



**TE ARA
AHUNGA ORA**
Retirement Commission

Retirement Villages Six-monthly Complaint Reporting Summary

1 October 2022 to 31 March 2023

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 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 477 registered retirement villages, an increase of 8 villages from the previous reporting period (469).

Engagement with operators

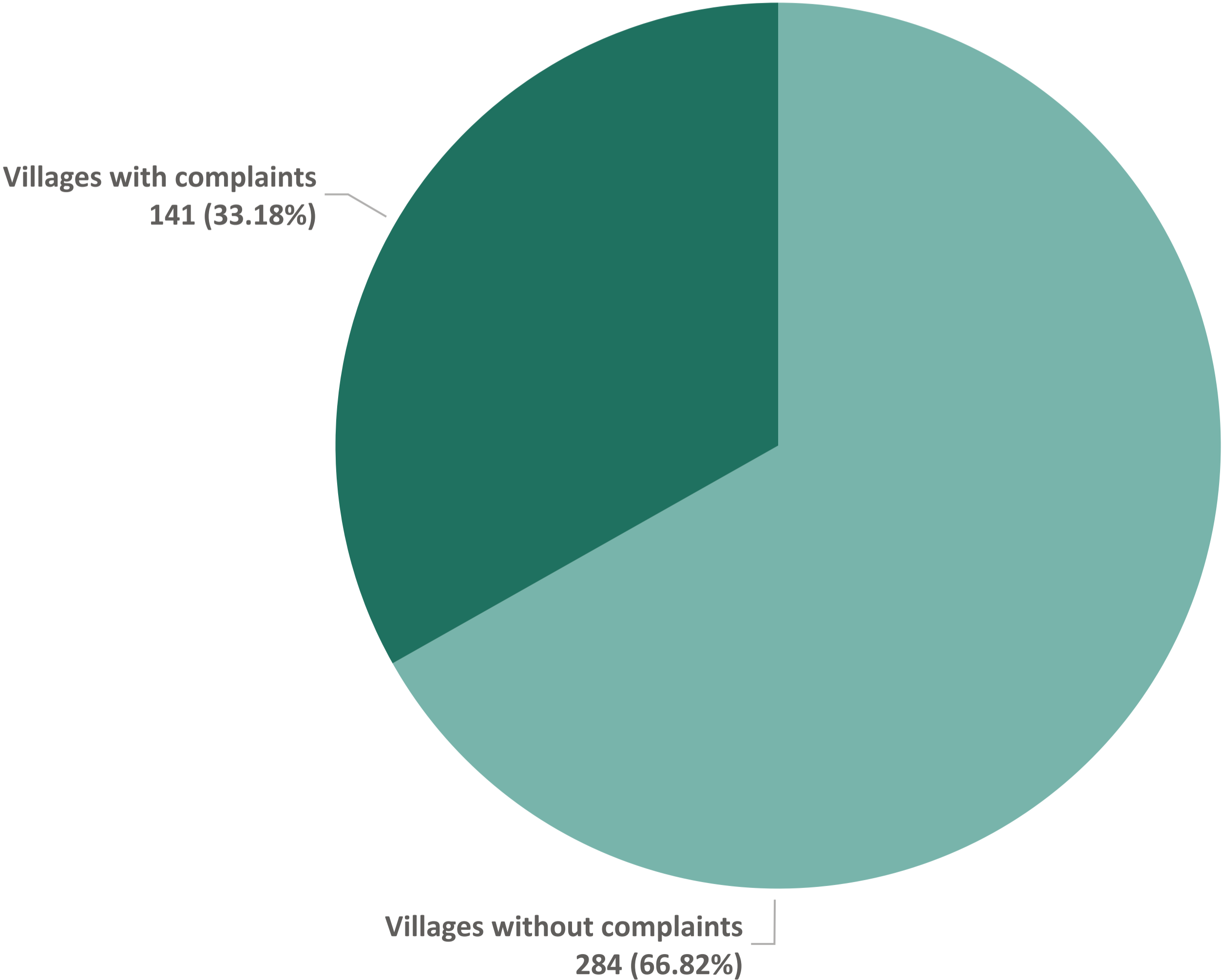
The Commission sends at least 2 electronic direct mail to operator contact email addresses before and during the opening period for reporting, including a link to the portal, an extensive User Guide and video tutorial resources. The Commission receives support from the Retirement Villages Association (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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Complaint status	Time taken to resolve	Classification of report
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Villages complaints status

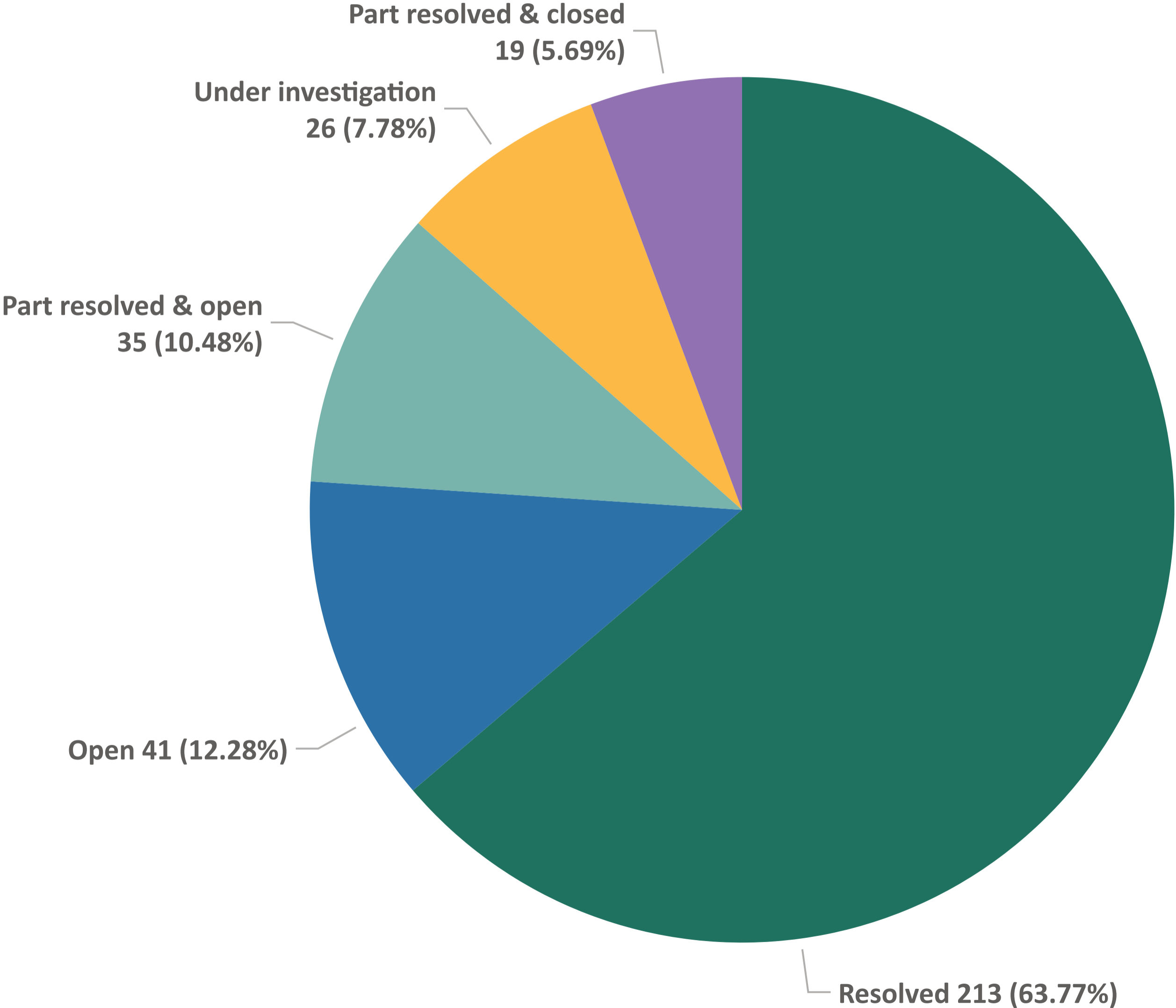


In the reporting period 1 October 2022 to 31 March 2023 425 individual villages entered data into the complaint portal during the period it was open for submitting reports, compared to 441 individual villages for the previous reporting period.

284 villages (67%) had no complaints (71% in the previous reporting period).

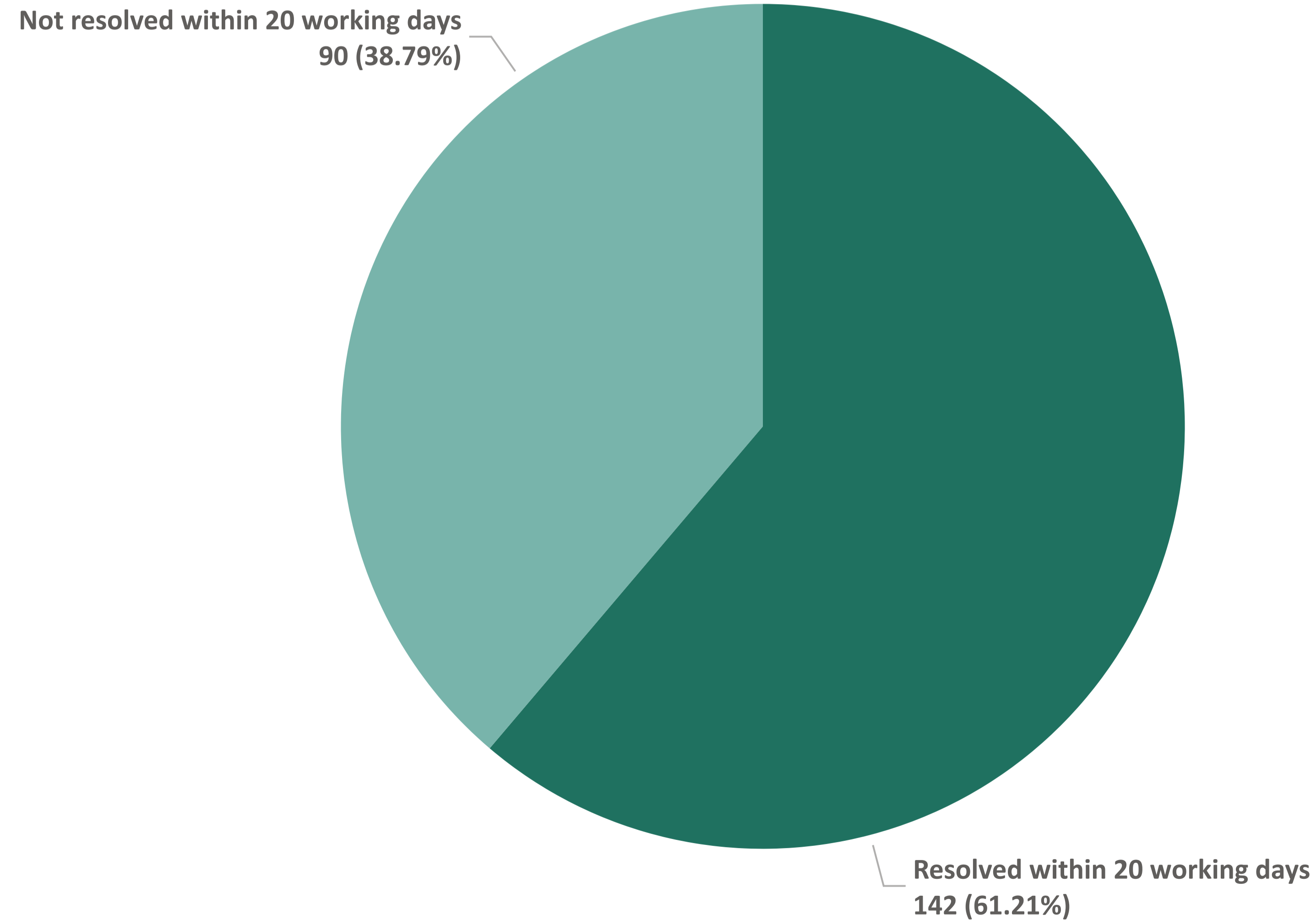
141 villages (33%) reported 334 complaints (29% in the previous reporting period).

Complaint status



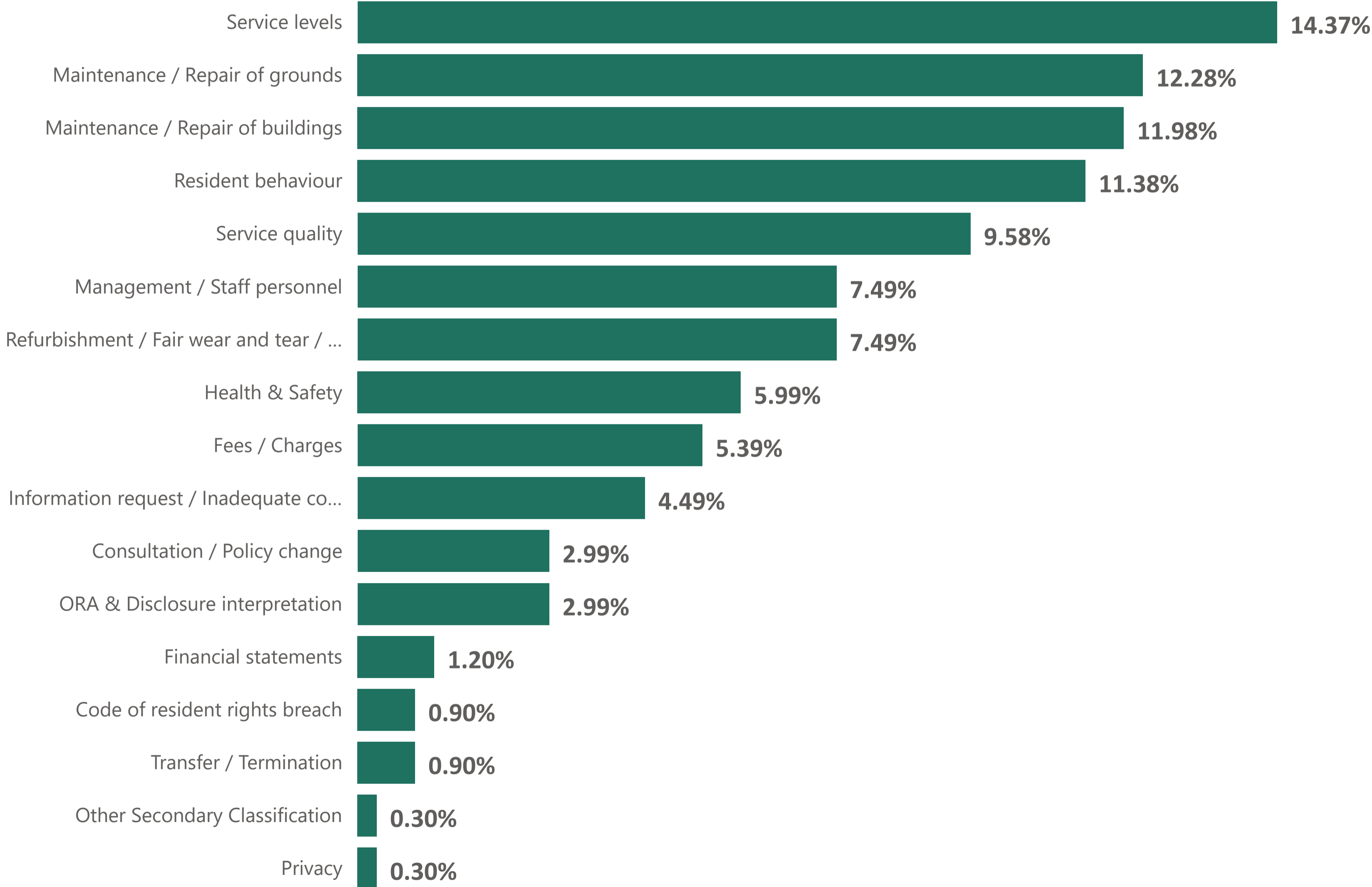
64% of the 334 complaints have been resolved. A further 6% are reported as partially resolved and closed. The remainder of complaints (30%) are open or under investigation.

Time taken to resolve



Of the resolved or part resolved and closed complaints (232), 142 (61%) were resolved within 20 working days (in the last reporting period 62% were resolved within this time).

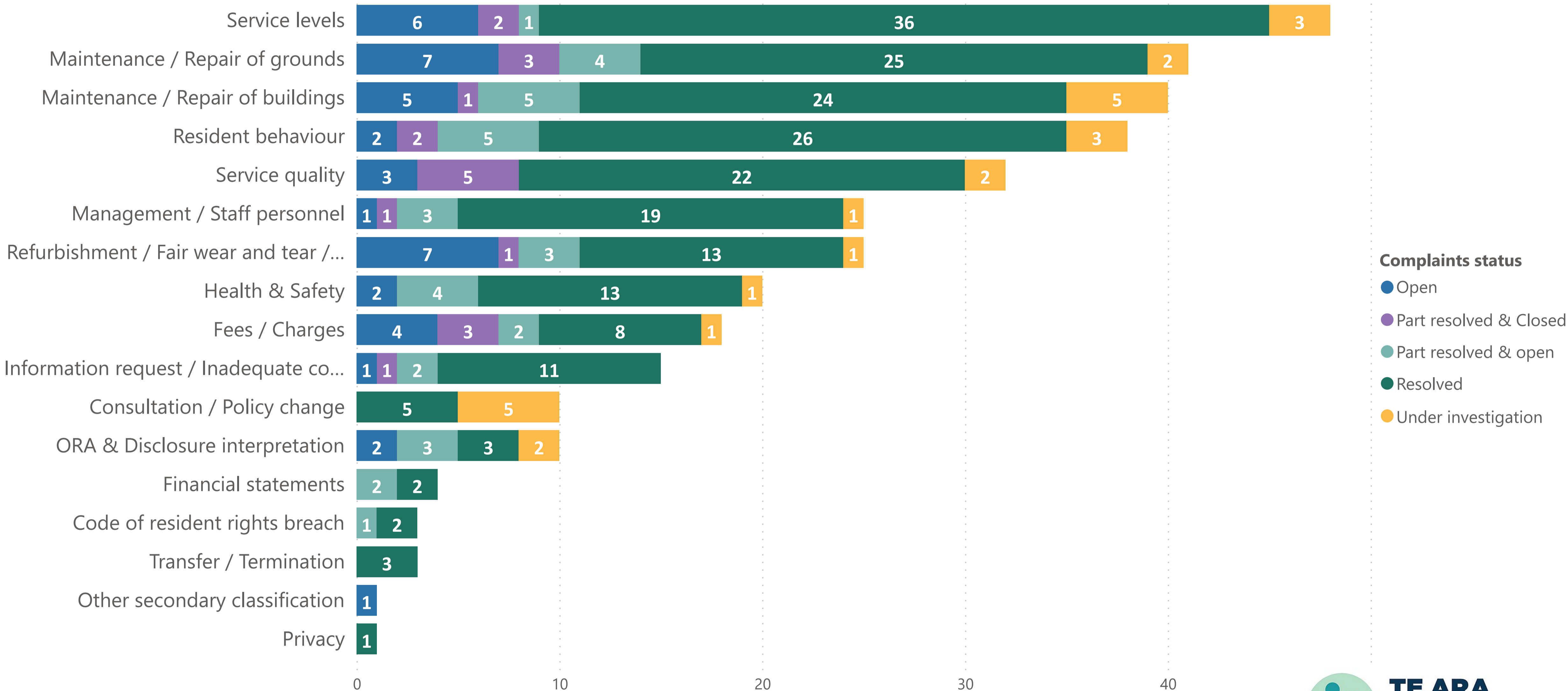
Classification of report



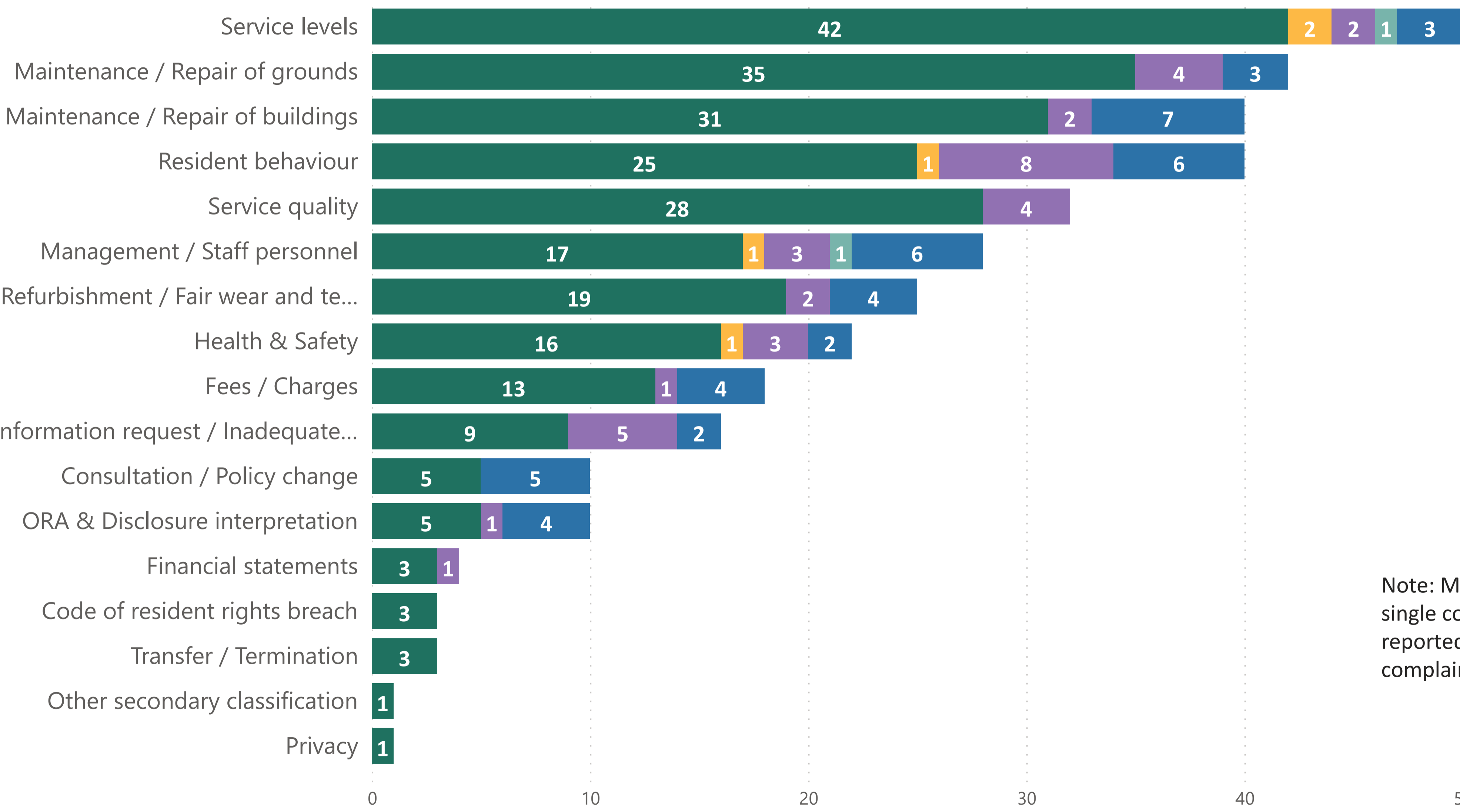
Service levels was the most frequently reported complaint type, followed by maintenance/repair of grounds and then maintenance/repair of buildings. In the previous reporting period the top three complaint types were jointly fees/charges and service quality, followed by resident behaviour.

Note: Complaints about resident behaviour appear as a larger proportion of the overall complaints because there are multiple categories to complain about the operator and only one category to complain about residents.

Complaint status by main classification



Third party involvement



- Third party involvement**
- No third party involved
 - Mediator or independent third party
 - Other parties involved
 - Dispute panel
 - Statutory supervisor

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

An overview of the reports received since 2019

Reporting compliance has improved over time with high levels of compliance reported in the current period (89%) (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 67% and 81%. The total number of complaints was higher than the previous reporting period. The percentage of complaints resolved is slightly lower than the previous reporting period, but in line with previous years.

Complaints trends	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	1 Oct - 31 Mar 2022	1 Apr - 30 Sept 2022	1 Oct - 31 Mar 2023
Individual villages filed	290	393	406	401	407	430	446	441	425
Registered villages	424	430	454	449	454	461	463	469	477
Compliance % (villages filed/registered villages)	68%	91%	89%	89%	90%	93%	96%	94%	89%
Number of villages reporting no complaints for the period	210	290	322	326	300	297	318	314	284
% of villages with no complaints (of those who filed)	72%	74%	79%	81%	74%	69%	71%	71%	67%
Villages with complaints	80	103	84	75	107	133	128	127	141
Number of complaints	205	196	183	190	234	293	271	271	334
Complaints % resolved	76%	80%	89%	69%	71%	81%	77%	67%	70%