



**TE ARA
AHUNGA ORA**
Retirement Commission

Retirement Villages Six-monthly Complaint Reporting Summary

1 April 2023 – 30 Sept 2023

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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 482 registered retirement villages, an increase of 5 villages from the previous reporting period (477).

Engagement with operators

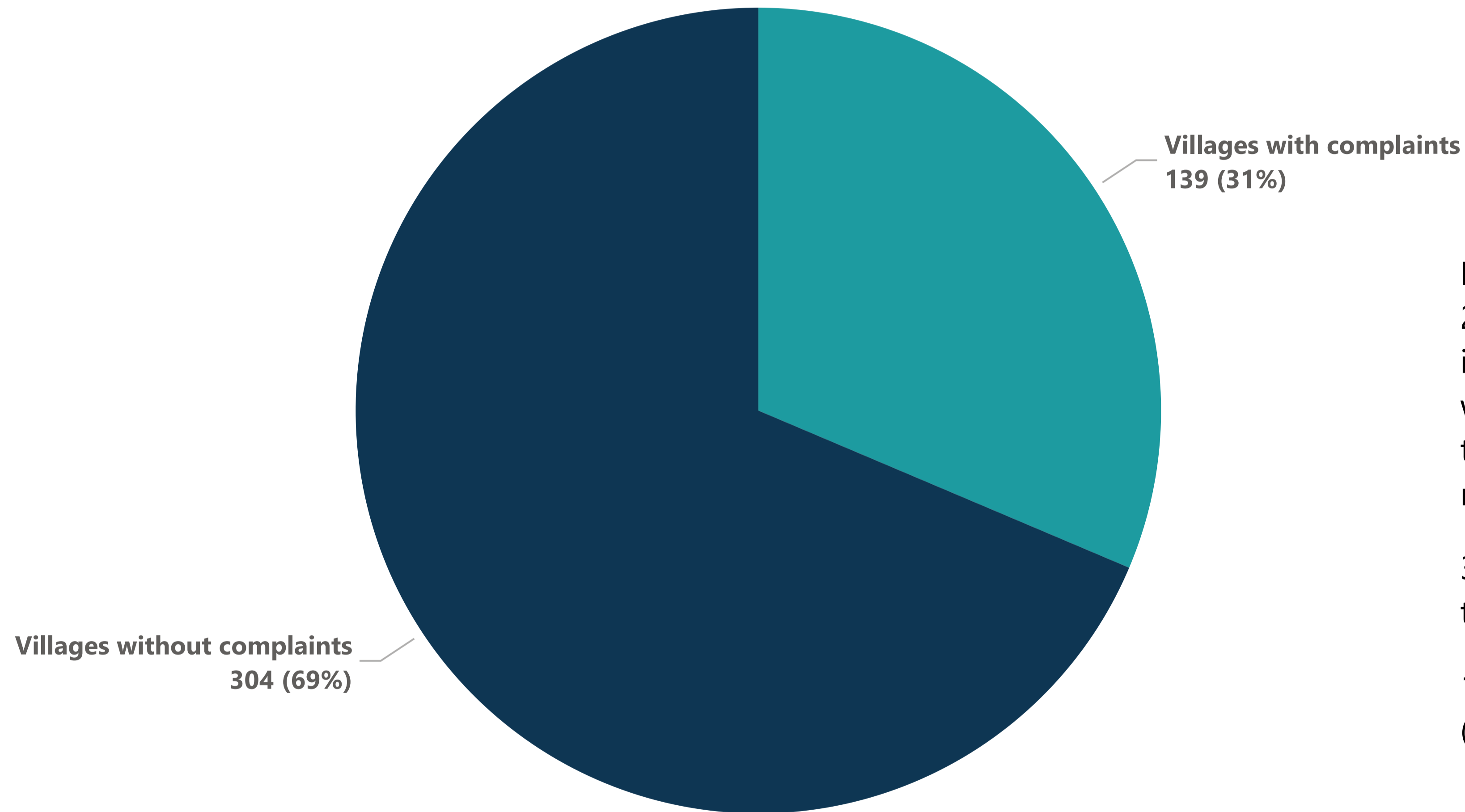
The Commission sends at least 2 electronic direct mail to operator contact email addresses before and during the opening period for reporting, including a link to the portal, an extensive User Guide and video tutorial resources. The Commission receives support from the Retirement Villages Association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

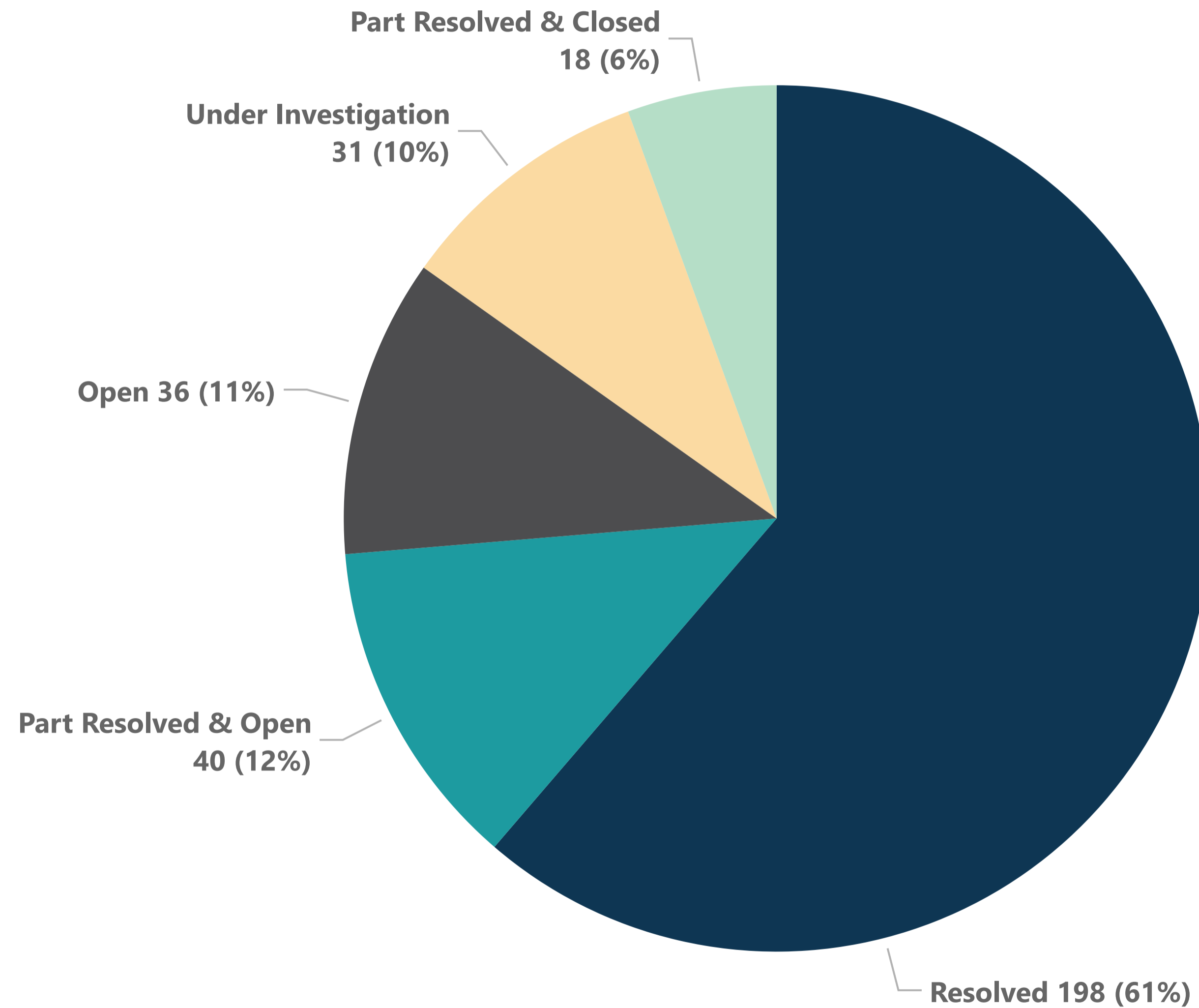


In the reporting period 1 April 2023 – 30 Sept 2023, 443 individual villages entered data into the complaint portal during the period it was open for submitting reports, compared to 425 individual villages for the previous reporting period.

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

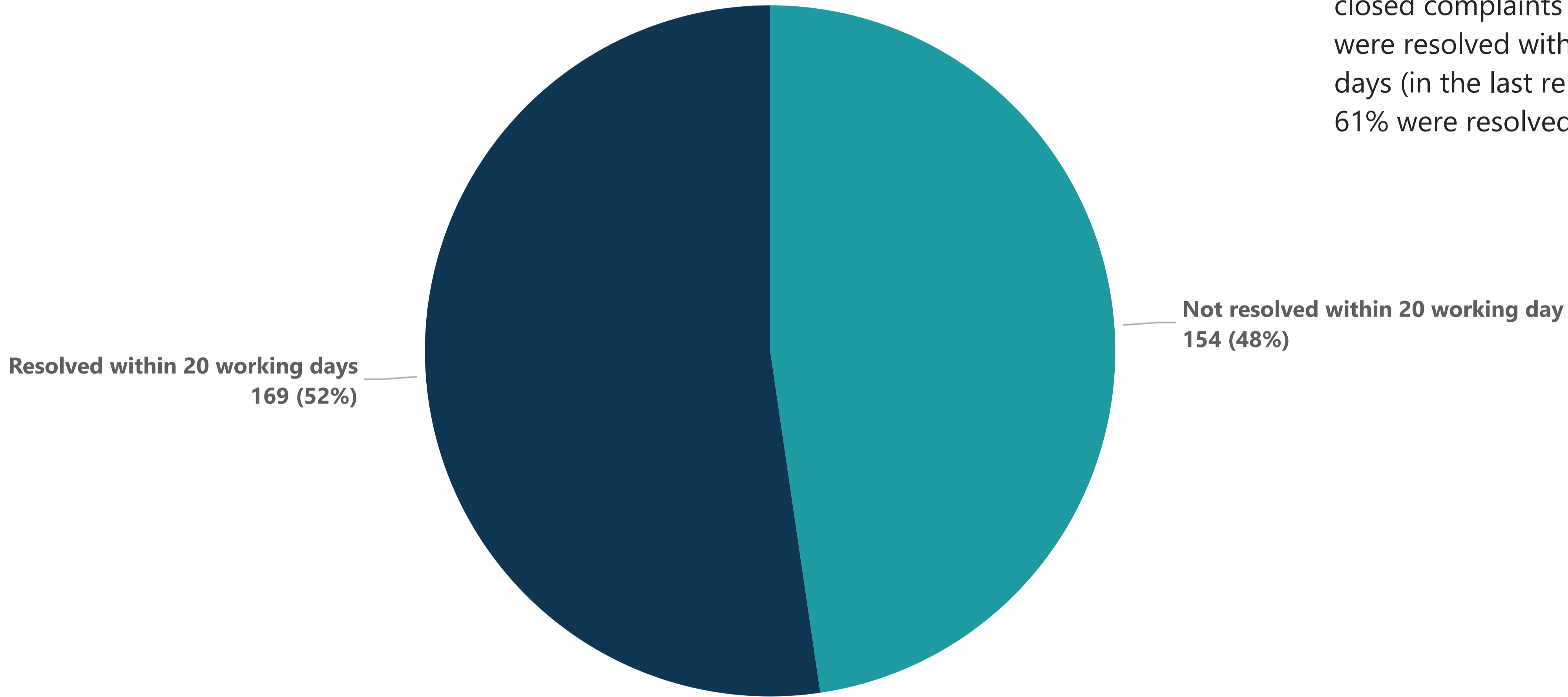
139 villages (31%) reported 323 complaints (33% in the previous reporting period).

Complaint status



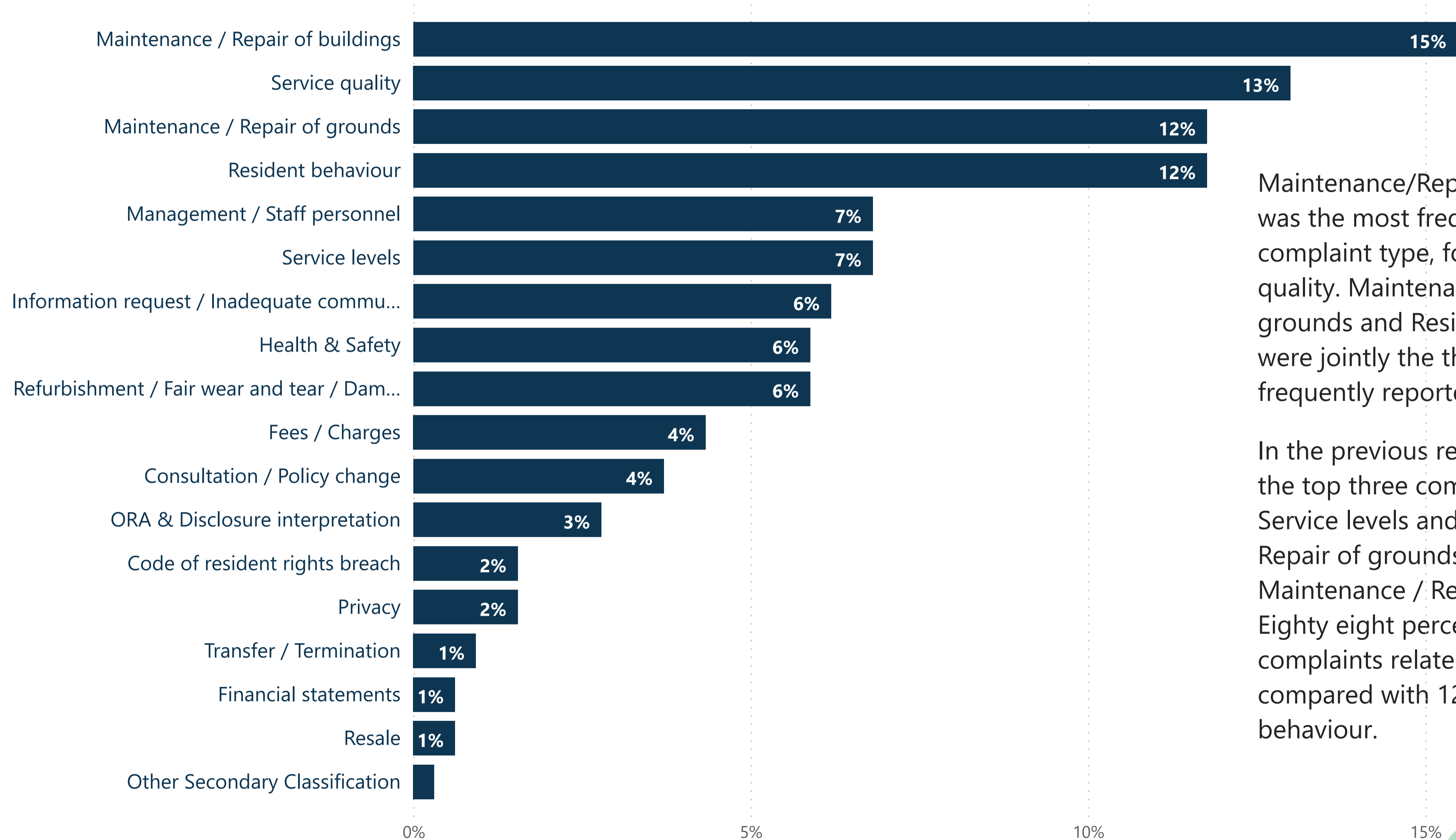
61% of the 323 complaints have been resolved. A further 6% are reported as partially resolved and closed. The remainder of the complaints (33%) are open or under investigation.

Time taken to resolve



Of the resolved or part resolved and closed complaints (216), 169 (52%) were resolved within 20 working days (in the last reporting period 61% were resolved within this time).

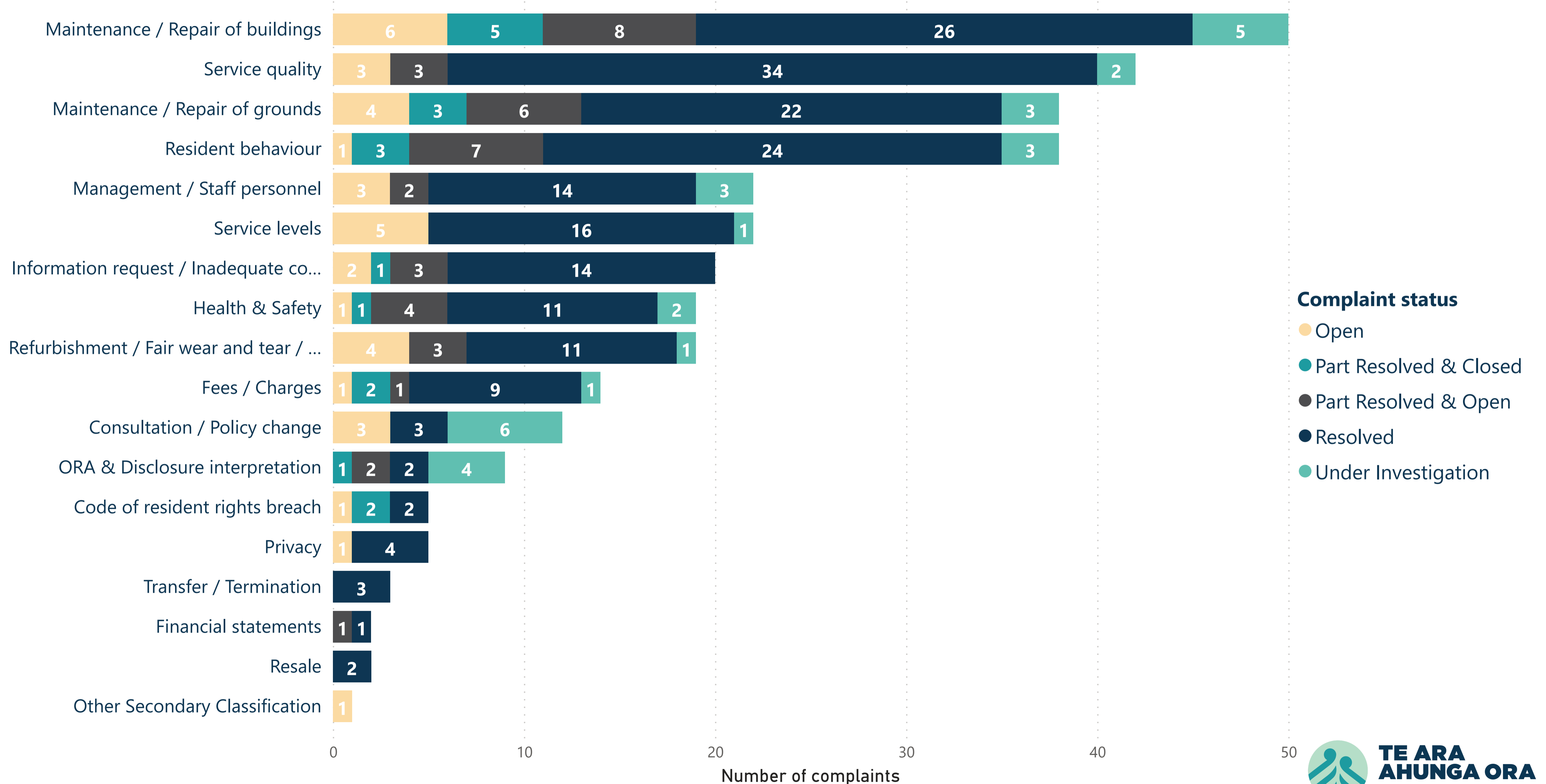
Classification of report



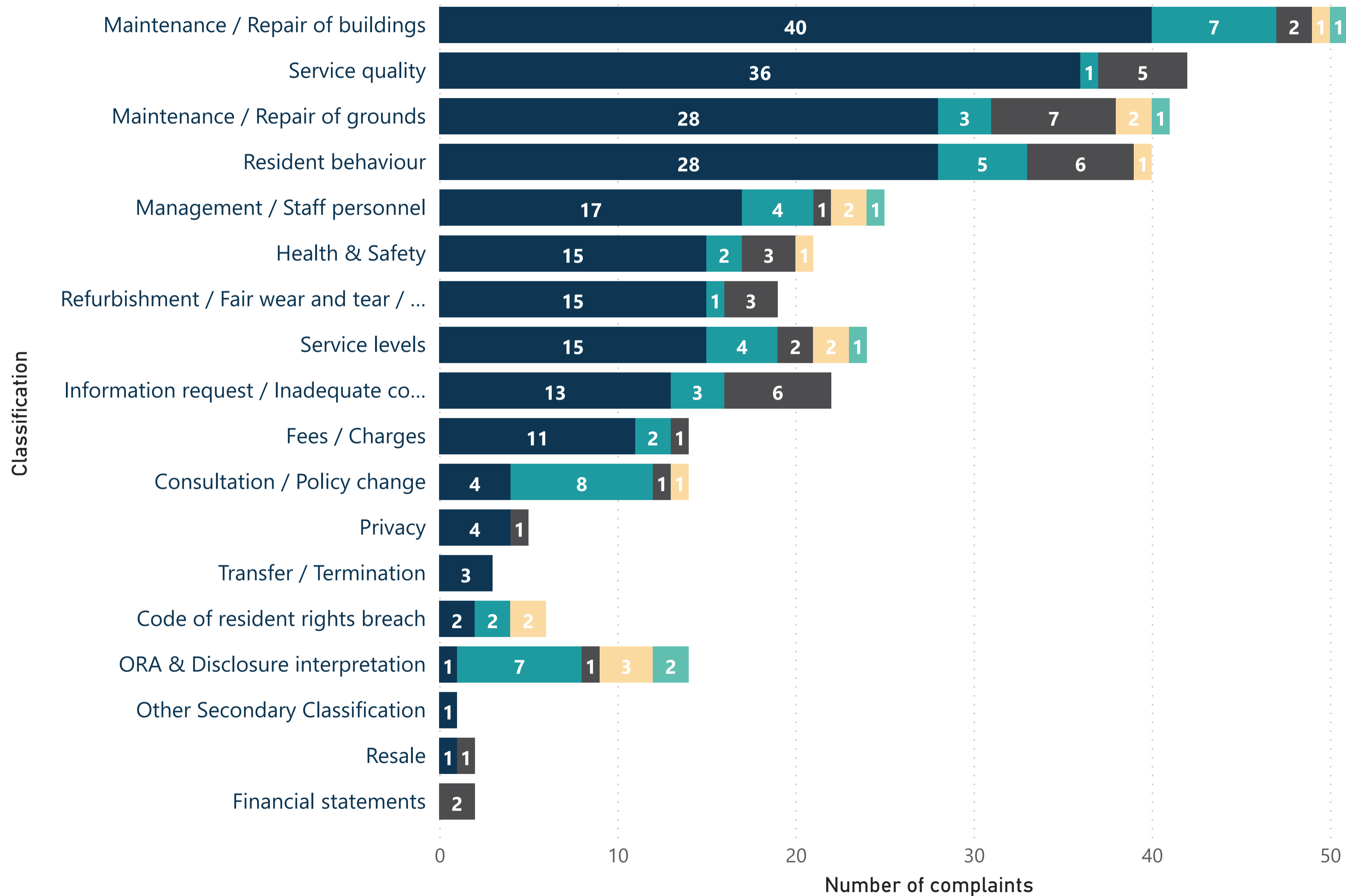
Maintenance/Repair of buildings was the most frequently reported complaint type, followed by Service quality. Maintenance/Repair of grounds and Resident behaviour were jointly the third most frequently reported complaint type.

In the previous reporting period, the top three complaint types were Service levels and Maintenance / Repair of grounds, followed by Maintenance / Repair of buildings. Eighty eight percent of the complaints related to the operator compared with 12% about 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
- Statutory Supervisor
- Other Parties Involved
- Mediator or Independent Third Party
- Dispute Panel

An overview of the reports received since 2018

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%. The total number of complaints was lower than the previous reporting period. The percentage of complaints resolved is slightly lower than the previous reporting period, but in line with previous years.

	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	1 Oct - 31 Mar 2022	1 Apr - 30 Sept 2022	1 Oct - 31 Mar 2023	1 Apr - 30 Sept 2023
Individual villages filed	340	274	290	393	406	401	407	430	446	441	425	443
Registered villages	410	416	424	430	454	449	454	461	463	469	477	482
Compliance % (villages filed/registered villages)	83%	66%	68%	91%	89%	89%	90%	93%	96%	94%	89%	92%
Number of villages reporting no complaints for the period	242	193	210	290	322	326	300	297	318	314	284	304
% of villages with no complaints (of those who filed)	71%	70%	72%	74%	79%	81%	74%	69%	71%	71%	67%	69%
Villages with complaints	98	81	80	103	84	75	107	133	128	127	141	139
Number of complaints	181	203	205	196	183	190	234	293	271	271	334	323
Complaints % resolved	84%	76%	76%	80%	89%	69%	71%	81%	77%	67%	70%	67%