



**TE ARA
AHUNGA ORA**
Retirement Commission

Retirement Villages Six-monthly Complaint Reporting Summary

1 October 2024 – 31 March 2025

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 499 registered retirement villages an increase of 5 villages from the previous reporting period 494.

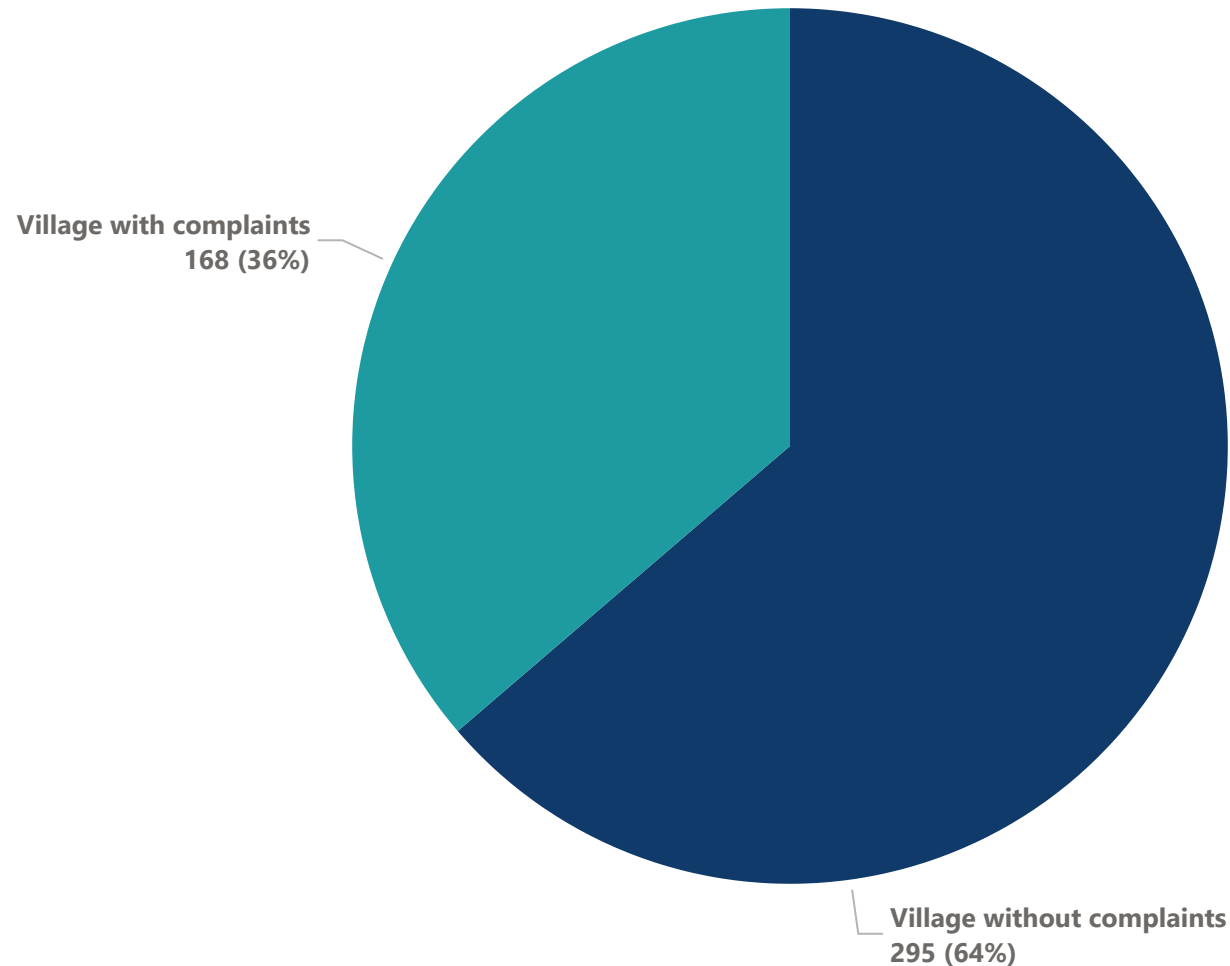
Engagement with operators

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.

Villages complaints status



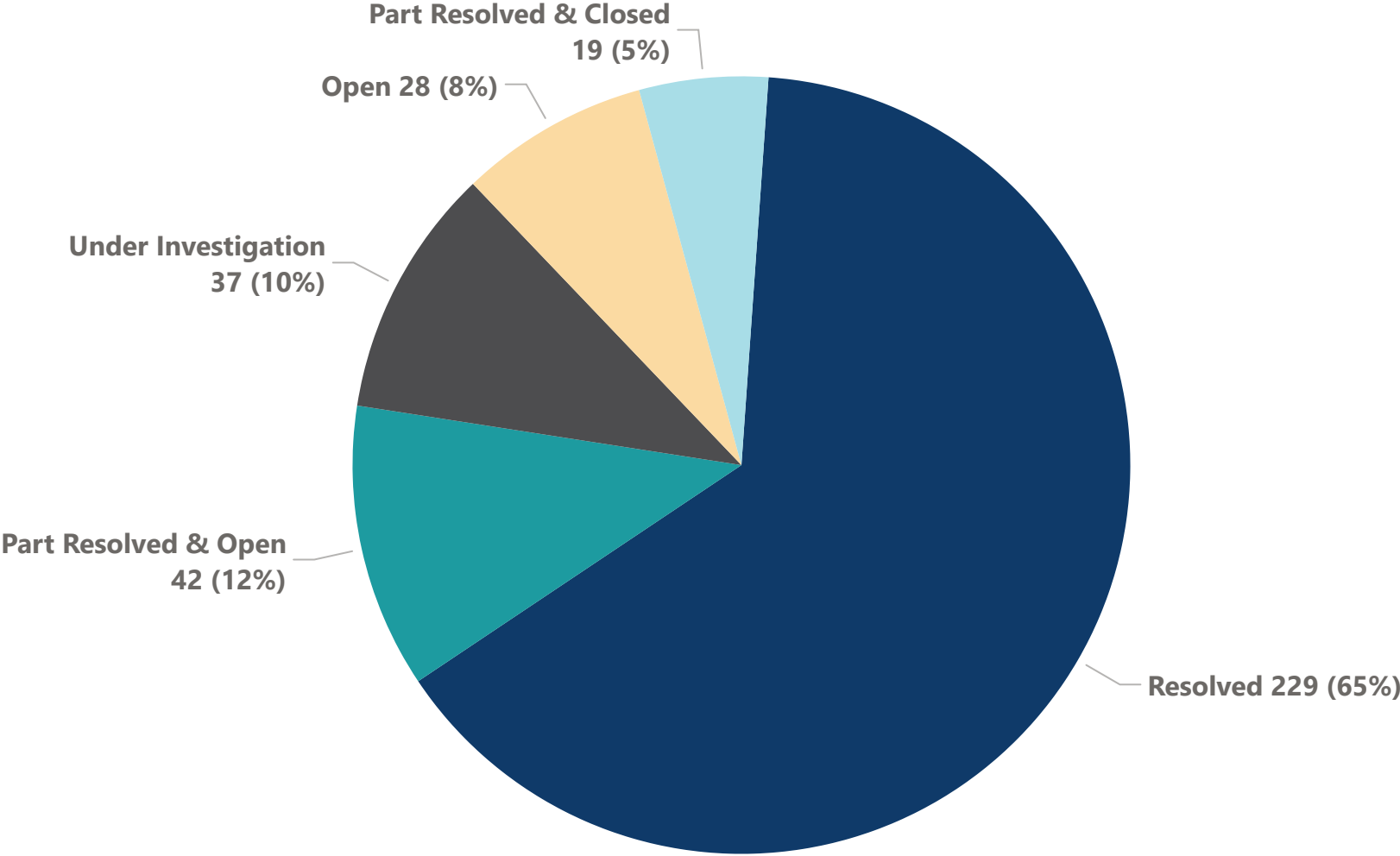
In the reporting period 1 October 2024 to 31 March 2025, 463 individual villages entered data into the complaint portal during the period it was open for submitting reports, compared to 454 individual villages for the previous reporting period.

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

168 villages (36%) reported 355 complaints (36% in the previous reporting period).

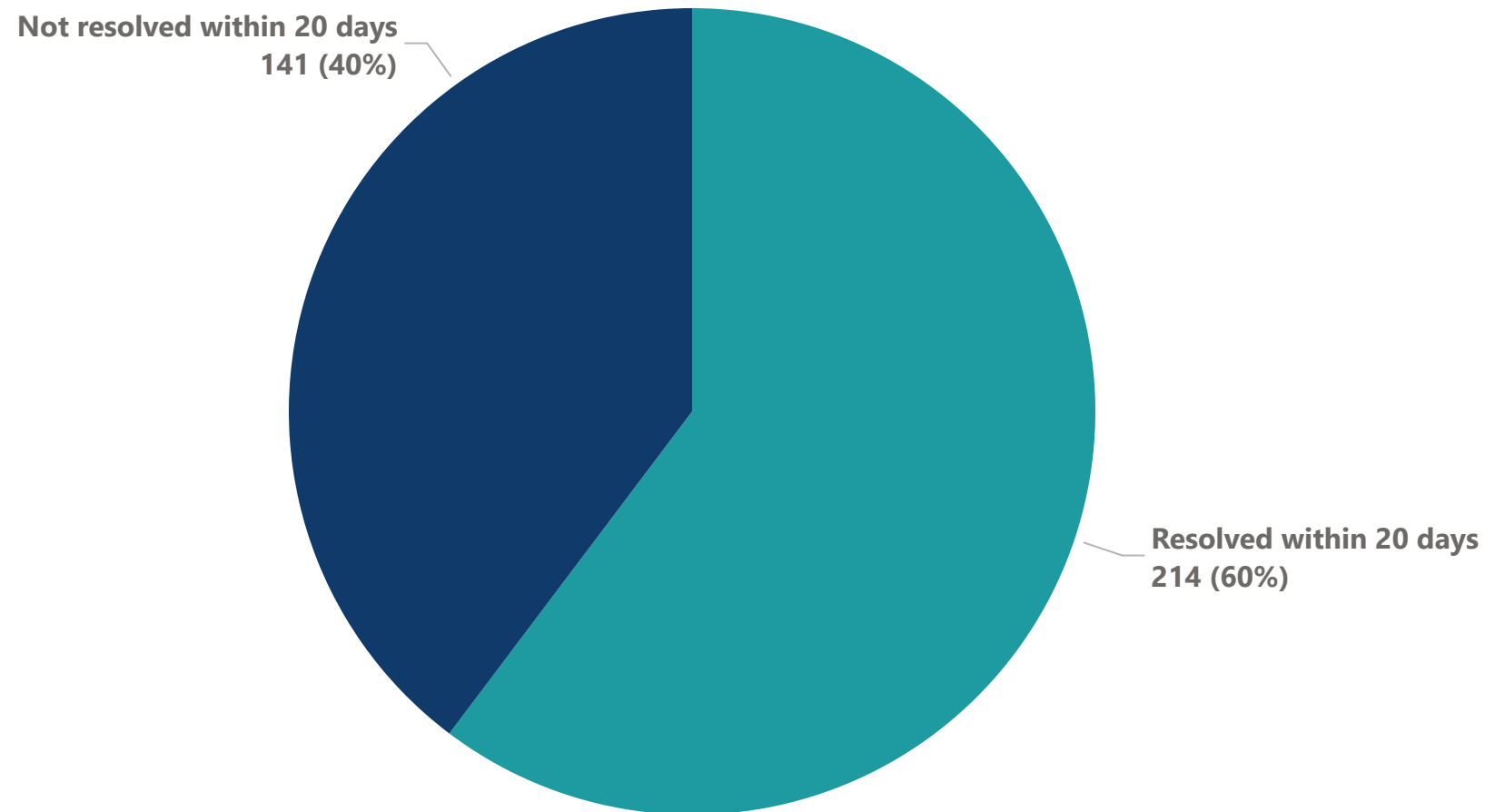


Complaint status



65% of the 355 complaints have been resolved. A further 5% are reported as partially resolved and closed. The remainder of complaints (30%) are open or under investigation.

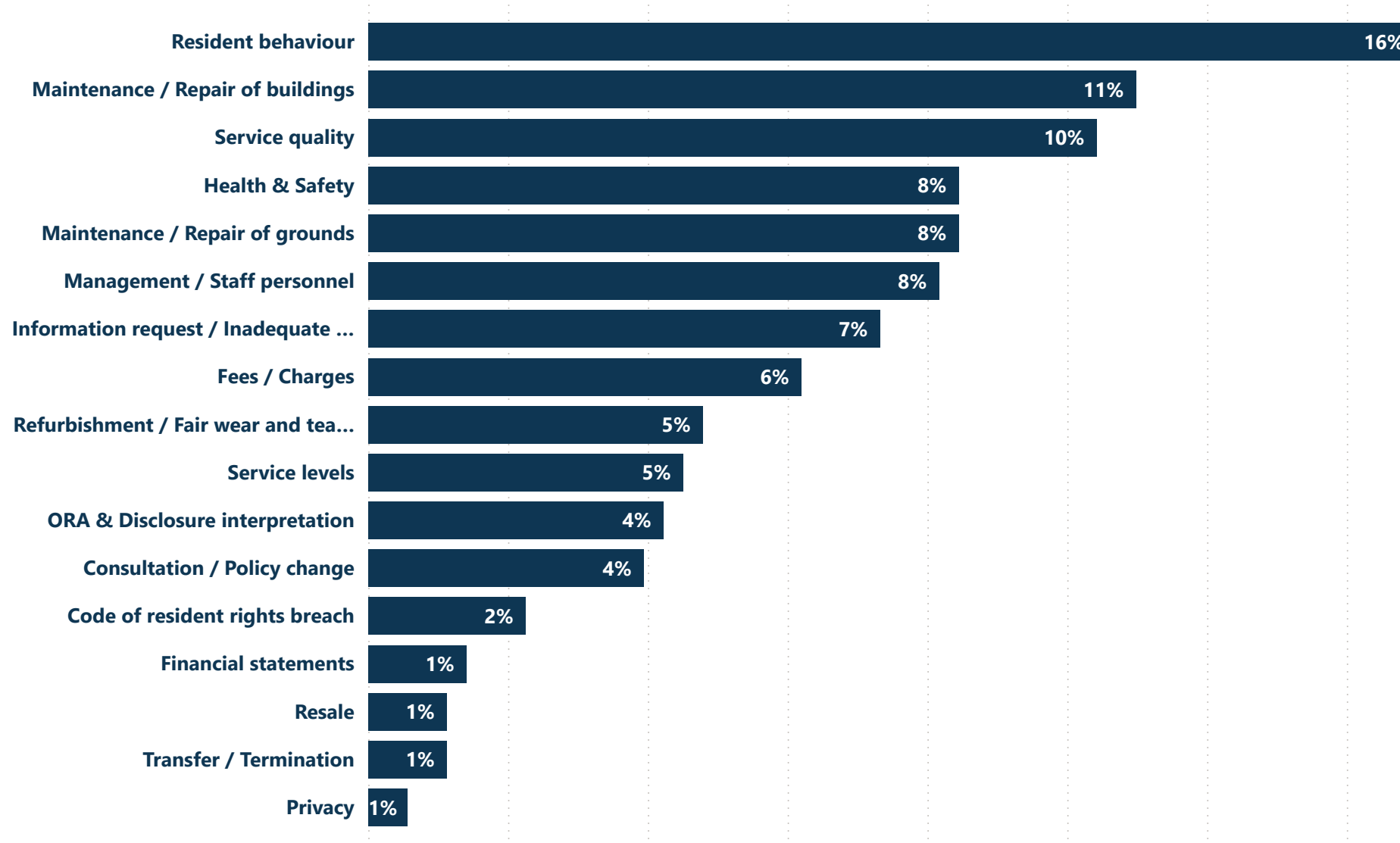
Time taken to resolve



Of the resolved or part resolved and closed complaints (355), 241 (60%) were resolved within 20 working days (in the last reporting period 64% were resolved within this time).



Classification of report



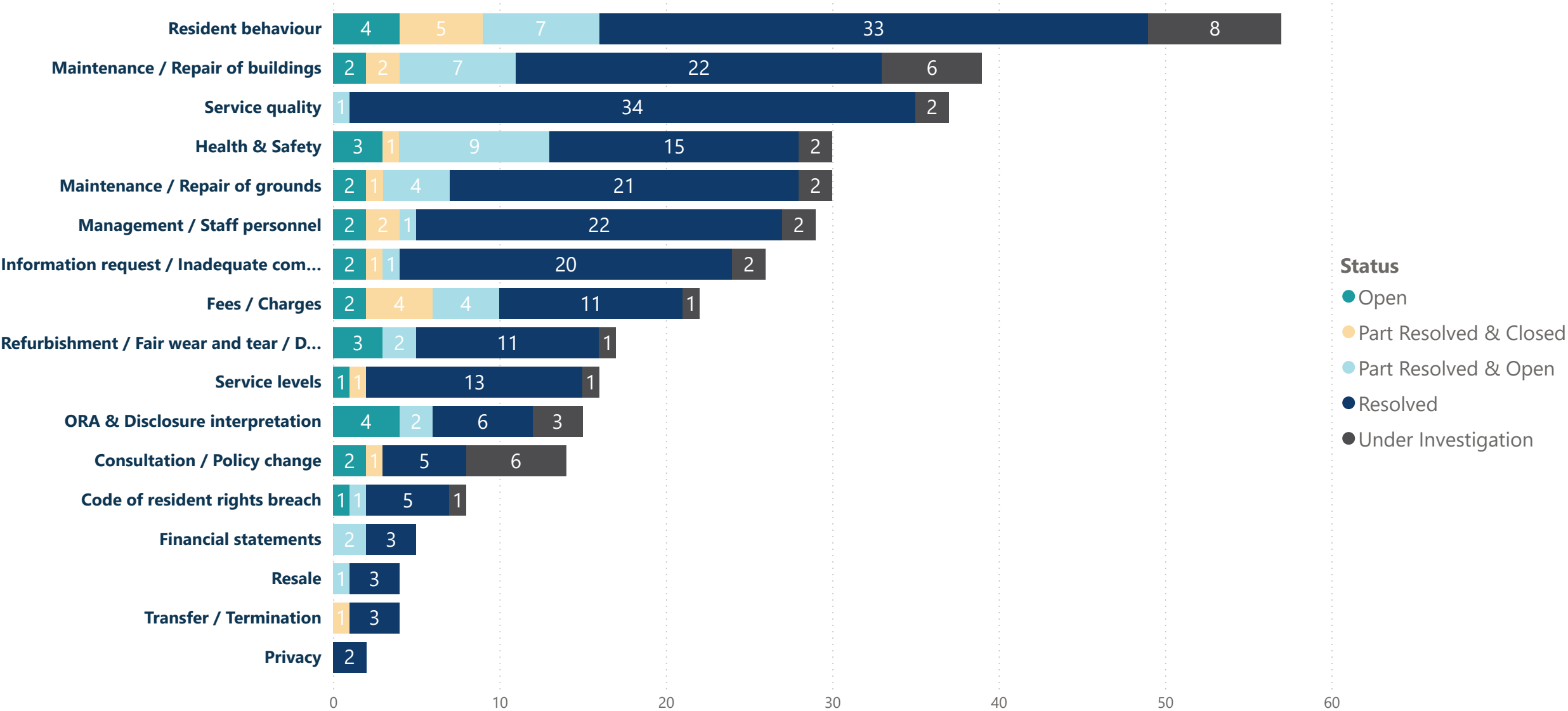
Resident behaviour was the most frequently reported complaint type, followed by Maintenance/Repair of buildings, Service quality was the third most frequently reported complaint type.

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

84% of the complaints related to the operator compared to 16% that related to resident behaviour.

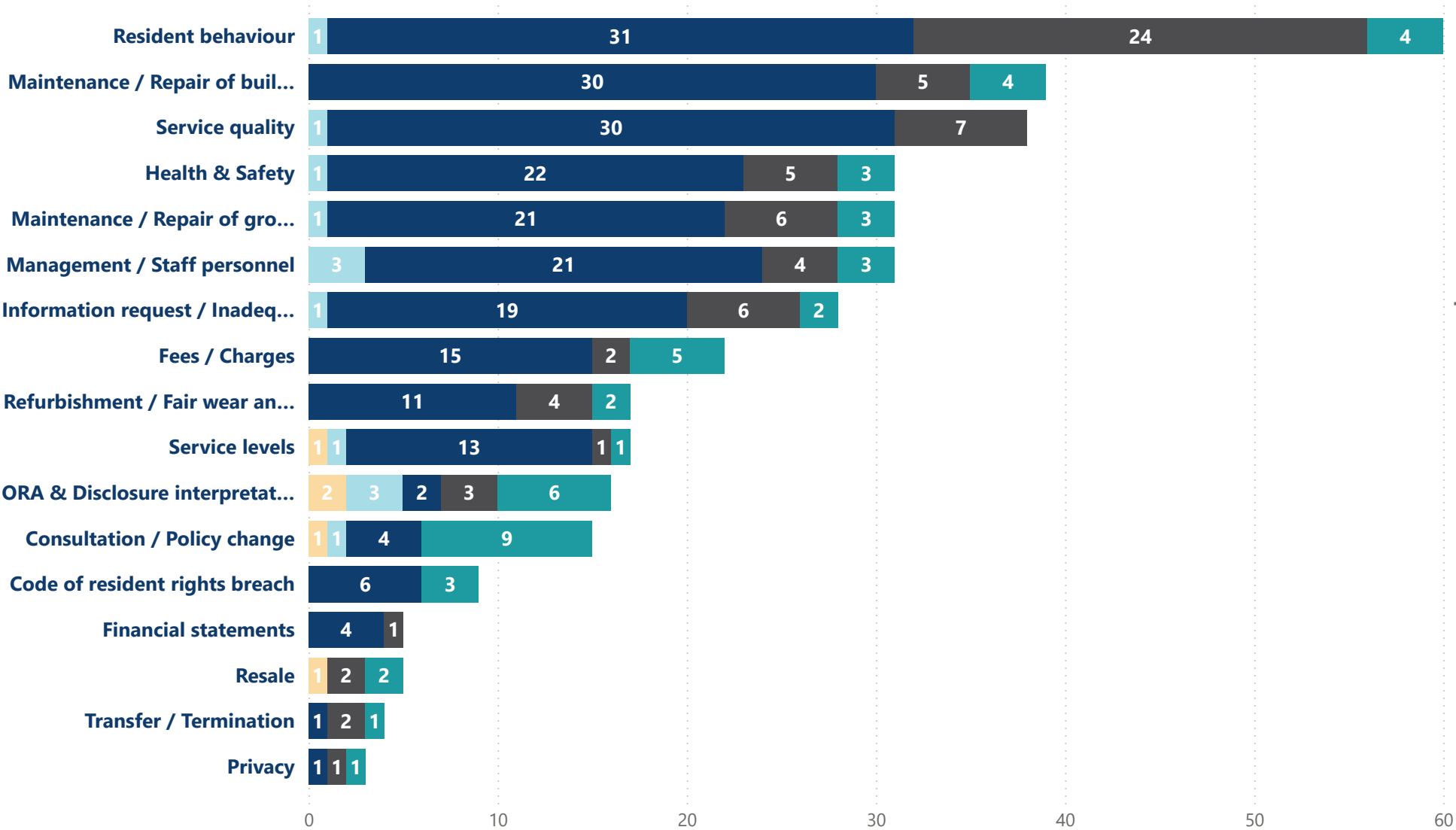


Complaint status by main classification





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

- Dispute Panel
- Mediator or Independent Third Party
- No Third Party Involved
- Other Parties Involved
- 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 93% (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%.

Complaints trends	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	1 Apr - 30 Sep 2024	1 Oct - 31 Mar 2025
Individual villages filed	401	407	430	446	441	425	443	447	454	463
Registered villages	449	454	461	463	469	477	482	488	494	499
Compliance % (villages filed/registered villages)	89%	90%	93%	96%	94%	89%	92%	92%	92%	93%
Number of villages reporting no complaints for the period	326	300	297	318	314	284	304	299	290	295
% of villages with no complaints (of those who filed)	81%	74%	69%	71%	71%	67%	69%	67%	64%	64%
Villages with complaints	75	107	133	128	127	141	139	148	164	168
Number of complaints	190	234	293	271	271	334	323	343	396	355
Complaints % resolved	69%	71%	81%	77%	67%	70%	67%	69%	70%	70%

Most frequently reported complaint type

