	441	425	443	447	454
Registered villages	454	449	454	461	463	469	477	482	488	494
<b>Compliance % (villages filed/registered villages)</b>	<b>89%</b>	<b>89%</b>	<b>90%</b>	<b>93%</b>	<b>96%</b>	<b>94%</b>	<b>89%</b>	<b>92%</b>	<b>92%</b>	<b>92%</b>
Number of villages reporting no complaints for the period	322	326	300	297	318	314	284	304	299	290
% of villages with no complaints (of those who filed)	79%	81%	74%	69%	71%	71%	67%	69%	67%	64%
Villages with complaints	84	75	107	133	128	127	141	139	148	164
Number of complaints	183	190	234	293	271	271	334	323	343	396
Complaints % resolved	89%	69%	71%	81%	77%	67%	70%	67%	69%	70%

# Most frequently reported complaint type

