

Retirement Villages Six-monthly Complaint Reporting Summary

1 April 2021 to 30 September 2021

Te Ara Ahunga Ora Retirement Commission

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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 on-line complaint-reporting portal on the Commission's website.

Te Ara Ahunga Ora Retirement Commission receives an updated list of registered villages and their email contacts 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 at least five weeks at the end of each reporting period. Prior to this reporting period the Registrar advised that there were 461 registered retirement villages, an increase of 7 villages from the previous reporting period (454).

Engagement with operators

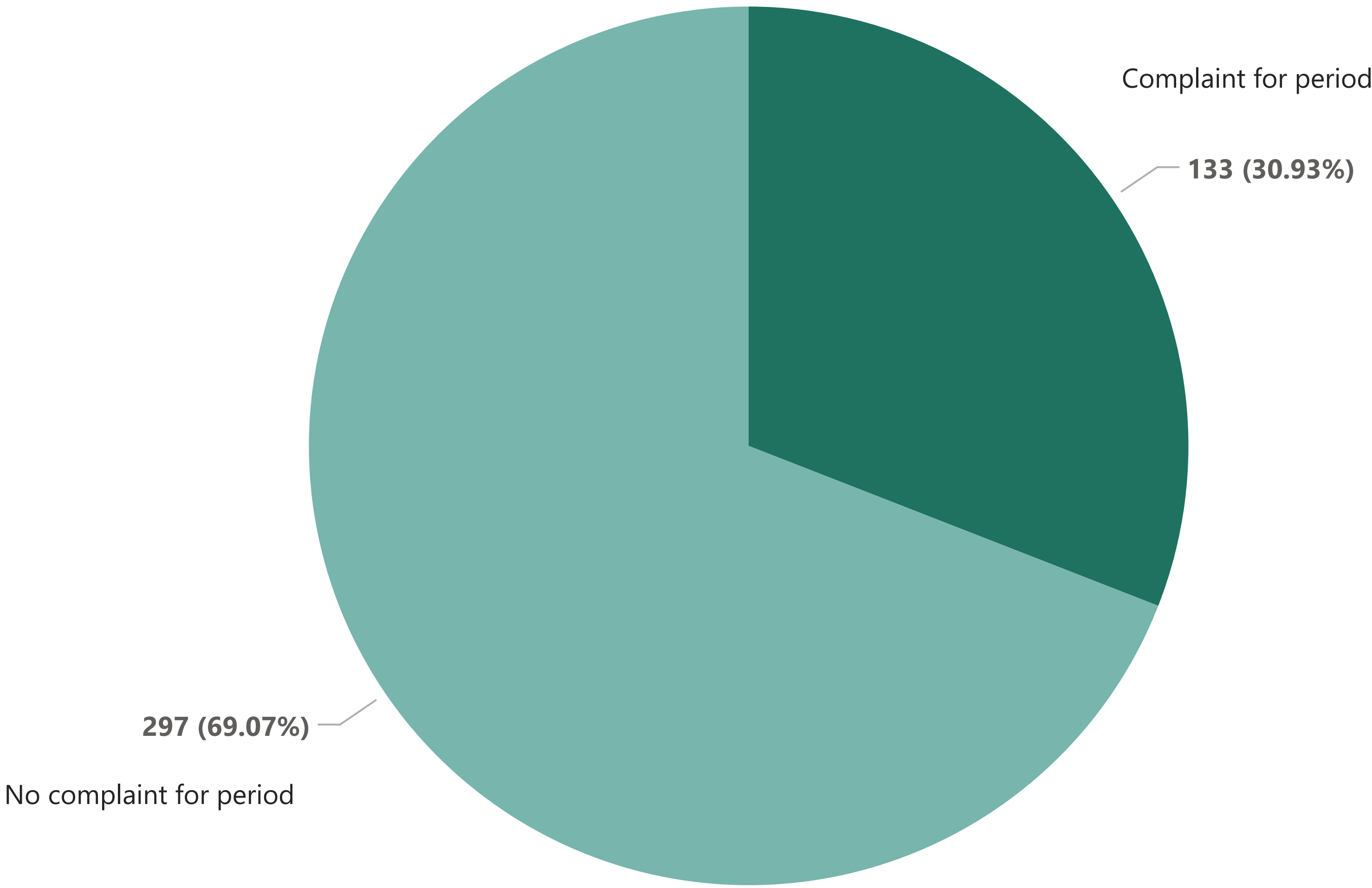
The Commission sends at least 2 electronic direct mail to operator contact email addresses before and during the opening period for reporting, including a link to the portal, an extensive User Guide and video tutorial resources. The Commission receives support from the Retirement Villages Association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

The Commission accepts it may not receive complaint reports from every registered village because a small number may be registered but still under construction and with no residents living on site yet.

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

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Villages complaints status

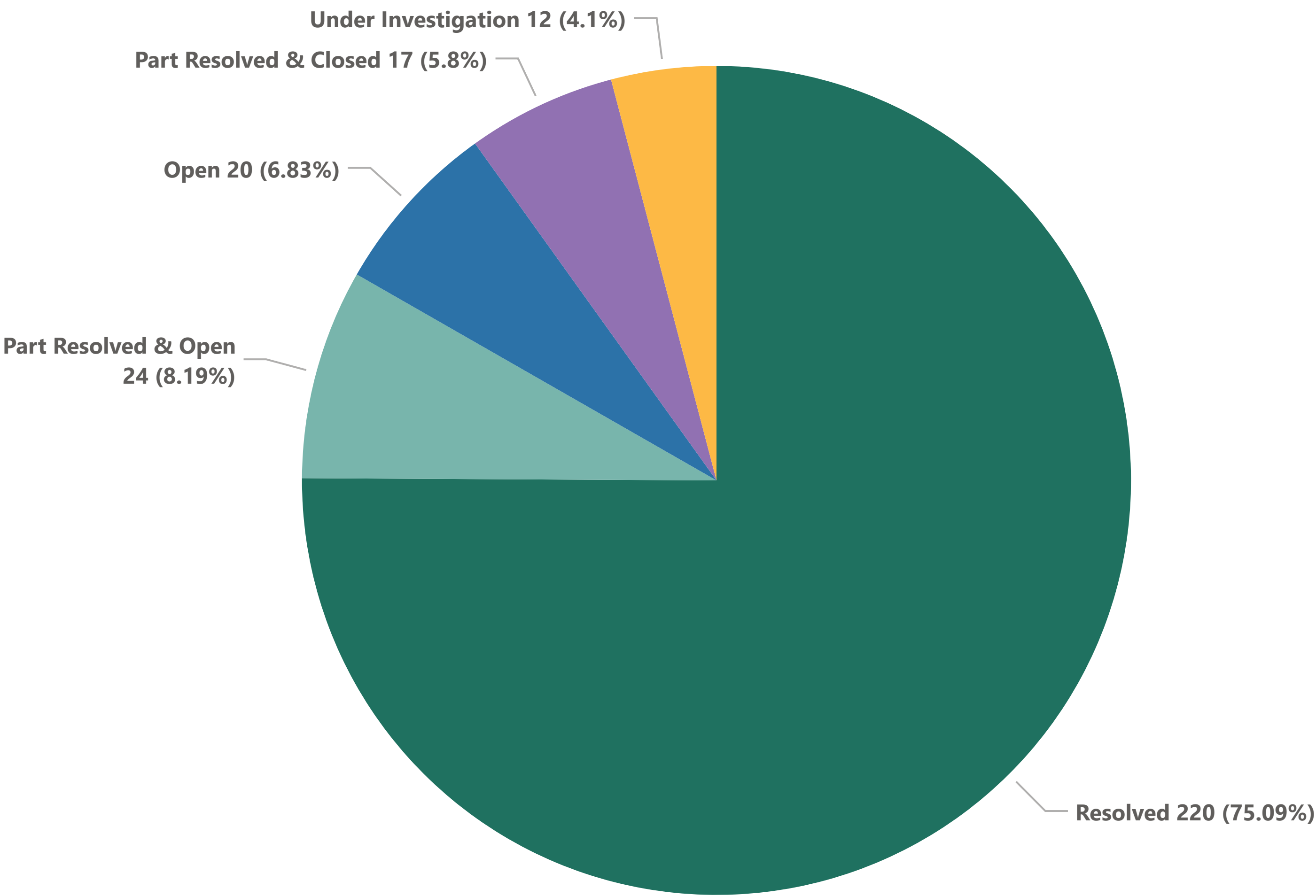


In the reporting period 1 April 2021 to 30 September 2021, users representing 150 operators with 430 individual villages entered data into the complaint portal during the period it was open for submitting reports, compared to 407 individual villages for the previous reporting period.

297 villages (69%) had no complaints (73% in the previous reporting period).

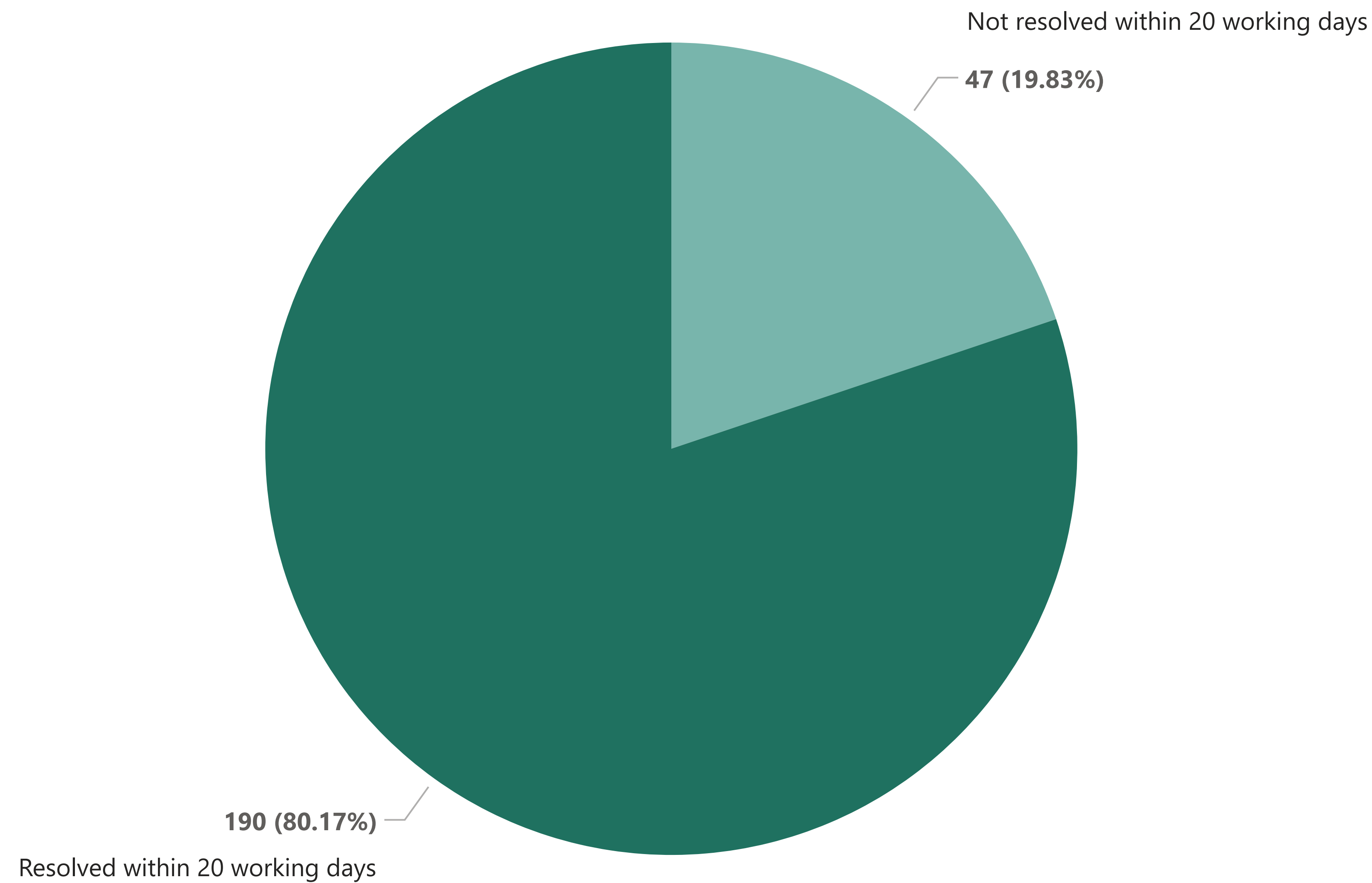
133 villages reported 293 complaints (107 villages reported 234 complaints in the previous reporting period).

Complaint status



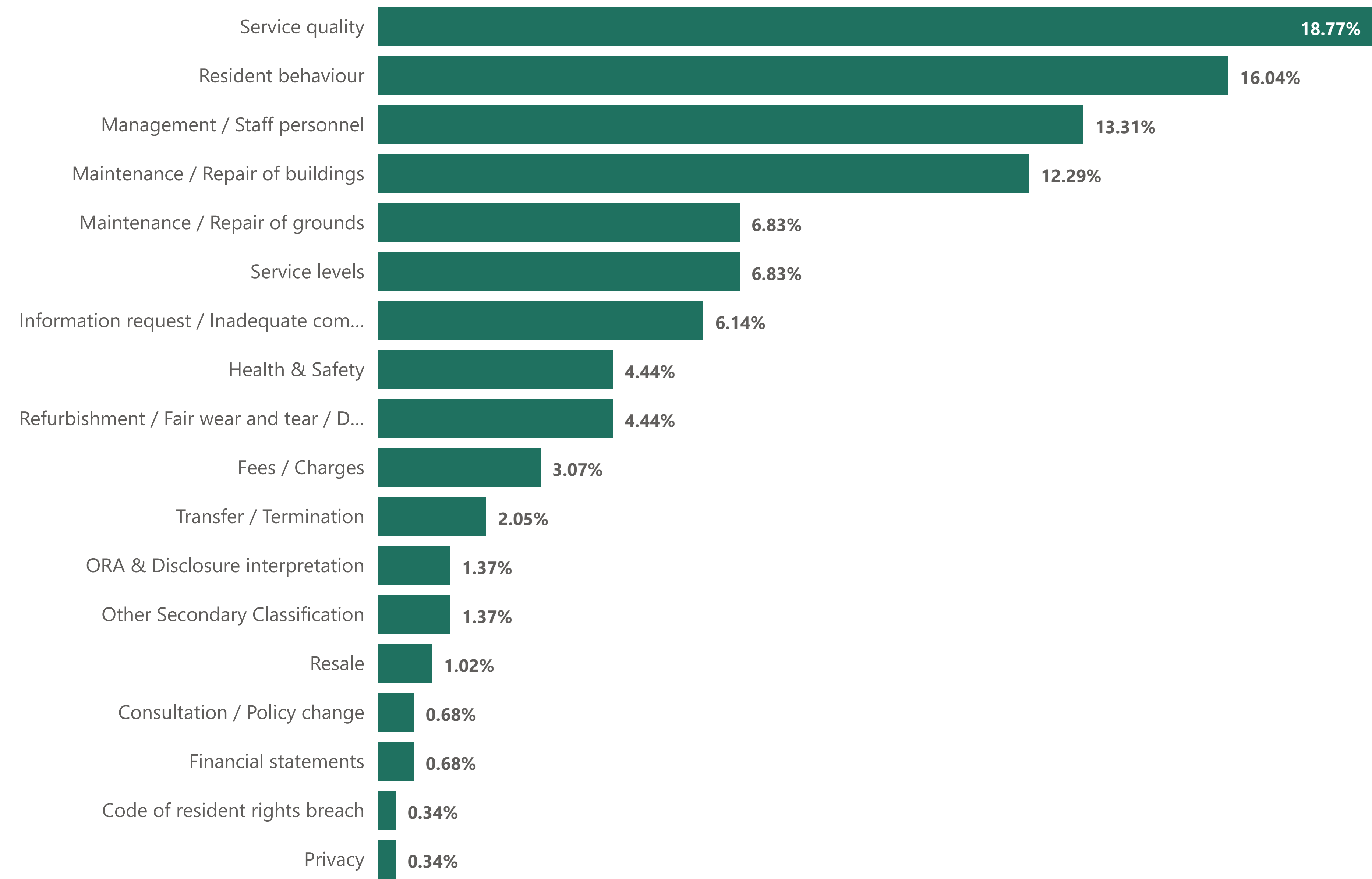
75% of the 293 complaints have been resolved. A further 6% are reported as partially resolved and closed. The remainder of complaints (19%) are open or under investigation.

Time taken to resolve



Of the resolved or part resolved and closed complaints (237), 190 (80%) were resolved within 20 working days (in the last reporting period 69% were resolved within this time).

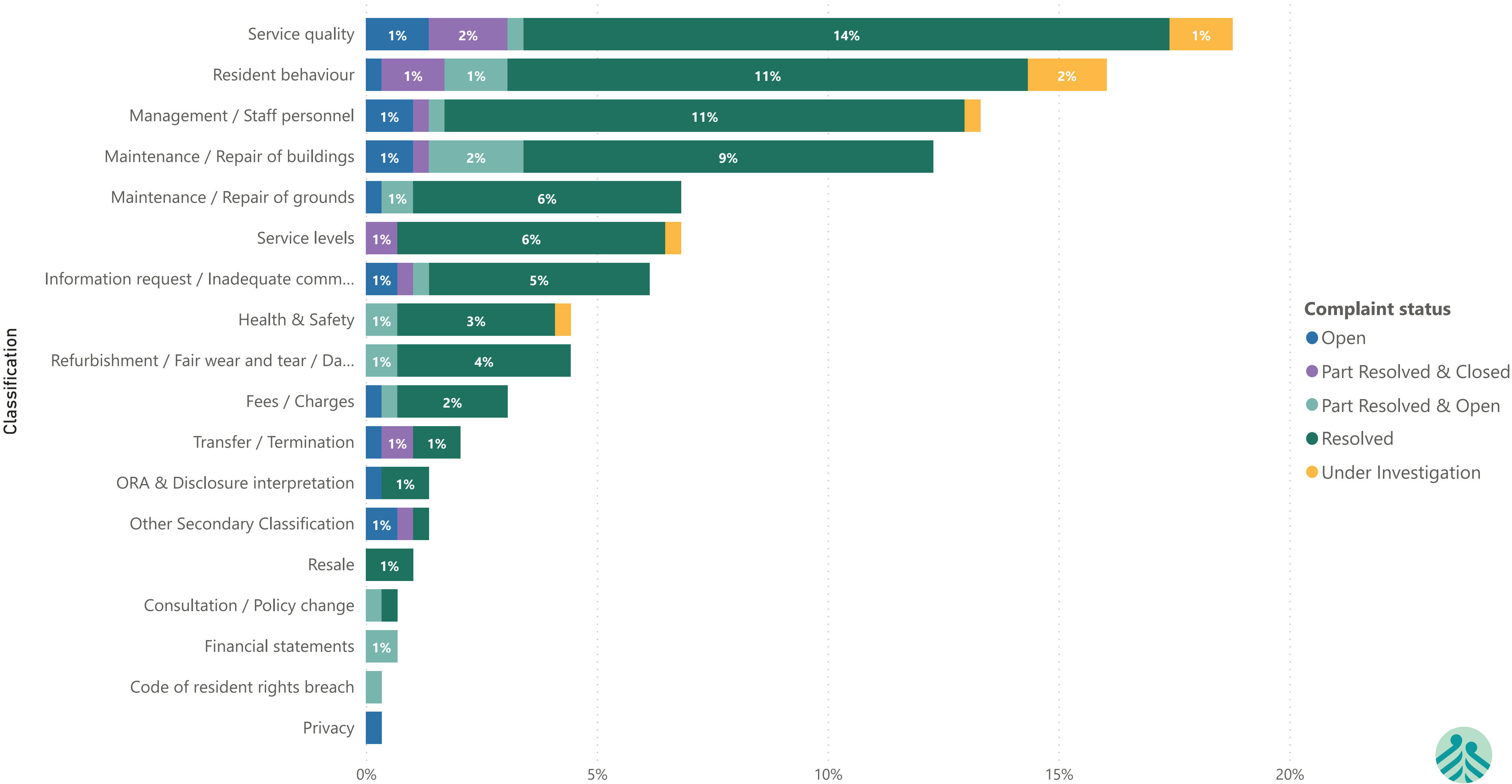
Classification of report



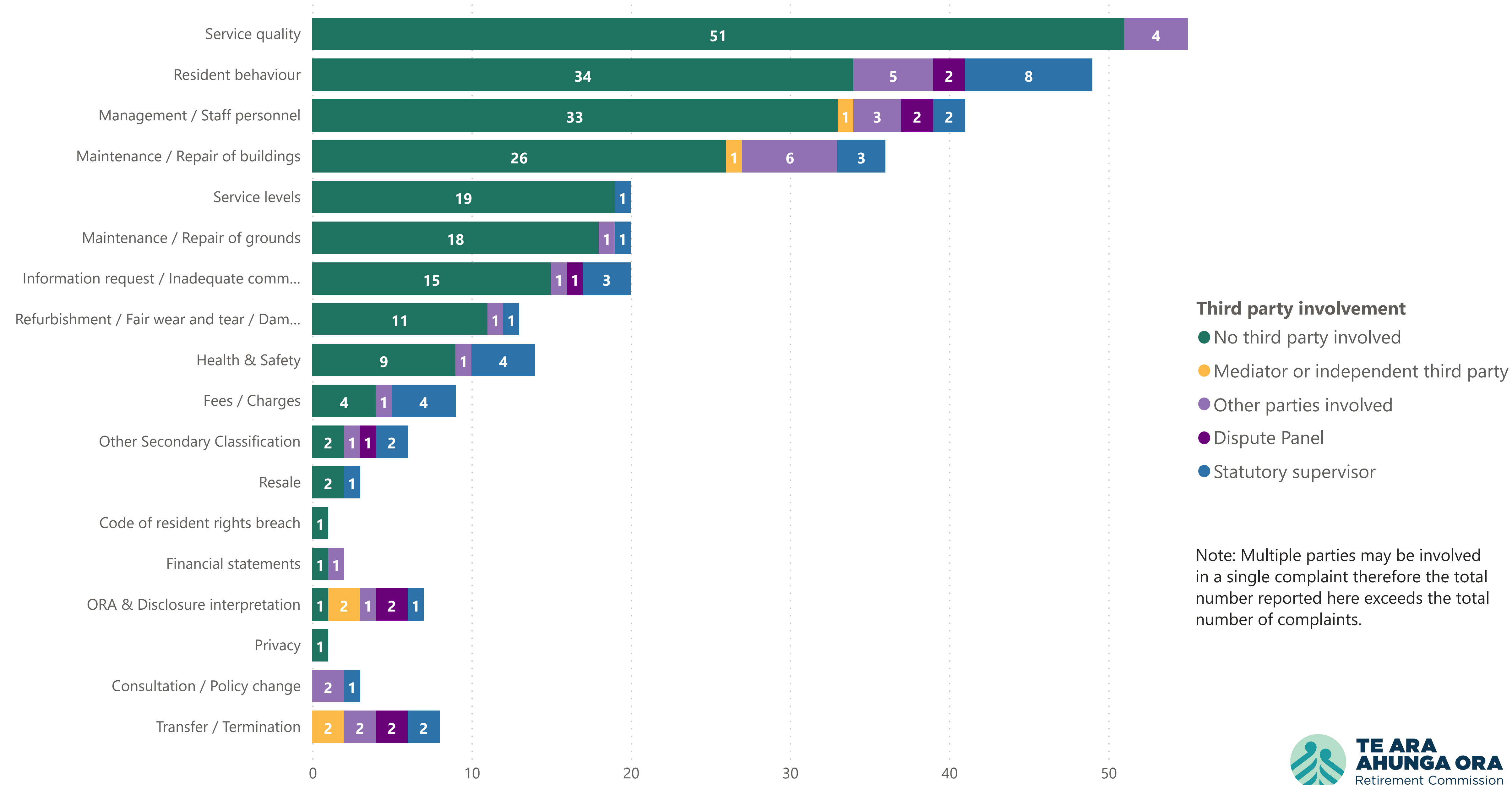
Service quality was the most frequently reported complaint type, followed by resident behaviour and then complaints about management/staff. In the previous reporting period the top three complaint types were resident behaviour, maintenance/repair of buildings, and maintenance/repair of grounds.



Complaint status by main classification



Third party involvement



An overview of reports received since 2017

Reporting compliance has improved over time with the highest level of compliance reported in the current period (93%) (the actual figure will be closer to 100% 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 69 and 81%. The total number of complaints was higher in this reporting period than we have seen in previous years. The percentage of complaints resolved is higher than the previous two reporting periods.

Complaints trends	1 April - 30 Sept 2017	1 Oct - 31 Mar 2018	1 April - 30 Sept 2018	1 Oct - 31 Mar 2019	1 Apr - 30 Sept 2019	1 Oct - 31 Mar 2020	1 Apr - 30 Sept 2020	1 Oct - 31 Mar 2021	1 Apr - 30 Sept 2021
Individual villages filed	325	340	274	290	393	406	401	407	430
Registered villages	410	410	416	424	430	454	449	454	461
Compliance % (villages filed/registered villages)	79%	83%	66%	68%	91%	89%	89%	90%	93%
Number of villages reporting no complaints for the period	241	242	193	210	290	322	326	300	297
% of villages with no complaints (of those who filed)	74%	71%	70%	72%	74%	79%	81%	74%	69%
Villages with complaints	84	98	81	80	103	84	75	107	133
Number of complaints	189	181	203	205	196	183	190	234	293
Complaints % resolved	85%	84%	76%	76%	80%	89%	69%	71%	81%