



RETIREMENT VILLAGES

6-monthly complaint reporting summary

For the April 2019 to October 2019 period

November 2019

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Introduction

The Commission for Financial Capability (CFFC) 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 on-line complaint-reporting portal on the CFFC website.

CFFC receives an updated list of registered villages and their email contacts 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 at least five weeks at the end of each reporting period. Prior to this reporting period CFFC was advised by the Registrar there were 430 registered retirement villages, an increase of 6 villages from the previous reporting period (424).

Engagement with operators

CFFC 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. CFFC also receives support from the Retirement Villages Association (RVA) notifying its members about reporting requirements in its industry-wide newsletter. CFFC advises operators about the complaint reporting process when attending RVA forums during the year.

CFFC accepts it may not receive complaint reports from every registered village because a small number may be registered but still under construction and with no residents living on site yet. Those registered villages may not appreciate an operator's obligations to comply with the Code is effective from registration of the village.

CFFC undertook to publish a general summary of the data collected after each reporting period.

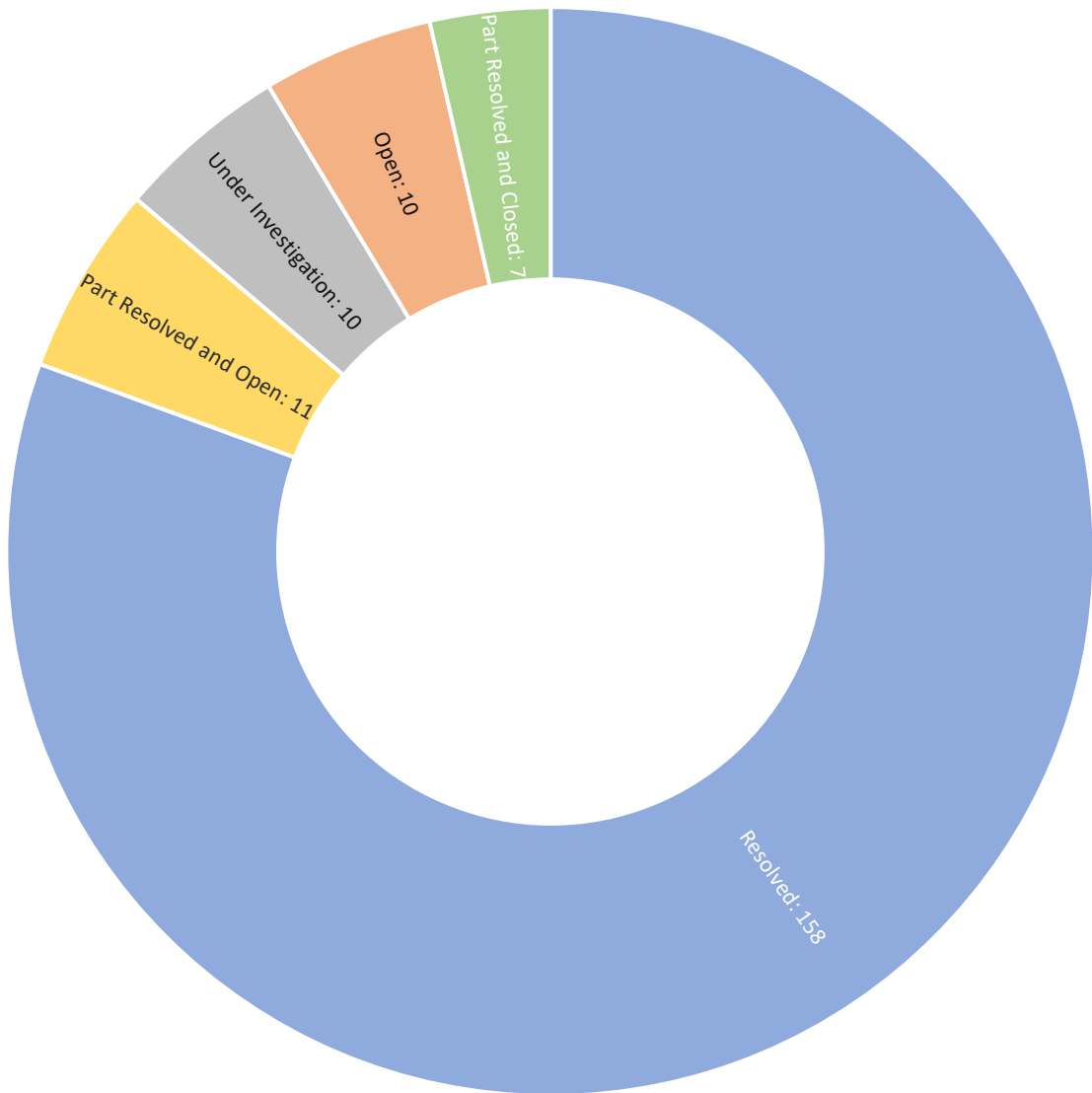
Summary of results for current reporting period

In the reporting period April – October 2019, 136 users entered data into the complaints portal during the period it was open (30 Sept – 14 November), representing 137 operators and 393 individual villages (compared to 290 individual villages for the previous reporting period, 1 November 2018 – 31 March 2019).

Around 290 villages (74%) had no complaints (72% in the previous reporting period). 103 villages reported 196 complaints (80 villages reported 205 complaints in the previous reporting period). 146 (74%) of resolved or part resolved complaints were resolved within 20 working days (similar to the last reporting period, where 78% were resolved within this time).

In the week before the portal closed, CFFC rang or emailed most operators from whom it had not received any submitted report. CFFC also advised the RVA and statutory supervisors on ways they could bring reporting requirements to operator attention. Accordingly, overall reporting compliance rates (reports for 393 villages) have risen considerably for this reporting period.

Complaint Status of 196 Complaints

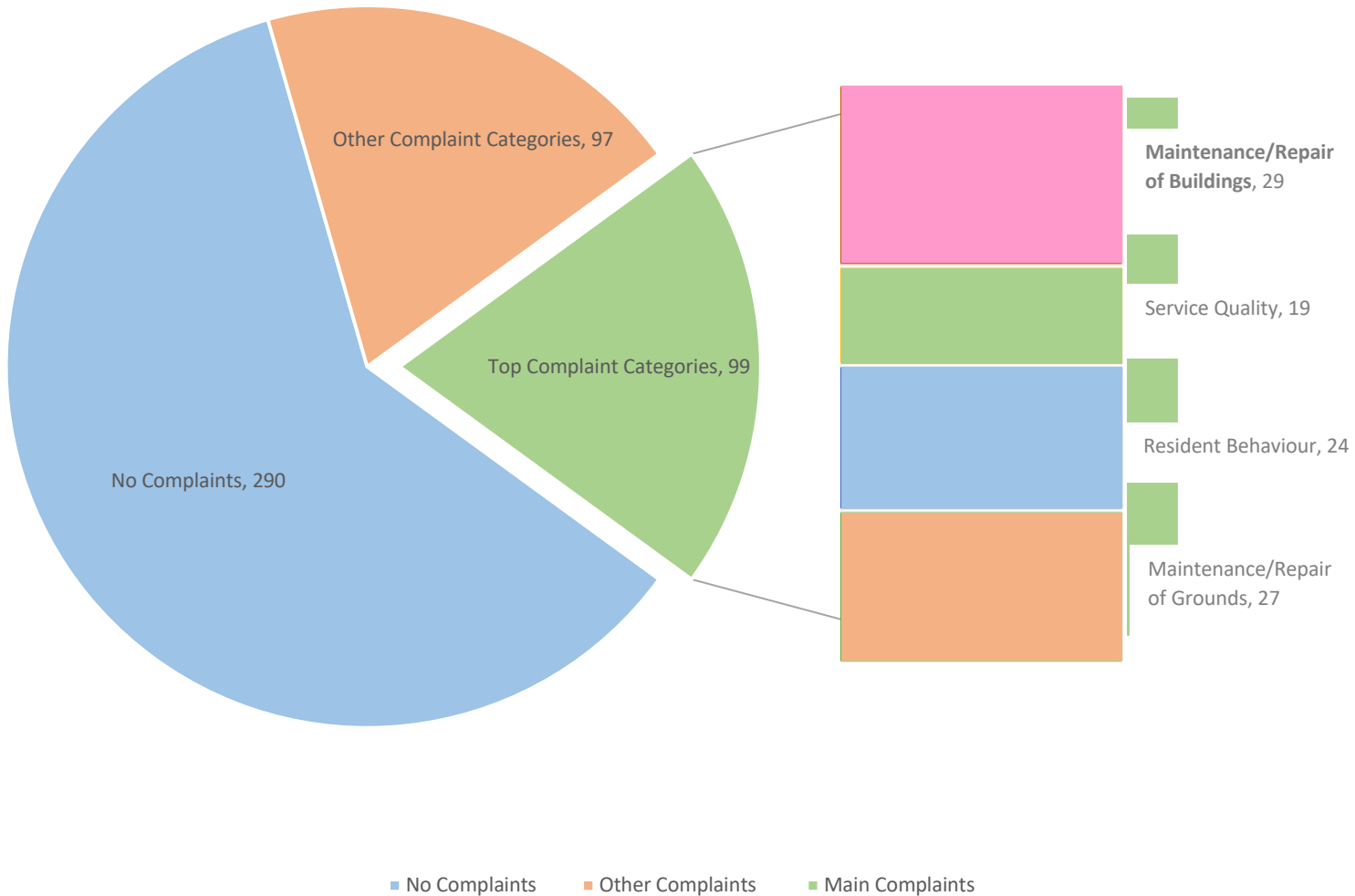


Several of the complaints we received appeared to be informal in nature. It is possible that these informal-sounding matters were submitted in writing as formal complaints by residents.

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Classifications of 496 reports - Complaints and No Complaints



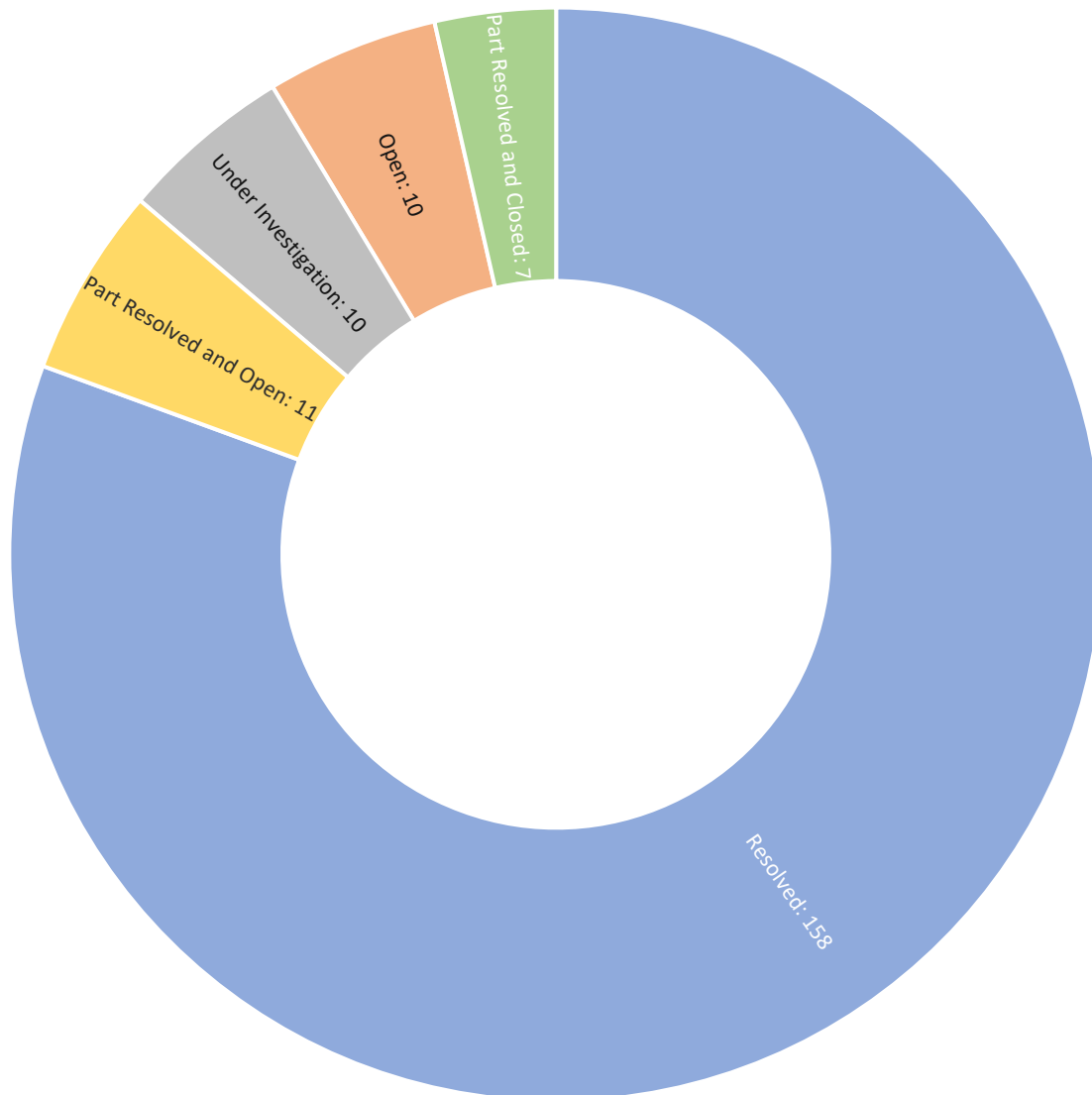
An analysis of complaints by category and resolution rates is contained in **Table 2**, page 7-8

The **top complaint classifications** were: Maintenance and Repair of Buildings and Maintenance and Repair of Grounds, representing 29% of the total complaints. The third top complaint classification was Resident Behaviour, representing 12% of the total complaints.

The "Other" complaints category included: Other Secondary Classification (21 complaints), Service Levels (13 complaints), Management / Staff Personnel (12 complaints), Health & Safety (11 complaints), Information Request / Inadequate Communication (9 complaints), and Fees & Charges (8 complaints).

There were fewer complaints about: Consultation / Policy Change (5 complaints), ORA & Disclosure Interpretation (5 complaints), Refurbishment / Fair wear and tear / Damage (5 complaints), Financial Statements (2 complaints), Privacy (2 complaints), Transfer and Termination (2 complaints) and Code of Residents Rights Breach (1 complaint).

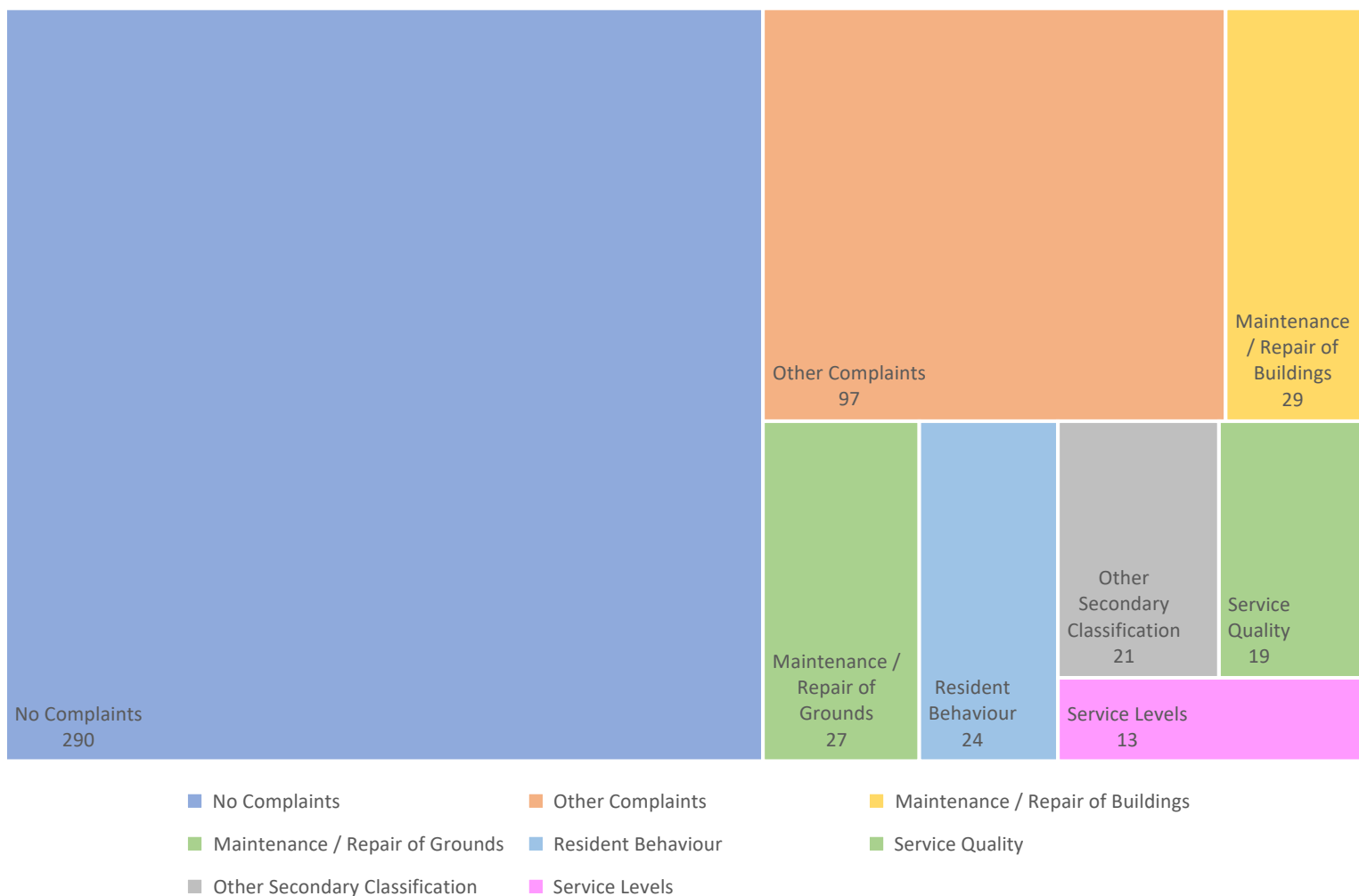
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Classifications of 496 Reports - Complaints and No Complaints



The top complaint classifications were Maintenance and Repair of Buildings and Maintenance and Repair of Grounds, accounting for 29% of the total complaints. The third top complaint classification was Resident Behaviour, accounting for 12% of the total complaints.

Table 1. Complaint Classifications

Complaint Classifications	Count
Code of Residents Rights Breach	1
Consultation / Policy Change	5
Fees & Charges	8
Financial Statements	2
Health & Safety	11
Information Request / Inadequate Communication	9
Maintenance / Repair of Buildings	29
Maintenance / Repair of Grounds	27
Management / Staff Personnel	12
ORA & Disclosure Interpretation	5
Other Secondary Classification	21
Privacy	2
Refurbishment / Fair wear and tear / Damage	5
Resident Behaviour	24
Service Levels	13
Service Quality	19
Transfer and Termination	2

Table 2. Complaint Status by Main Classification

Main Classification	Total Complaints	Resolved w/in 20 days (%)	Resolution Status
Code of Resident Rights Breach	1	1 (100%)	
- Resolved			1
Consultation / Policy Change	5	3 (60%)	
- Under Investigation			1
- Open			1
- Resolved			3
Financial Statements	3	2 (67%)	
- Part Resolved and Open			1
- Resolved			2
Fees & Charges	8	6 (75%)	
- Part Resolved and Open			1
- Resolved			7
Health & Safety	11	7 (64%)	
- Part Resolved and Open			1
- Resolved			10
Information Request / Inadequate Communication	9	7 (78%)	
- Open			1
- Resolved			8
Maintenance / Repair of Buildings	29	24 (83%)	
- Under Investigation			1
- Open			2
- Part Resolved and Open			3
- Part Resolved and Closed			2
- Resolved			21
Maintenance / Repair of Grounds	27	24 (89%)	
- Open			1
- Part Resolved and Open			2
- Part Resolved and Closed			2
- Resolved			22
Management / Staff Personnel	12	8 (67%)	
- Open			1
- Part Resolved and Open			1
- Part Resolved and Closed			1
- Resolved			9
ORA & Disclosure Interpretation	5	2 (40%)	
- Under Investigation			2
- Part Resolved and Open			2
- Resolved			2
Other Secondary Classification	21	16 (76%)	
- Under Investigation			2
- Open			2
- Resolved			17
Privacy	2	2 (100%)	
- Resolved			2
Refurbishment / Fair wear and tear / Damage	5	1 (20%)	
- Resolved			5

Resident Behaviour	24	18 (75%)	
- Under Investigation			3
- Part Resolved and Open			1
- Part Resolved and Closed			2
- Resolved			18
Service Levels	13	10 (77%)	
- Open			1
- Resolved			12
Service Quality	19	13 (68%)	
- Under Investigation			1
- Open			1
- Resolved			17
Transfer / Termination	2	2 (100%)	
- Resolved			2
	196	146 (74%)	

Table 3. No Third-Party Involvement

Main Classification where no third parties were involved	Count (%)
Code of Resident Rights Breach	1 (100%)
Consultation / Policy Change	3 (60%)
Financial Statement	2 (67%)
Fees & Charges	5 (63%)
Health & Safety	9 (82%)
Information Request / Inadequate Communication	4 (44%)
Maintenance/Repair of Buildings	13 (45%)
Maintenance/Repair of Grounds	21 (78%)
Management/Staff Personnel	9 (75%)
ORA & Disclosure Interpretation	1 (20%)
Other Secondary Classification	13 (62%)
Privacy	2 (100%)
Refurbishment/Fair wear and tear/Damage	3 (60%)
Resident Behaviour	18 (75%)
Service Levels	12 (92%)
Service Quality	14 (74%)
Transfer Termination	0 (0%)
Total	130 (67%)

Table 4. Statutory Supervisor Involvement

Main Classification of Complaints where a Statutory Supervisor was involved	Count (%)
Consultation / Policy Change	2 (40%)
Fees & Charges	1 (13%)
Information Request / Inadequate Communication	3 (27%)
Maintenance / Repair of Buildings	7 (24%)
Maintenance / Repair of Grounds	1 (4%)
Management / Staff Personnel	2 (17%)
ORA & Disclosure Interpretation	3 (60%)
Other Secondary Classification	5 (24%)
Refurbishment / Fair Wear and Tear / Damage	1 (20%)
Resident Behaviour	3 (13%)
Transfer / Termination	1 (50%)
Total	29 (15%)

There is one Other Secondary Classification complaint where both a Statutory Supervisor and another Third Party were involved.

Table 5. Mediator Involvement

Main Classification of Complaints where a Mediator was involved	Count (%)
Information Request / Inadequate Communication	2 (14%)
Maintenance / Repair of Buildings	4 (14%)
ORA & Disclosure Interpretation	1 (20%)
Refurbishment / Fair Wear and Tear / Damage	1 (20%)
Resident Behaviour	2 (8%)
Service Quality	2 (11%)
Transfer / Termination	1 (50%)
Total	13 (7%)

There is one Resident Behaviour complaint where both a Mediator and another Third Party were involved.

Table 6. Other Third-Party Involvement

Main Classification of Complaints where Other Third Parties were involved	Count (%)
Fees & Charges	2 (25%)
Financial Statements	1 (33%)
Health & Safety	2 (18%)
Maintenance / Repair of Buildings	5 (17%)
Maintenance / Repair of Grounds	5 (19%)
Management / Staff Personnel	1 (8%)
Other Secondary Classification	4 (19%)
Resident Behaviour	2 (8%)
Service Levels	1 (8%)
Service Quality	3 (16%)
Total	26 (13%)