



Your Rights

This is a summary of the rights of retirement village residents under the Retirement Villages Act 2003

1. You have the right to what you were promised.
2. You have the right to information.
3. You have the right to be consulted.
4. You have the right to complain to the operator.
5. You have the right to a speedy and efficient process for resolving disputes.
6. You have the right to use a support person or representative.
7. You have the right to be treated with courtesy and to have your rights respected.
8. You have the right not to be exploited.



In turn, it is expected that you will respect the rights of others at the village and treat them with courtesy.

The Code of Residents' Rights

For a full copy of the Code of Residents' Rights ask your village manager or operator. The Code of Residents' Rights is also available from the Commission for Financial Capability's website at cffc.org.nz/retirement.