

Retirement Villages Six-monthly Complaint Reporting Summary

1 Oct 2023 – 31 Mar 2024

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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 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 488 registered retirement villages an increase of 6 villages from the previous reporting period 482.

Engagement with operators

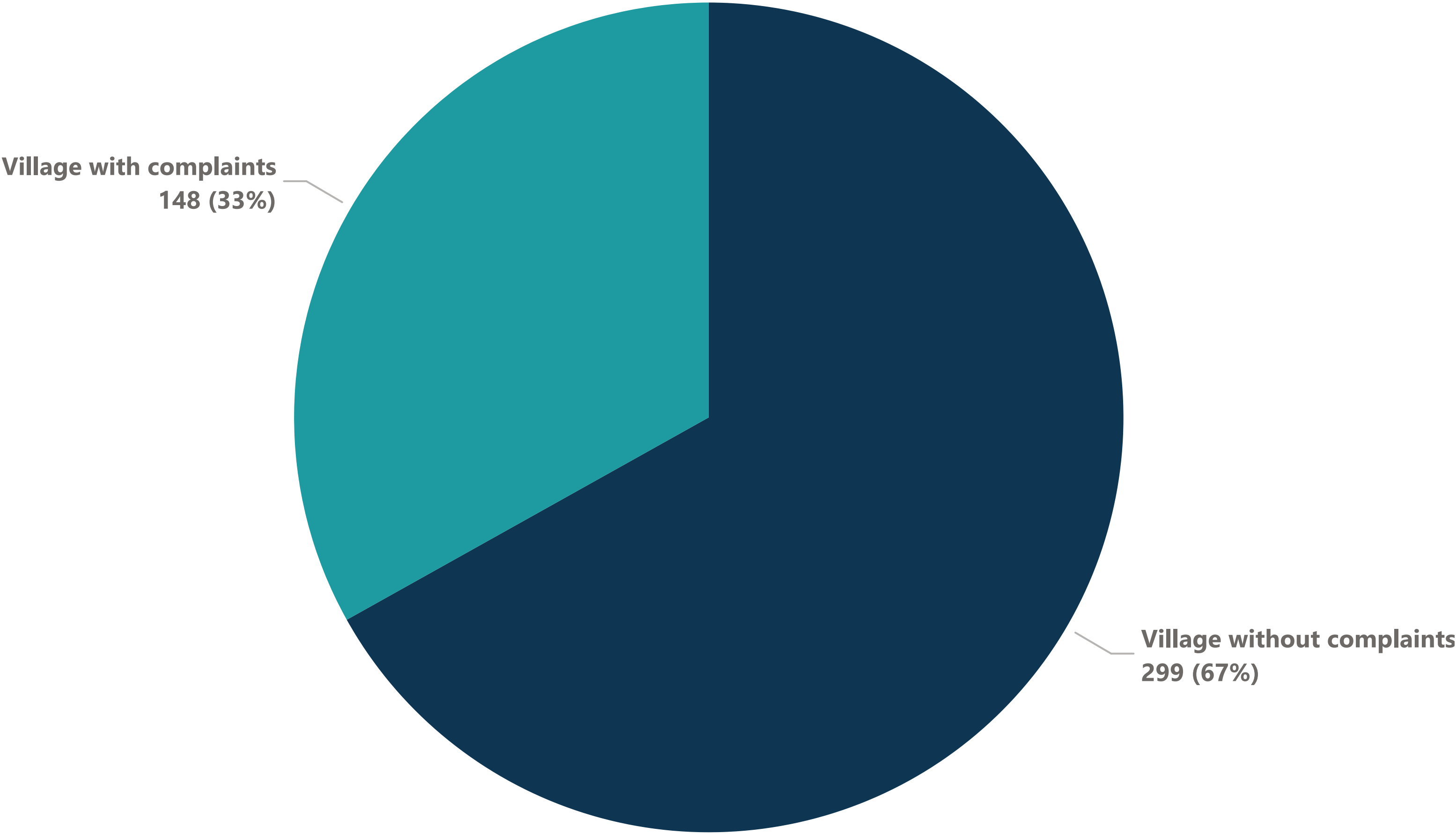
The Commission sends at least 2 electronic direct mail to operator contact email addresses before and during the opening period for reporting, including a link to the portal, an extensive User Guide and video tutorial resources. The Commission receives support from the Retirement Villages Association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

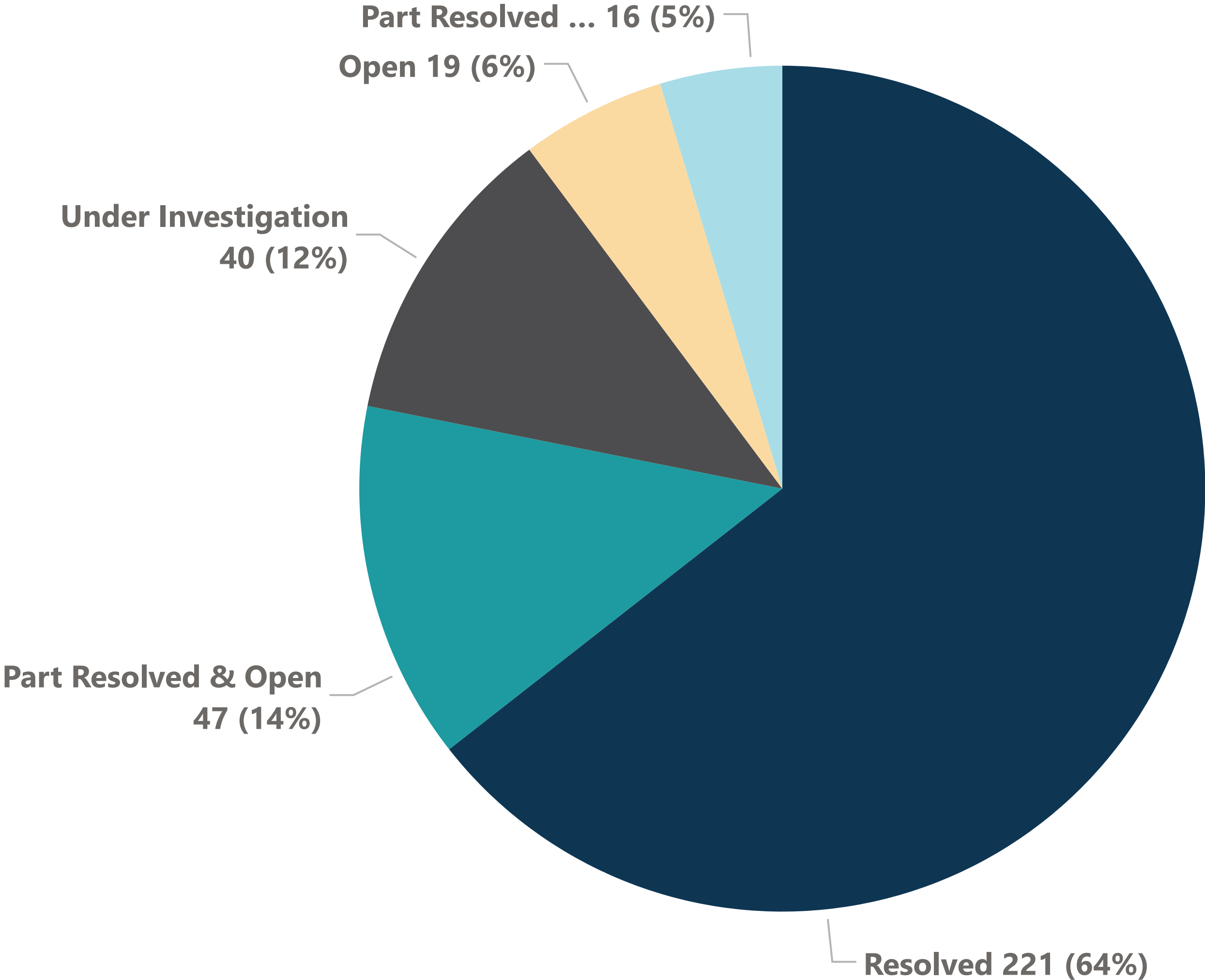


In the reporting period 1 October 2023 to 31 March 2024, 447 individual villages entered data into the complaint portal during the period it was open for submitting reports, compared to 443 individual villages for the previous reporting period.

299 villages (67%) had no complaints (69% in the previous reporting period).

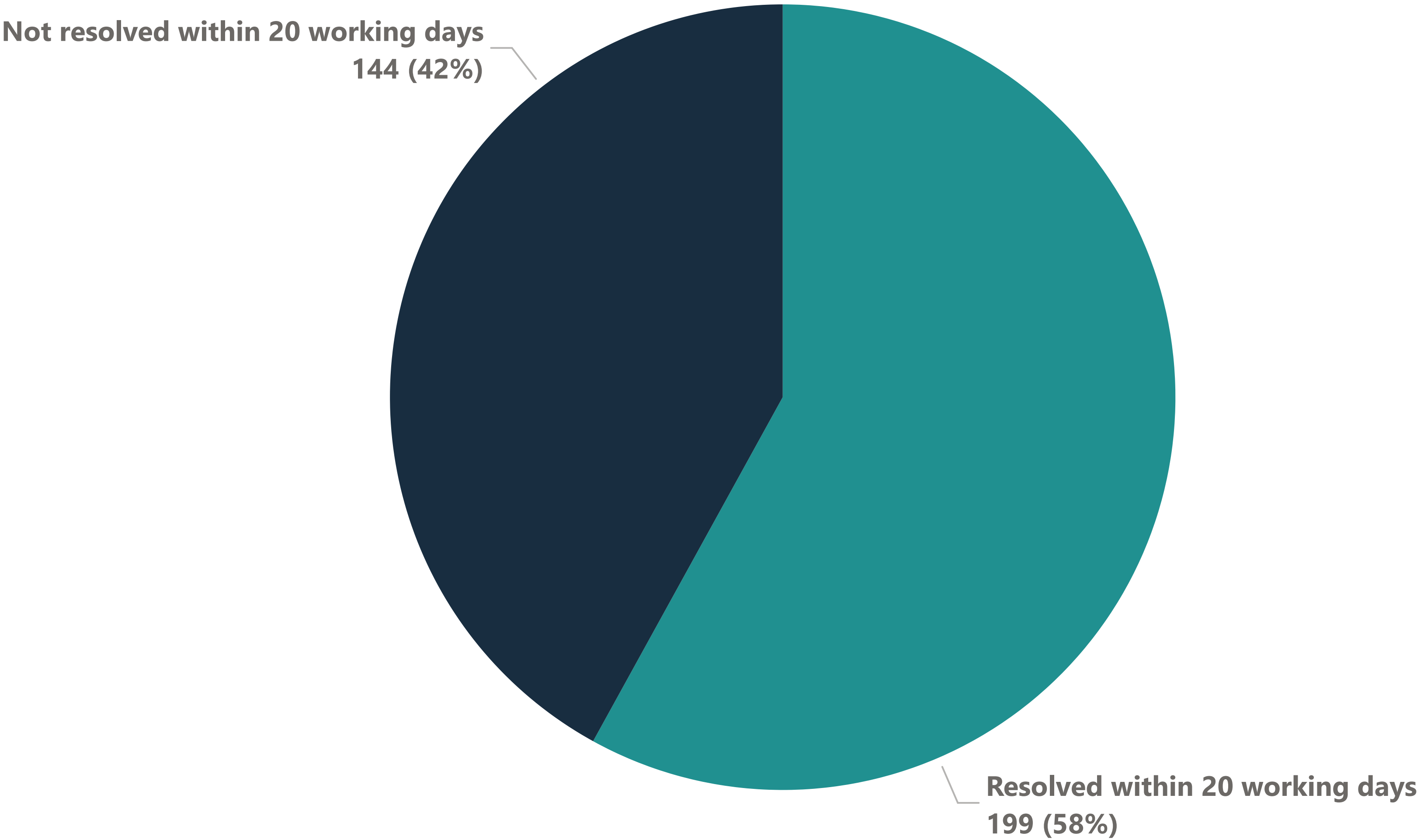
148 villages (33%) reported 343 complaints (31% in the previous reporting period).

Complaint status



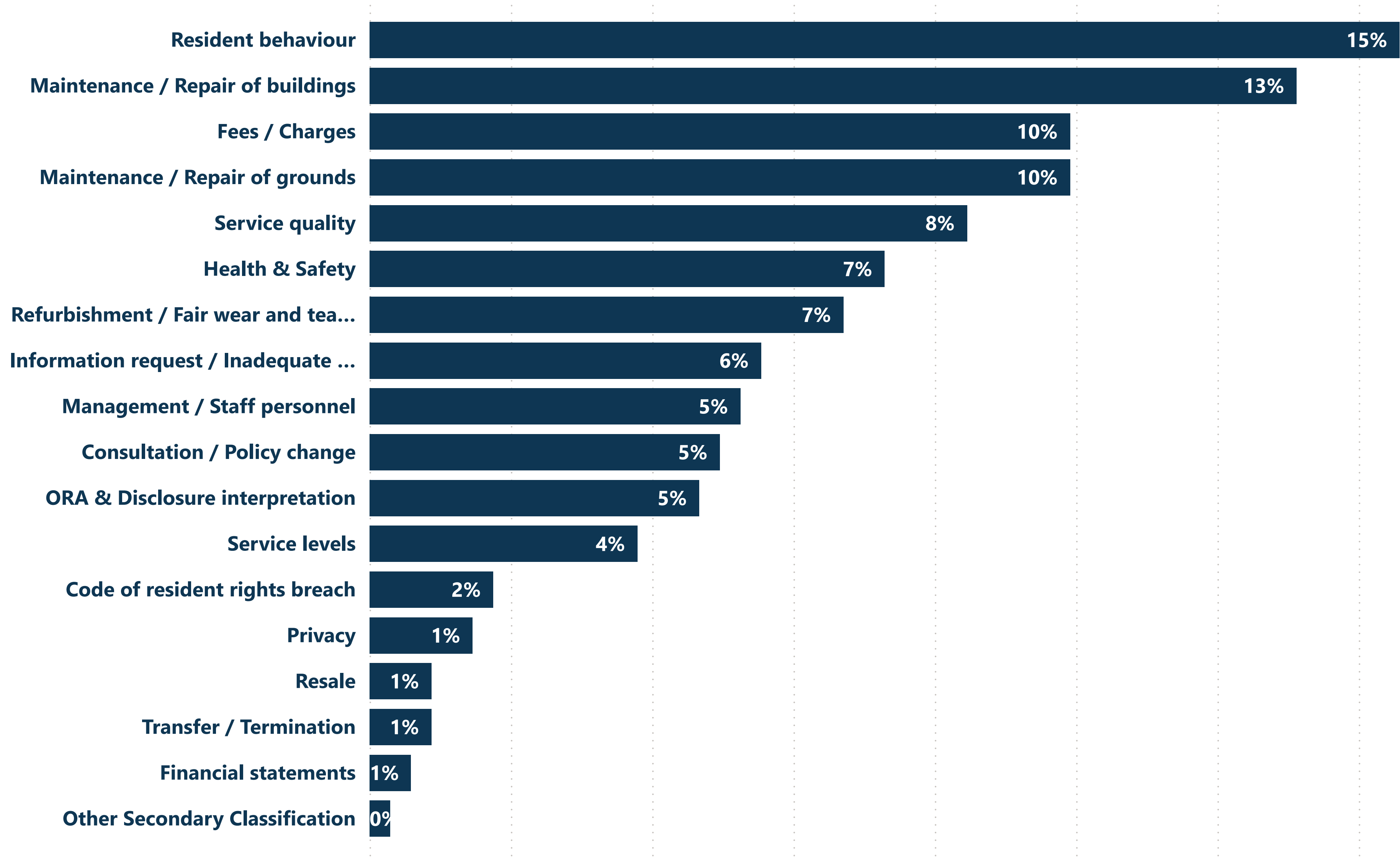
64% of the 343 complaints have been resolved. A further 5% are reported as partially resolved and closed. The remainder of complaints (32%) are open or under investigation.

Time taken to resolve



Of the resolved or part resolved and closed complaints (343), 199 (58%) were resolved within 20 working days (in the last reporting period 52% were resolved within this time).

Classification of report

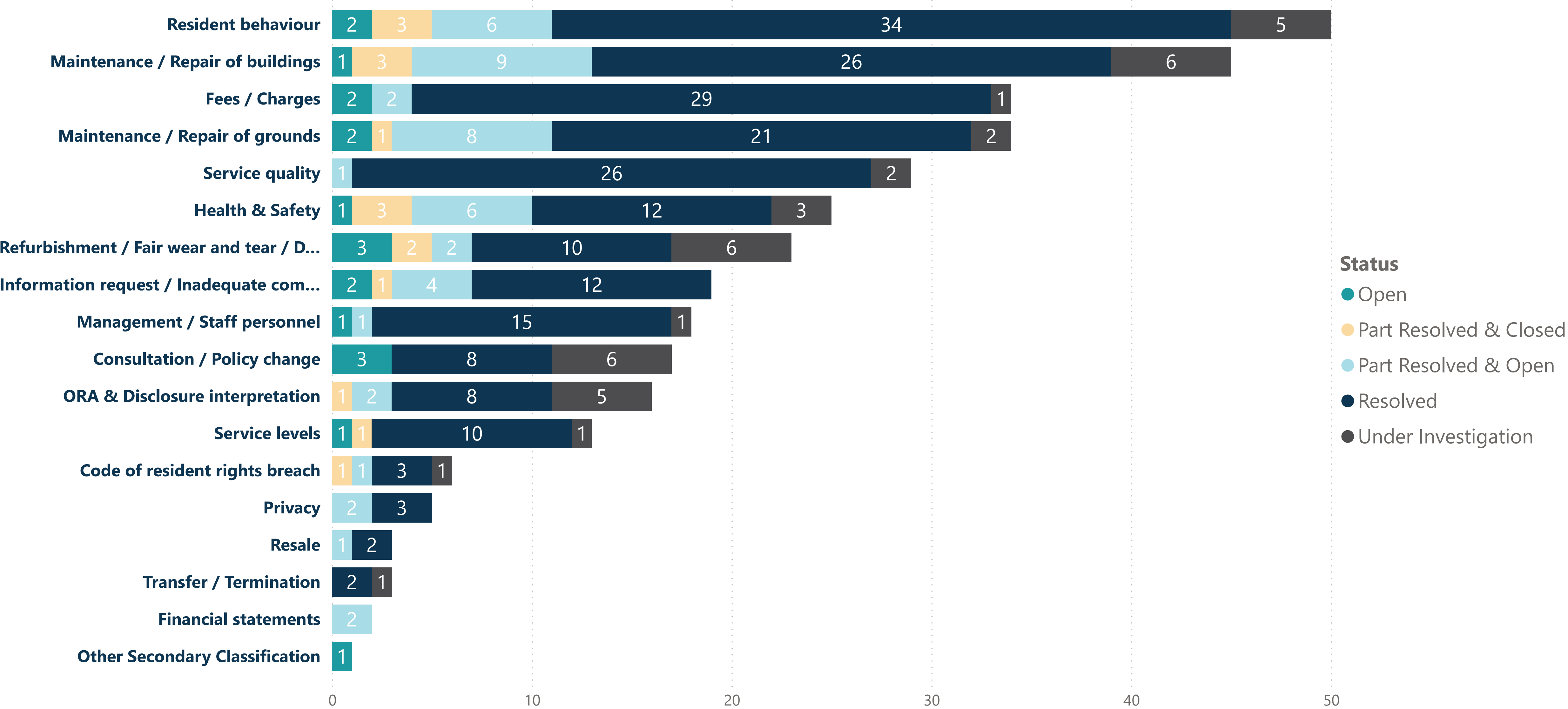


Resident behaviour was the most frequently reported complaint type, followed by Maintenance/Repair of buildings. Fees/Charges and Maintenance/Repair of grounds were jointly the third most frequently reported complaint type.

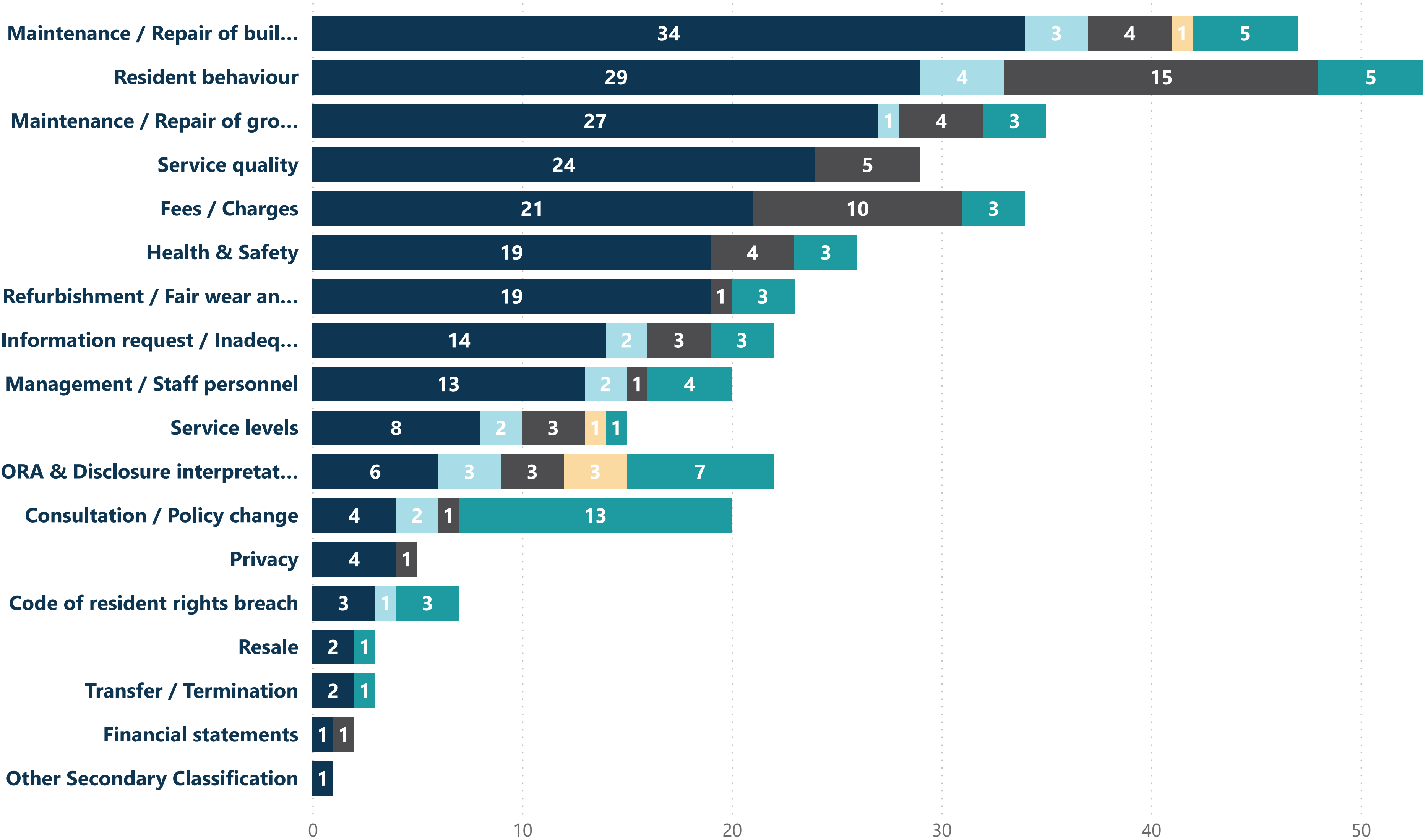
In the previous reporting period the top three complaints were Maintenance/Repair of buildings and Service quality, followed by Maintenance/Repair of grounds.

85% of the complaints related to the operator compared to 15% 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 2019

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 67% and 81%.

Complaints trends	1 Apr - 30 Sep 2019	1 Oct - 31 Mar 2020	1 Apr - 30 Sep 2020	1 Oct - 31 Mar 2021	1 Apr - 30 Sep 2021	1 Oct - 31 Mar 2022	1 Apr - 30 Sep 2022	1 Oct - 31 Mar 2023	1 Apr - 30 Sep 2023	1 Oct - 31 Mar 2024
Individual villages filed	393	406	401	407	430	446	441	425	443	447
Registered villages	430	454	449	454	461	463	469	477	482	488
Compliance % (villages filed/registered villages)	91%	89%	89%	90%	93%	96%	94%	89%	92%	92%
Number of villages reporting no complaints for the period	290	322	326	300	297	318	314	284	304	299
% of villages with no complaints (of those who filed)	74%	79%	81%	74%	69%	71%	71%	67%	69%	67%
Villages with complaints	103	84	75	107	133	128	127	141	139	148
Number of complaints	196	183	190	234	293	271	271	334	323	343
Complaints % resolved	80%	89%	69%	71%	81%	77%	67%	70%	67%	69%

Most frequently reported complaint type

