

10 August 2023



Christchurch 8140

By email to: 

Dear 

Official Information request and response

Thank you for your request under the Official Information Act (“OIA”) dated 8th August 2023.

You have requested:

- Any documents / reports the Commission have been reviewing within the last 12 months of the date of this request which relate to mandated timeframes for repayment of a residents capital sum in Retirement Villages.*
- A list of the villages that reported they have received Formal Complaints over the last 18 months, listed in the RC 6 monthly timeframe complaint reports, including a breakdown of the complaint categories for each of those villages:*
 - The village name and provider (i.e. Head Office),*
 - The number of complaints in each 6-month period,*
 - The category(s) that each complaint falls under and brief description of the complaint*
 - The number of complaints (for each village and provider) that were:*
 - resolved within the 20 working days,*
 - went to mediation*
 - went to disputes panel.*
- Copies of any complaints / concerns / questions raised with the RC in the last 12 months (with names and organisations redacted) by anyone in relation to the formation or conduct of residents committees, resident groups, or RVResidents.*

Request 1:

The only documentation related to mandated timeframes for repayment of a resident’s capital sum in retirement villages that Te Ara Ahunga Ora Retirement Commission has reviewed in the last 12 months is the information provided by HUD in their discussion document and the cost benefit analysis document, which are both available on HUD’s website: [Retirement Villages Act, Regulations and Codes - Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development \(hud.govt.nz\)](http://www.hud.govt.nz/retirement-villages-act-regulations-and-codes)



Request 2:

We decline to release this information under s9(2)(b) of the OIA as it would likely unreasonably prejudice the commercial position of the person(s) who supplied the information and may also prejudice the supply of this information.

We use the information you have requested to compile and publish an aggregated report. This information is available from 1 April 2017 – 31 March 2023 (which is the latest data we have available): [Monitoring and reports | Retirement Commission Te Ara Ahunga Ora](#)

Request 3:

I have attached copies of two emails related to residents' committees received in the last 12 months.

The following redactions in these documents have been made:

- Personal identifiable information such as emails and private contact details for external parties: s9(2)(a) of the Act – privacy

There have also been references to residents' committees in two dispute panel hearings during the last 12 months (2023-2 and 2023-3). This information is available on our website here:

[Retirement village complaints & dispute panel decisions | Retirement Commission Te Ara Ahunga Ora](#)

You have the right to refer this response to the Ombudsman if you are dissatisfied with it. More information on how to do this is [here](#). Te Ara Ahunga Ora proactively releases information in accordance with the Government's commitment to the Open Government Partnership National Action Plan. This includes publishing responses to requests for information under the OIA. Please note that this response (with your name removed) will be published on the Te Ara Ahunga Ora website shortly and will remain on our website for 12 months.

Thank you for your interest in our work.

Yours sincerely



Jane Wrightson

RETIREMENT COMMISSIONER / MANA AHUNGARUA

