

# Retirement Villages

## Six-monthly Complaint Reporting Summary

1 April 2025 – 30 September 2025

Prepared by Te Ara Ahunga Ora Retirement Commission

## Executive summary

---

### Key findings for April - September 2025:

- **Total complaints:** 262 (down 26% from previous period's 355)
- **Resolution rate:** 81% (up 11 percentage points from 70%)
- **Compliance:** 93% of registered villages reported (469 of 504 villages)
- **Villages with no complaints:** 72% (up 8 percentage points from 64%)
- **Top complaint categories:** Maintenance/Repair of buildings (17%), Resident behaviour (14%), Service quality (13%)
- **Time taken to resolve:** 78% resolved within 20 working days

#### Total complaints

262

↓ 93 from previous period (355)

#### Resolution rate

81%

↑ 11 percentage points from 70%

#### Compliance rate

93%

Maintained from previous period

#### Villages reporting

469

Of 504 registered villages

## 1. 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.

## 2. Engagement with operators

---

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 **504 registered retirement villages**, an increase of 5 villages from the previous reporting period (499).

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.

#### Villages that submitted reports

**469**

Of 504 registered (93% compliance)

#### Change from previous period

**+6**

villages reporting (up from 463)

### 3. Villages complaints status

---

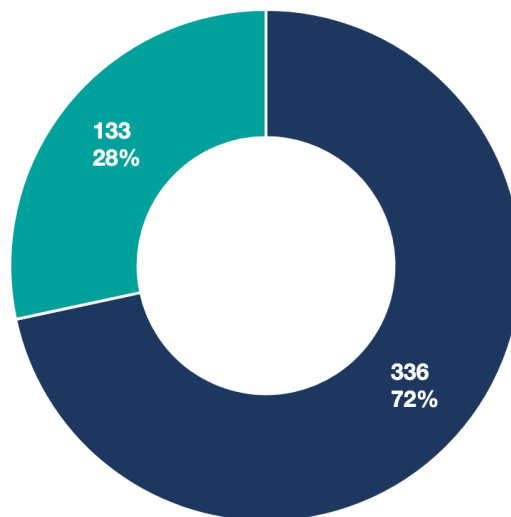
In the reporting period 1 April 2025 to 30 September 2025, **469 individual villages** entered data into the complaint portal during the period it was open for submitting reports, compared to 463 individual villages for the previous reporting period.

**336 villages (72%)** had no complaints (64% in the previous reporting period).

**133 villages (28%)** reported 262 complaints (36% in the previous reporting period).

The proportion of villages with no complaints increased by 8 percentage points this period. The number of villages with complaints decreased from 168 to 133.

## Villages with and without complaints



■ Villages without complaints (336, 72%) ■ Villages with complaints (133, 28%)

## 4. Complaint status overview

81% of the 262 complaints have been resolved. A further 10% are reported as part resolved and closed. The remainder of complaints (9%) are open or under investigation.

### Status of complaints



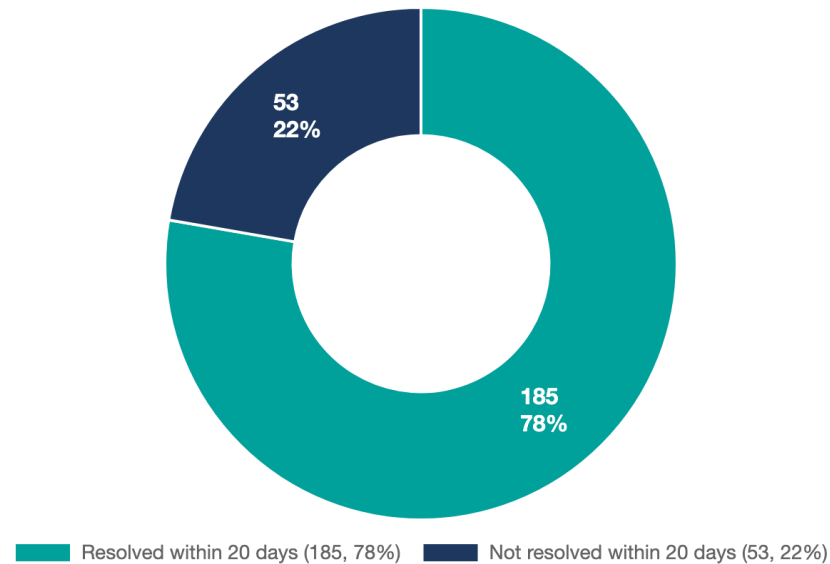
## 5. Time taken to resolve

---

Of the resolved or part resolved and closed complaints (238), **185 (78%)** were resolved within 20 working days (in the last reporting period 60% were resolved within this time).

22% of complaints took longer than 20 working days to resolve.

### Resolution timeframe



## 6. Classification of complaints

---

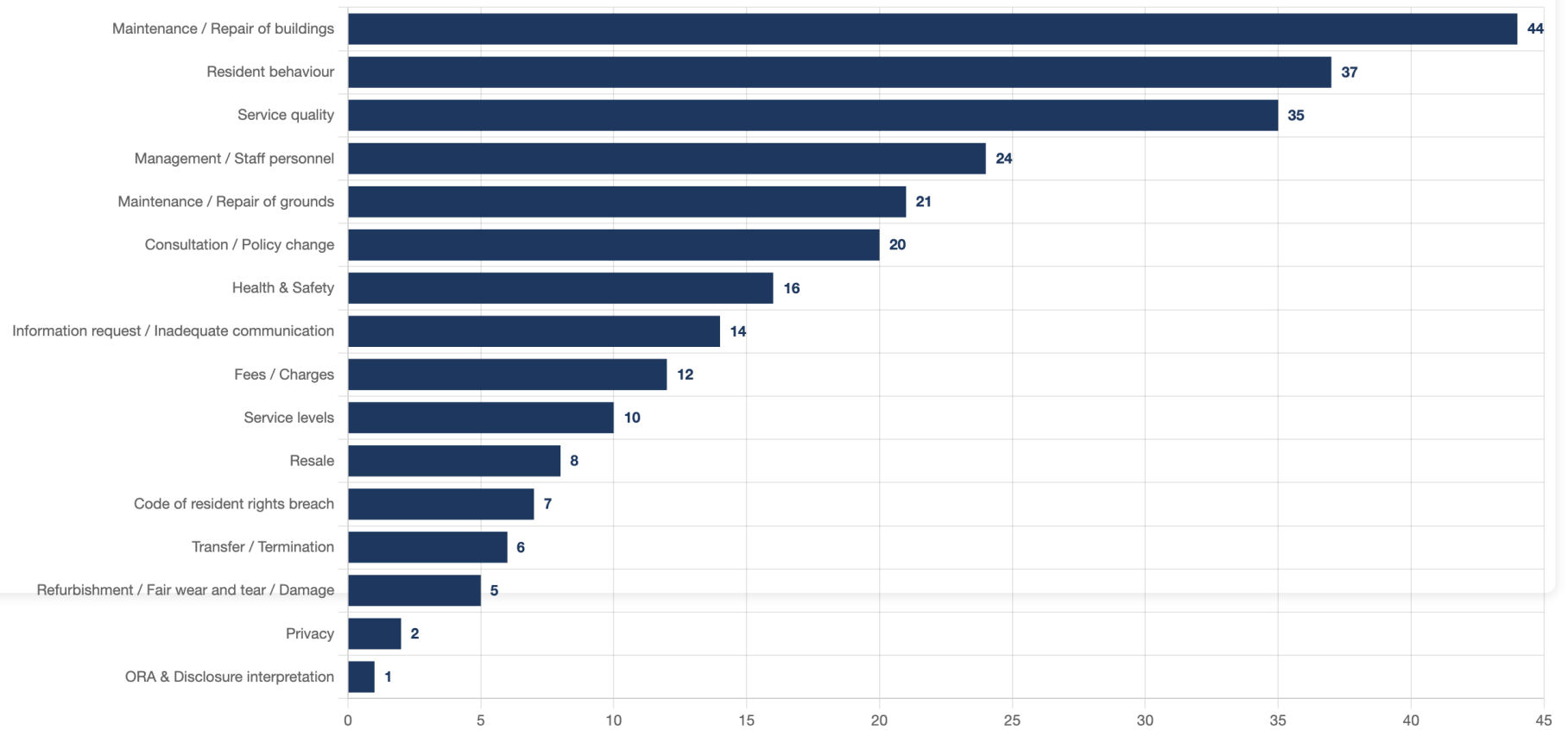
**Maintenance/Repair of buildings** was the most frequently reported complaint type at 17% (44 complaints), followed by **Resident behaviour** at 14% (37 complaints) and **Service quality** at 13% (35 complaints).

In the previous reporting period, 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 both periods .

**86%** of the complaints related to the operator compared to **14%** that related to resident behaviour.



## Complaints by category

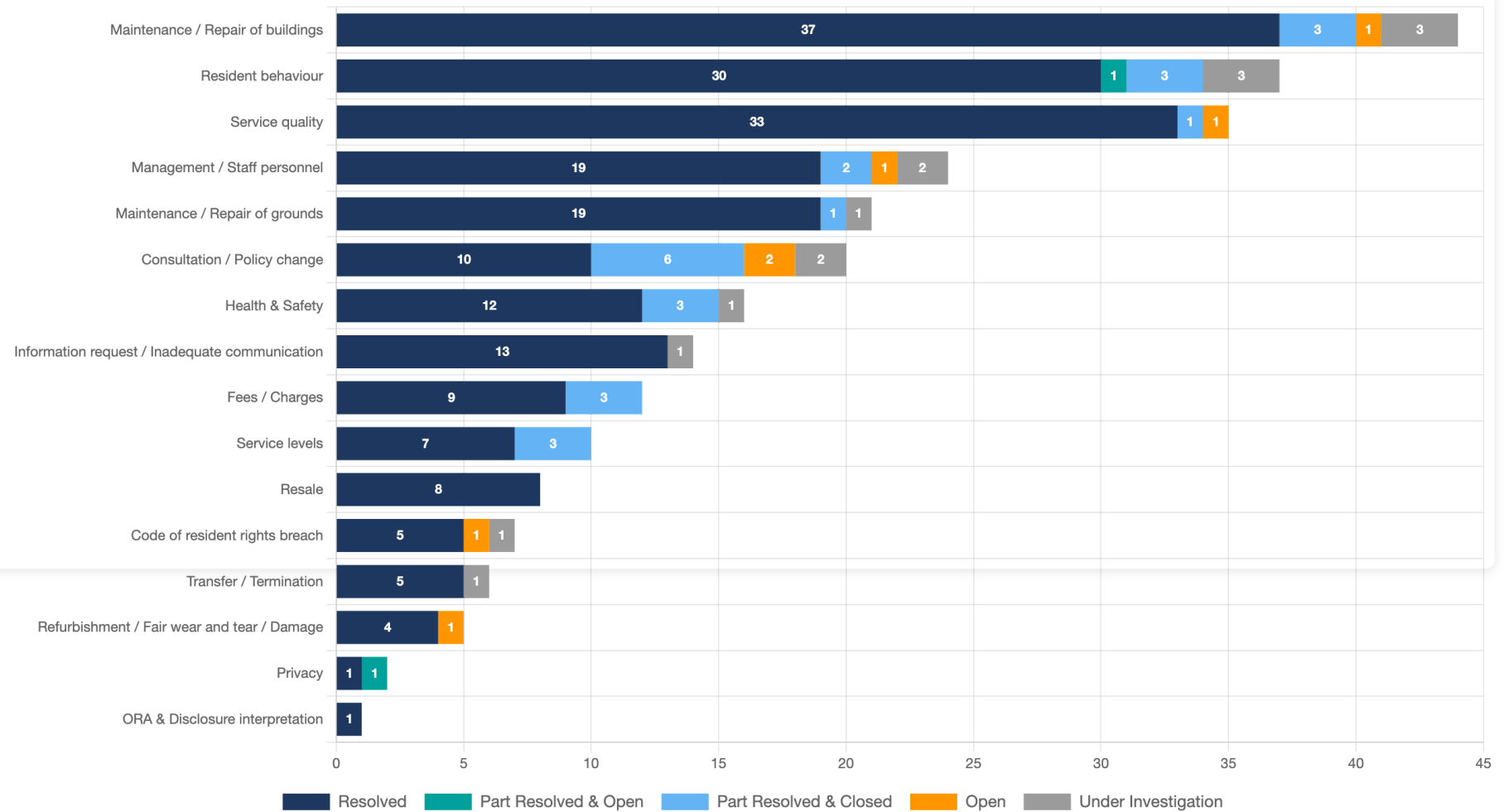


## 7. Complaint status by main classification

---

Service quality complaints show the highest resolution rate, with 33 of 35 complaints (94%) resolved. Maintenance/Repair of buildings also shows strong resolution with 37 of 44 complaints (84%) resolved.

## Resolution status across complaint types



## 8. Third party involvement

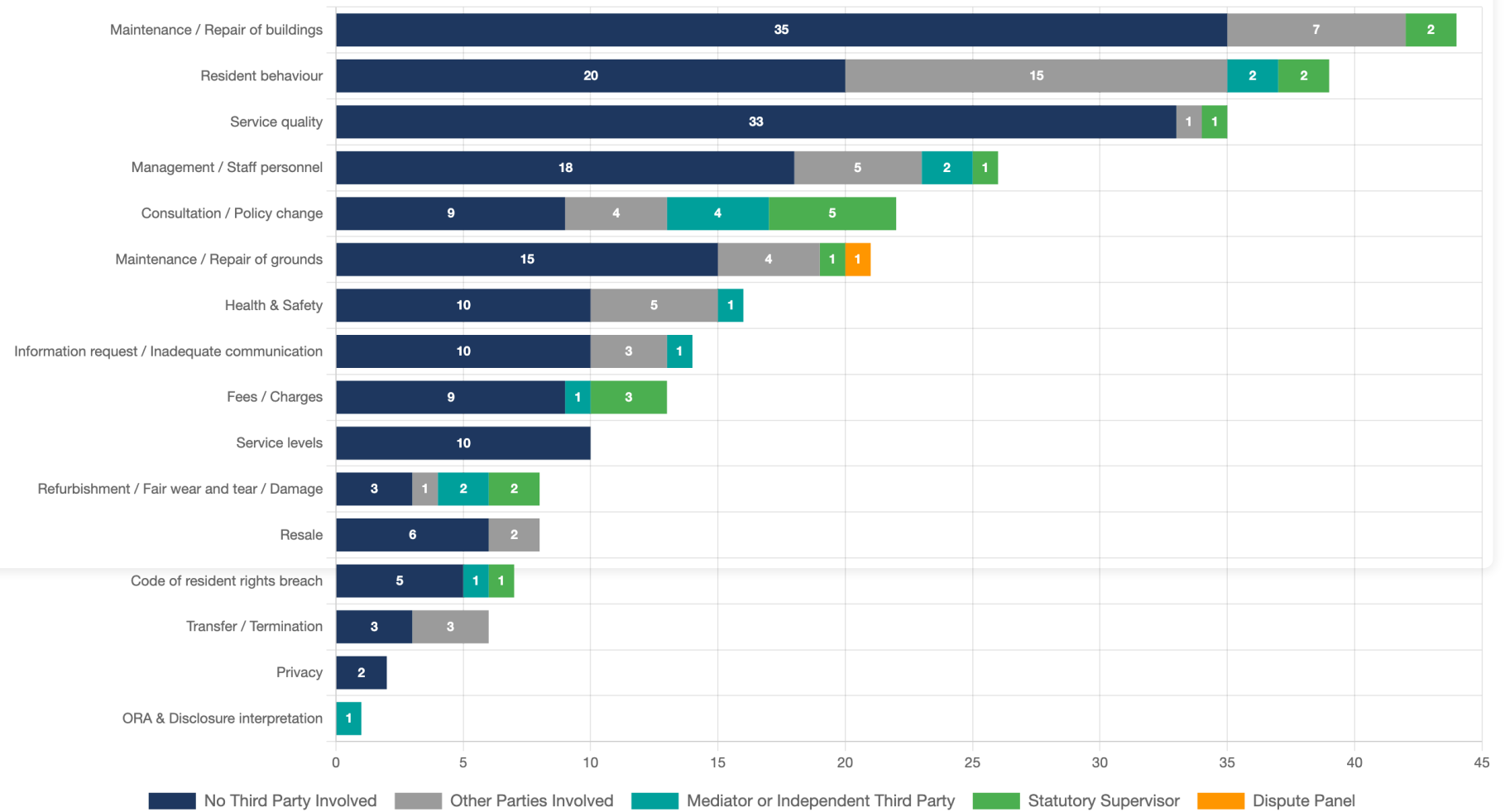
---

**Note:** Multiple parties may be involved in a single complaint; therefore the total number reported here may exceed the total number of complaints.

The majority of complaints (188 cases, 72%) were resolved without third-party involvement. 50 complaints involved other parties, 18 required statutory supervisor involvement, and 15 involved mediators or independent third parties.

Consultation/Policy change complaints show the highest rate of third-party involvement, with 5 cases involving statutory supervisors and 4 involving mediators. Only 1 complaint required a dispute panel during this reporting period.

## Third party involvement by complaint type



## 9. Most frequently reported complaint types - Trends

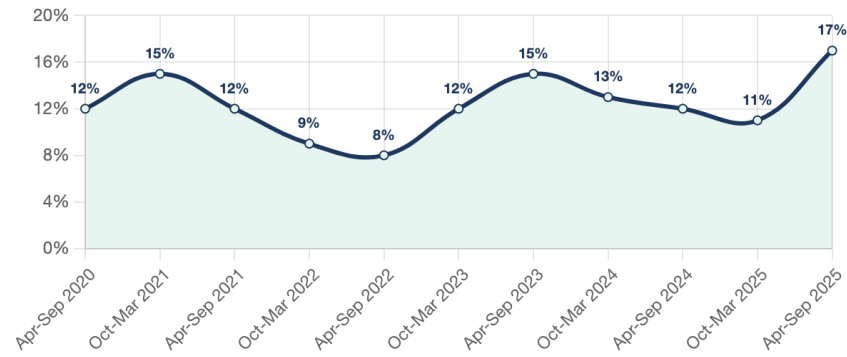
---

The following charts show trends in the six most frequently reported complaint types since 2020.

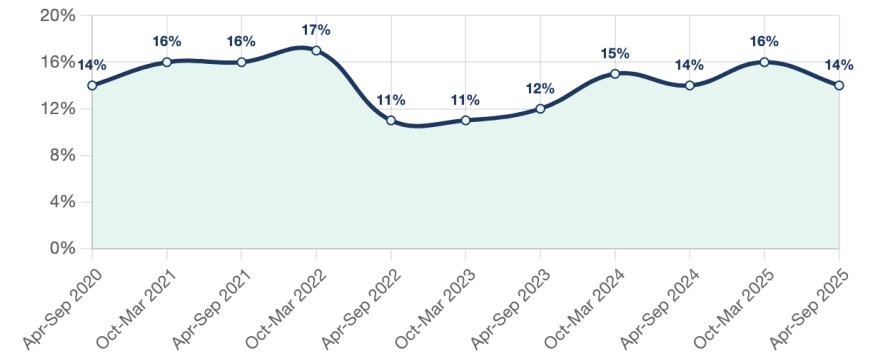
### Key trend observations:

- **Maintenance/Repair of buildings:** Increased to 17% in the current period (Apr-Sep 2025) from 11% in the previous period.
- **Resident behaviour:** Remained relatively stable at 14-16% since 2021, with the current period showing 14%.
- **Maintenance/Repair of grounds:** Maintained a steady pattern around 7-8% in recent periods.
- **Service quality:** After a peak of 19% in Apr-Sep 2021, has stabilised at lower levels.
- **Fees/Charges:** After a spike to 14% in Apr-Sep 2022, has returned to lower levels around 5-6%.
- **Management/Staff personnel:** Remained relatively stable at 7-10% across most periods.

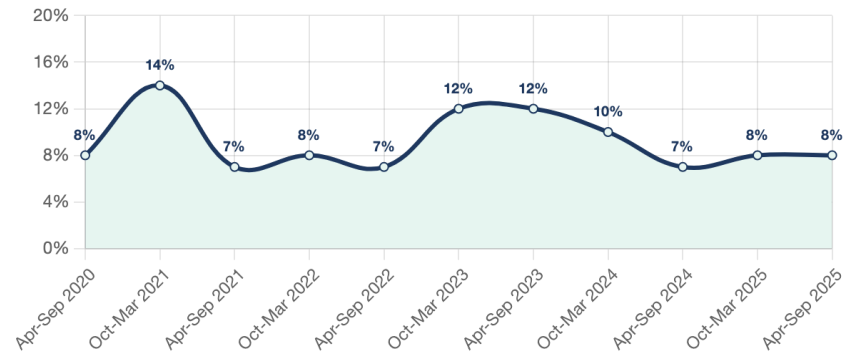
### Maintenance / Repair of buildings



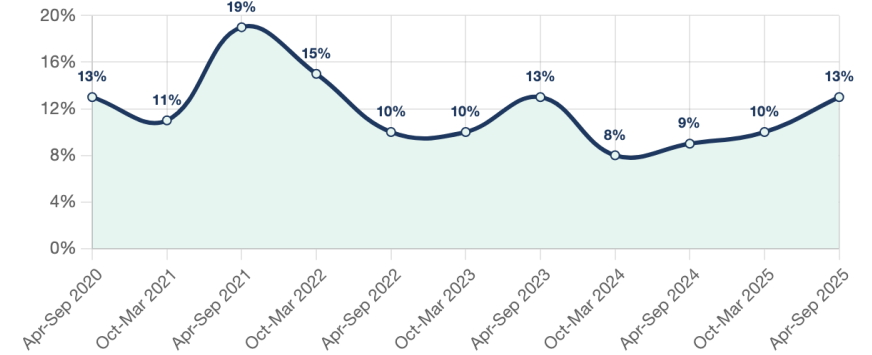
### Resident behaviour



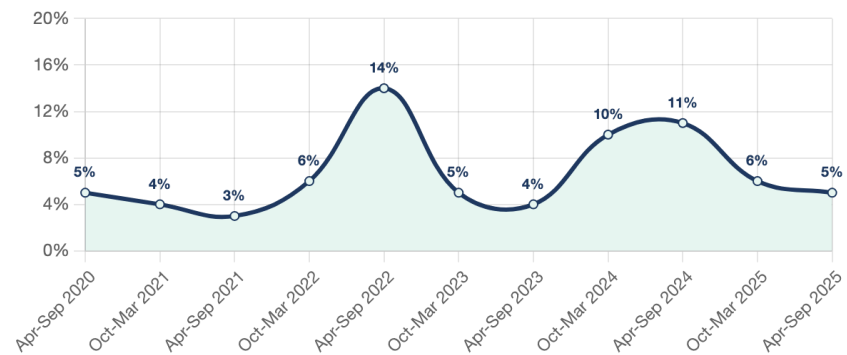
### Maintenance / Repair of grounds



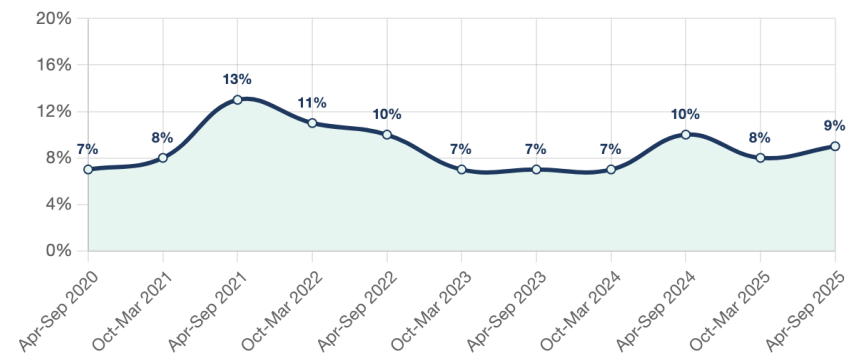
### Service quality



### Fees / Charges



### Management / Staff personnel





## 10. Historical overview since 2020

---

Reporting compliance has improved over time with high levels of compliance reported in the current period (93%). The actual compliance 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 varies between 64% and 81%.

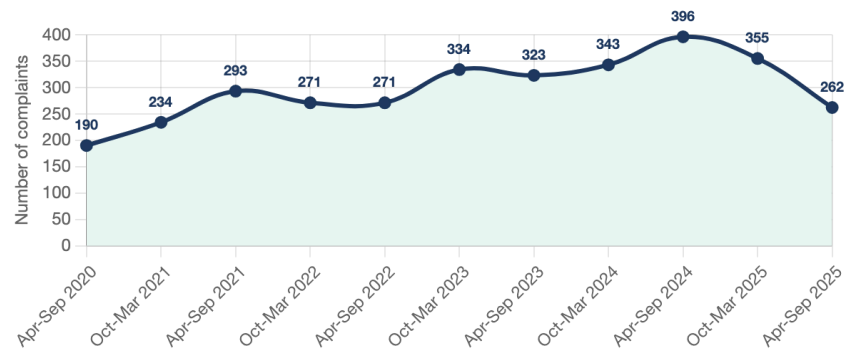
Historical overview of retirement village complaints from April 2020 to September 2025

Metric	Apr-Sep 2020	Oct-Mar 2021	Apr-Sep 2021	Oct-Mar 2022	Apr-Sep 2022	Oct-Mar 2023	Apr-Sep 2023	Oct-Mar 2024	Apr-Sep 2024	Oct-Mar 2025	Apr-Sep 2025
Villages filed	401	407	430	446	441	425	443	447	454	463	469
Registered villages	449	454	461	463	469	477	482	488	494	499	504
Compliance %	89%	90%	93%	96%	94%	89%	92%	92%	92%	93%	93%
Villages with no complaints	326	300	297	318	314	284	304	299	290	295	336
% villages with no complaints	81%	74%	69%	71%	71%	67%	69%	67%	64%	64%	72%
Villages with complaints	75	107	133	128	127	141	139	148	164	168	133
Total complaints	190	234	293	271	271	334	323	343	396	355	262
Resolution rate %	69%	71%	81%	77%	67%	70%	67%	69%	70%	70%	81%

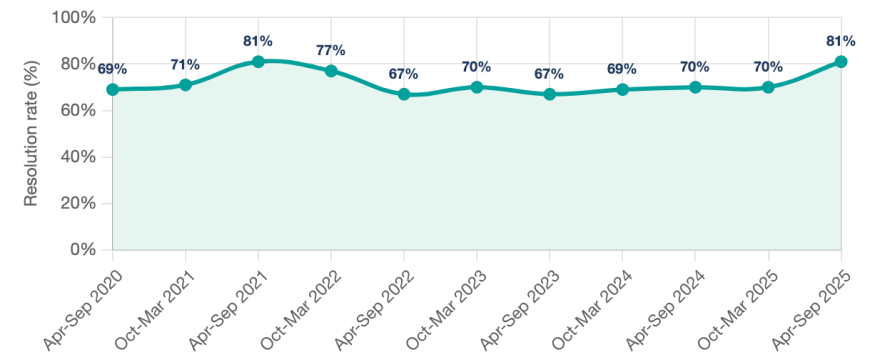
## Key historical trends

The following charts highlight the most significant trends in retirement village complaint reporting since 2020.

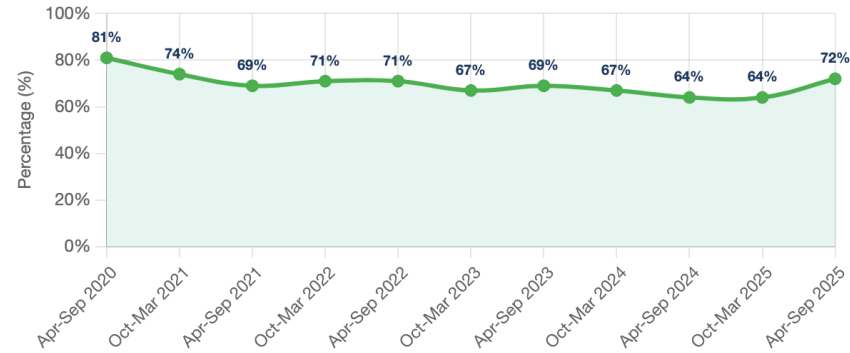
### Total complaints over time



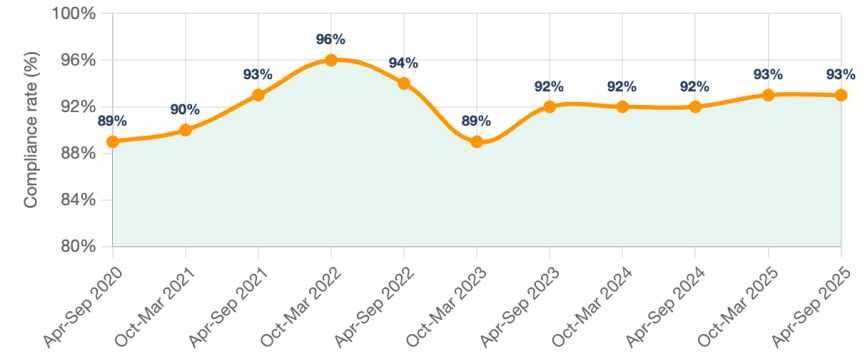
### Resolution rate over time



### Villages with no complaints



### Compliance rate over time



### Key insights from historical trends:

- **Total complaints:** Increased from 190 (Apr-Sep 2020) to a peak of 396 (Apr-Sep 2024), then decreased to 262 in the current period (a 26% decrease from the previous period).
- **Resolution rate:** The current 81% resolution rate matches the historical high from Apr-Sep 2021.
- **Villages with no complaints:** Declined to 64% in the last two periods, then increased to 72% in the current period.
- **Compliance:** Reporting compliance has stabilised at 92-93% over recent periods.

Te Ara Ahunga Ora Retirement Commission

Report generated: 12 November 2025