



RETIREMENT LIFE

ISSUE 4: JULY 2024



Welcome message from John Collyns

Dear residents,

This is my last message for Retirement Life. After almost 17 years as executive director of the Retirement Villages Association, I am retiring at the end of August after our 2024 conference, and fortunately moving into a retirement village myself!

As someone with an intimate knowledge of retirement village living, it was an easy decision.

Over the years, I have met thousands of residents in villages and heard first-hand how much they enjoy retirement village living and everything it offers.

Residents have told me how much they appreciate the ready access to care, the security, companionship, sense of community, the high level of facilities, getting out and about and welcoming friends and family to visit the village.

The popularity of retirement village living in New Zealand is clear.

More than 130 older New Zealanders are moving to villages every week. Independent research shows over 95% resident satisfaction with retirement village living.

Research reveals residents are overwhelmingly happy with their experiences of retirement living with many praising the companionship, social connections, safety, and security.

Three years ago, we began the most comprehensive voluntary reforms undertaken by our sector in a generation.

This included appointing an Independent Member to the RVA's Executive Committee so the perspectives of older people are heard, certainty around weekly fees ceasing when a unit is vacated, a commitment to making sure operators re-license vacant units as quickly as possible, ensuring the terms around transfers to care are transparent and a pledge to

address any perceived or real "unfair" clauses in Occupational Right Agreements (ORAs).

We're making significant progress implementing a range of initiatives, changes and programmes so the 50,000 older New Zealanders who choose to live in a village can do so with confidence.

A key initiative has been the establishment of a Residents' Council to serve as an independent body representing the collective interests of village residents, where their concerns can be addressed, ideas can be shared, and decisions are made.

The Council, which is completely independent of the RVA, aims to reflect the views of all residents living in retirement villages. It plays a constructive role in providing the RVA with guidance on policy matters affecting the industry.

I encourage residents to get in touch with the Council if they have any questions. You can find contact details on page 2.

It has been an honour and a privilege to serve the retirement villages sector and I leave with many memories and encounters with residents.

I will continue to take a great interest in the sector as I look forward to my own retirement.

With warm regards,



John Collyns

Executive Director,
Retirement Villages Association

Retirement Village Residents' Council

Making waves: The Residents' Council's first months

It's never easy being the new kid on the block, but since its launch last year, the Retirement Villages' Residents' Council has been making significant strides.

In our first few months, we focused on submitting on the review of the Retirement Villages Act to the Ministry of Housing and Urban Development. You can read our full submission on our website: www.residentscouncil.org.nz.

We're actively engaging with residents and stakeholders about the review. In late March, we met with the Retirement Commissioner, presenting printed copies of our submission and discussing the importance of a fair review that meets the diverse needs of residents across various villages. While advocating for necessary changes, we're committed to avoiding any unintended negative consequences.

Our Council members are visiting numerous villages to hear directly from residents. The warm reception and valuable feedback have been encouraging.

One of our key goals is to serve as a bridge between residents and the Retirement Villages Association (RVA). We've had several productive meetings with residents, RVResidents and the RVA to achieve this.

We are reaching out to village managers to share information about the Council on noticeboards and with village committees and residents. If your village would like a presentation from the Council, please contact us at info@residentscouncil.org.nz.

Written by Carol Shepherd, Council member

You can find more information about the Council [here](#).



L-R: RVRC's Spokesperson Carol Shepherd, Chair Deborah Hart with Retirement Commission's Tristan Fleurty and Retirement Commissioner Jane Wrightson.

New Zealand's world-leading retirement village model becoming a blueprint for the UK

New Zealand's world-leading retirement village model and legislation is being used as a blueprint by UK providers as they look to better cater for elderly people in their communities.

John Collyns, executive director of the Retirement Villages Association of New Zealand (RVA), has recently returned from the UK where he was asked to meet with a wide range of members of parliament, health and housing agencies and aged care providers to outline how the NZ model works.

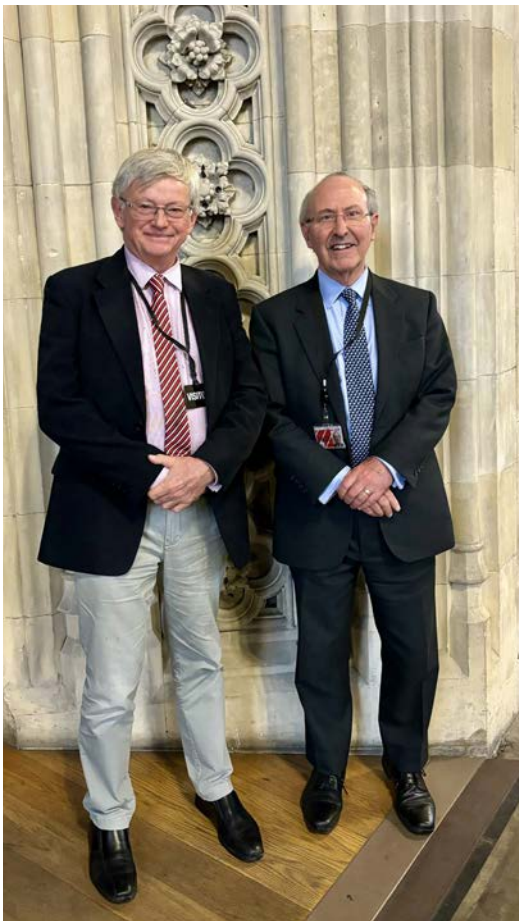
"Associated Retirement Community Operators (ARCO), the RVA's counterpart in the UK, has been lobbying the British government to introduce retirement village focused legislation," says John.

"There is no legislation for retirement villages per se in the UK. So, they have taken New Zealand's Retirement Villages Act (2003) as their template, as it works very well.

"ARCO's chief executive Michael Voges was very keen for me to talk with the Government. When they suggested it to MPs and other agencies, there was a huge response, so I was very pleased to be able to help.

"It was a very interesting five days, talking to a very wide range of people about the New Zealand model and how it could work for the UK and how the same regulations could apply.

"The universal opinion was that if the UK is going to be successful in providing retirement village housing, as we are in New Zealand, they need to have regulations which protect residents' financial interests and tenure in villages and enable operators to offer a competitive suite of services while also following a business model that allows reinvestment in the sector.



"People were very interested in how the deferred management and licence to occupy model works in New Zealand and how retirement villages are able to offer age-appropriate accommodation and a high level of financial security under the contracts.

"I also talked about how New Zealand's retirement villages sector is focused on continuous improvement and evolving our model. That means investing in meeting the changing needs and expectations of residents with initiatives such as stopping weekly fees on a resident vacating a property or fixed weekly fees. That really struck a chord with the UK regulators."

John's first day saw him at the UK Parliament addressing its Policy Liaison Group on Housing Market and Housing Delivery. The UK is expected to move away from its current dominant leasehold system and John led a discussion on how the UK government and Older People's Housing Taskforce can learn from New Zealand's licensing system and propel the development of integrated retirement communities.

He then met with members of the Older People's Housing Taskforce, which has a particular focus on the middle market, which is very small in the UK but forms a significant part of the New Zealand market.

"The problem in the UK is they are good at social housing and luxury retirement villages but don't have much in the middle tier," says John.

"The great thing about the New Zealand model is that developers build with people as their target market and are able to price accordingly."

John was keynote speaker at ARCO's Summer Network Briefing. The audience of nearly 100 representatives from member organisations, partners and affiliates, was so interested in his account of the NZ model that he took 30-minutes of questions after his talk.

He was also interviewed by Andrew Hillier, features editor of Property Week, the UK's leading property publication.

Then it was back to Parliament for meetings with the advisor to the UK Labour Party on housing issues, the Chair of the House of Commons' Health and Social Care Committee and with Lord Best, Chair of the All-Party Parliamentary Group of Housing and Care for Older People.

"I explained how in New Zealand when people moving into a retirement village provide a capital sum, they know to the last dollar how much they will get back when they leave," says John.

"And, if a village has a fixed weekly fee, which 70 per cent of villages do here, that offers a level of financial security that is not possible in other housing options.

"We talked about how a benefit of retirement villages is making friends and having access to activities, which helps to combat the effects of loneliness and isolation."

"Then, there is the option of moving into a retirement village which also has an aged care facility, should you need that in the future.

"Having explained that offering to MPs and others, I felt they really understood that what we have in New Zealand would also work really well over there. Lord Best is now keen to visit New Zealand to see the retirement village model in action."



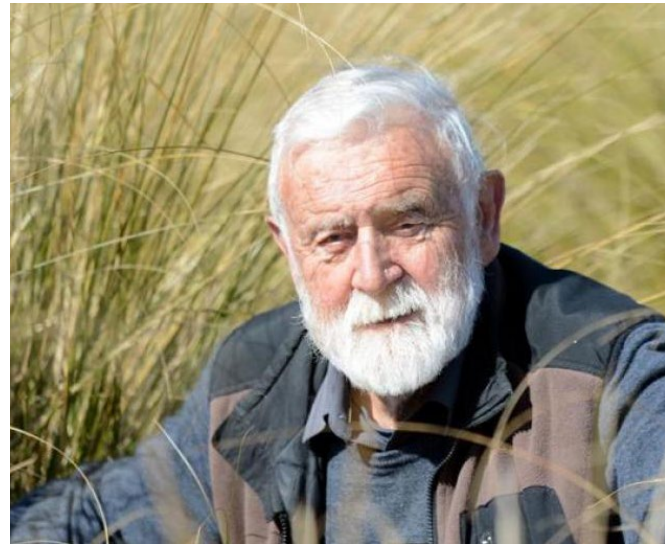
RESIDENTS' SPOTLIGHT

From tussocks to triumph: The lifelong environmental crusade of Sir Alan Mark

Sir Alan Mark, Emeritus Professor of Botany at Otago University and founding chair of the Guardians of Lakes Manapouri and Te Anau for the first 26 years, grew up in Dunedin where his father was an electrician working for A & T Burt. Alan did his secondary schooling at Mosgiel District High School because it offered an agricultural course, and his family thought he might take up farming. He became the school's first sixth form student, learning by correspondence, and was accredited University Entrance.

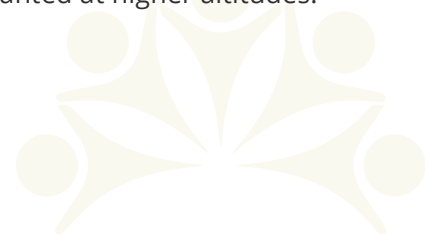
Looking back, Sir Alan says his schooling didn't really prepare him for university; in fact, when he enrolled at the University of Otago in 1950, he was warned he could expect to fail. He passed Botany, Zoology and Chemistry in his first year, with A, B and C passes respectively. Summer holiday jobs working on national forestry projects helped further his practical knowledge and provided some income, but student life was still "a pretty lean existence". Having completed his BSc, Alan was encouraged to do his Masters. Work on the Maungatua mountain range tussock lands had sparked a real interest in New Zealand vegetation and the mountain tussock country, so he decided to specialise in researching the tussock lands, and the die was cast for his career focus.

His Masters completed, an academic visiting from the United States encouraged Alan to apply for a Fulbright Travel Grant to study at Duke University. After Duke gave him a teaching fellowship, he moved to North Carolina aged 25, leaving his fiancée Patricia at home in New Zealand. He was one of thirty students in botany, fifteen of them in ecology. Once accepted as a PhD candidate, Alan decided to focus on the grassy balds of the Appalachian Mountains, exploring why these areas were grassy and not forested, reasoning that this would be relevant to New Zealand's tussock country.



Alan and Patricia married during his second summer in the US. Not having work documentation for the US, Patricia was instead kept busy typing Alan's thesis. Once that was completed, they enjoyed a three-month tour of America in a 1941 Pontiac that Alan bought for US\$115 and remembers with some affection, selling it for \$10 when they left to return home.

Back in NZ with Patricia expecting their first child, Alan took up a job with the Otago Catchment Board, spending the summer working in the field. When that research wasn't taken further, he became a Research Fellow with the Miss E L Hellaby Indigenous Grasslands Research Trust, also securing a lectureship in Botany at the University of Otago. He undertook research into the badly degraded "snow tussock" areas of Otago and Canterbury, thought by senior government ecologists to be caused by climate change. But Alan's study, using transplants, revealed that the snow tussocks were highly adapted to their particular site on the mountainside, failing to flower and regenerate if planted at higher altitudes.



This work triggered a move by farmers to have Alan removed from his role because his research was undermining traditional farming. He remembers, "Then, as through all my career, the university stood behind me and backed me all the way when things got difficult."

In 1969 Alan was asked to study the likely impact of raising the level of Lake Manapouri, for hydro-electric development, some 200 metres, to that of Lake Te Anau. The findings (with research student Peter Johnson) led to Alan's rejection of the proposed lake raising and ignited his lifelong commitment to protecting Lake Manapouri. He then researched the likely impact of raising levels at Lake Te Anau, presenting his findings to the Commission of Inquiry in 1971. The incoming Labour Government of 1972 dropped plans to raise the lake levels.

When Prime Minister Norman Kirk created the Guardians of Lakes Manapouri and Te Anau, he invited Alan to be inaugural chair. Sir Alan remembers saying, when he saw the list of the other Guardians, "These Guardians are the cream of the rebels", as they'd all campaigned strenuously against raising the lake levels.

Sir Alan remains proud of the ground-breaking work the Guardians did managing electricity production from the lakes within their natural rise and fall, described as "a world first" by power company Meridian on their interpretative panels in the area: "We achieved very satisfying outcomes, and time has proved the decision right." He retired from Otago University in 1998, remaining an Emeritus Professor. In 2001, then Prime Minister Helen Clark made him a Distinguished Companion of the NZ Order of Merit; this became a knighthood when they were restored under John Key as PM. In 2014 Otago University gave Sir Alan an honorary doctorate, and he took great pleasure in giving the graduation address. Last year the Guardians of Manapouri celebrated their 50th anniversary.

In 1979, with Nancy Adams, Alan wrote "New Zealand Alpine Plants", currently published as "Above the Treeline: A Nature Guide to Alpine New Zealand" by Potton and Burton. His memoirs, "Standing my Ground: A Voice for Nature Conservation" were published by Otago University Press in 2015.

"New Zealand and the world have a major problem in global warming," says Alan.

"The present government is ignoring it; the previous one took a very institutional approach. I'd have to say I'm pretty despondent about it. I've done what I can, but my grandchildren and greatgrandchildren will have major problems to address."

Fast forward to Summerset. Four years ago, Sir Alan and his wife moved down the hill from their home of 60 years in Helensburgh, Dunedin, to a townhouse at Summerset at Bishopscourt. The house and garden had become too large for them, and the manager at Summerset was welcoming and hospitable when they went to look. Their family helped them downsize. He says of the decision to move to a retirement village, "I've never regretted it – it's very congenial, and they really look after you. I get quite a number of visitors, and my daughter Bridget lives just along the road. Summerset takes me shopping, I'm a member of the Men's Coffee Club, and I go to happy hour once a week. Several university staff have retired here, and I catch up with them."

On his own now after his wife's death last year, Sir Alan enjoys his all-day sun and his smaller garden. When we talk, he's happily anticipating the flowering of his Mt Kenya lobelia, which he collected as seed at about 5,000 metres from a trip to Mt Kenya in 1966. Life is good. And Sir Alan Mark is still at home in his beloved Otago.

Written by Janet Brown, Head and Heart Ltd

The marching Maureens move to music

When Maureen Braidford left her Arvida Te Puna Waiora community happy hour early one night, Maureen's husband Jim told their neighbour, Maureen Hawkins, that his wife was off to a session of her leisure marching hobby.

This intrigued Maureen Hawkins and she says the next week she joined the other Maureen for Northland Tui Leisure Marching. "That first time I was on the end of the line and quickly realised I had a lot to learn. 15 that way, 5 that way, 7 that way and finally I took it in stages and slowly it all started to click."

Two years on, the villa residents in their 70s are now affectionally known as M1 (Maureen Braidford) and M2 (Maureen Hawkins) in their Arvida Te Puna Waiora community in Kerikeri. They both have marching in common and really enjoy the regular Thursday afternoon practices at Kerikeri Primary School Hall and marching weekends away.

"There's the off steps, left turns, right turns, about turns. Leisure marching is all about technique and we have an order of numbers we remember. There's lots of crossing each other and moving different ways. It needs to be very precise to work," says M1.

The group are known for their classic marching with adapted music to a tango beat that always begins with a tui bird call.

M1 explains it's down to good fundraising that supports the group to continue on, they even made their own impressive uniforms.

"Because busbys are very expensive, we made them ourselves and the white jackets were chef's jackets with an added sash down the back."

With a group motto of 'fun, friendship and fitness', M2 believes her fitness has improved overtime.

"Marching has made me straighten up and given me better posture which has been a great bonus".

They both agree it doesn't matter what age you are to give a new hobby a go, especially with a retirement village friend by your side.





A message from Housing Associate Minister Tama Potaka about the review of the Retirement Villages Act 2003.



The Retirement Village Act has been reviewed, a discussion document has been sent out, and submissions have now closed. The results are being analysed, and a report will be released later this year.

As the review process is ongoing, it wouldn't be appropriate for me to speculate on particular outcomes.

Essentially, my goal is to help ensure we have a legislative framework that is fit for purpose and strikes the right balance between the rights and responsibilities of residents and retirement village operators.

People choose to move into retirement villages for a range of reasons. Social connections and peace of mind for safety and security, for example, can be important for our kuia and kaumātua.

Regarding the provision of home-based care, residents should be able to access the care and services they need to support themselves to live safely and comfortably in their own homes as appropriate because living situations can differ.

Comprehensive care: Navigating life changes at Pacific Coast Village, Mt Maunganui

Step into the life of Kay, a resident of Pacific Coast Village, as she shares her personal journey navigating the challenges and changes brought about by her husband Tony's health condition. This heartfelt video captures Kay's story of adaptation, care, and community within the nurturing environment of the retirement village.



Watch the video here: <https://www.pacificcoastvillage.co.nz/news/comprehensive-care->

2024 RVA Sustainability Awards: Celebrating a green future

Entries have officially closed for the 2024 RVA Sustainability Awards, and we are thrilled to announce an outstanding response from our community. The volume and quality of submissions have surpassed our expectations, showcasing the dedication and innovation of retirement village operators and residents committed to creating a sustainable future.

The RVA Sustainability Awards aim to recognise and reward the best initiatives in sustainability within retirement villages. This year's categories included the *APL* Operator-led Sustainability Award, the *Resene* Resident-led Sustainability Award, and the *Bunnings Trade* Resident-led Gardening and Landscaping Award.

The criteria for these awards were intentionally broad, encouraging a diverse range of entries. We received inspiring projects focusing on waste minimisation, recycling, emissions reduction, and community-focused environmental initiatives. Highlights included the introduction of electric vehicle fleets, zero waste programmes, the elimination of single-use plastics, and the installation of solar panels. Many entries showcased innovative recycling and upcycling projects, digital initiatives to reduce paper usage, and various gardening and landscaping efforts such as community gardens, raised garden beds, and resident-led gardening clubs. These initiatives demonstrate the remarkable dedication and creativity of our community in promoting sustainability.

Judging will take place in July, with our panel of judges bringing a wealth of expertise in sustainability, design, and community engagement. Featuring representatives from our sponsors, whose support makes these awards possible, the panel includes:

- Andrew Eagles, Chief Executive, New Zealand Green Building Council
- David Waters, Market Development, Architectural Profiles Limited (APL)
- Karen Warman, Marketing Manager, Resene
- Rachael Wyeth-Barnes, Business and Organisations – FM Segment Manager, Bunnings Trade

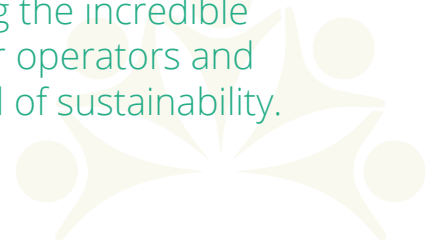
These judges will evaluate each project based on criteria such as innovation, continuous improvement, long-term environmental and social sustainability, and community involvement.

Thanks to our sponsors, whose support makes these awards possible. Their commitment to promoting sustainability aligns perfectly with our vision for greener, more sustainable retirement communities.

The winners will be announced at the RVA's Conference Gala Dinner in Wellington on 27 August 2024. This evening promises to be a celebration of innovation and dedication, with winners receiving well-deserved recognition for their contributions to sustainability.

As we await the judging results, we remain inspired by the commitment of our community to sustainable living. The 2024 RVA Sustainability Awards have not only highlighted exemplary projects but have also reinforced the importance of collective effort in creating a sustainable future for all.

Stay tuned for more updates as we approach the awards night and join us in celebrating the incredible achievements of our operators and residents in the field of sustainability.



Enhancing retirement village excellence

Te Ara Institute: Empowering retirement village professionals through continuous learning

Te Ara Institute is committed to building professional development capability to support participant success and career enhancement in the Retirement Village sector. Delivering high-quality, relevant modules is an important contributor to this.

However, Te Ara is much more than a one-off management course. It's a professional development support organisation offering an ongoing programme which also provides a unique opportunity for participants to network and share experiences with like-minded professionals.

Recognition is also a key part of achievement and Te Ara Institute have implemented an incentive this year, where some of our motivated learners will be recognised at the upcoming RVA Conference. These learners have been engaged in the programme and renewed over the last two years. They are officially a member of the "500 Club" based on their CPD Points generated.

Raising more awareness about who our learners are, is also a small snapshot as part of our profiling segment in the RVA Newsletter. It showcases a participant's journey into the sector and how the programme is assisting them as part of their career pathway.

Learner feedback is also relevant as we start to plan for 2025 and look at what is currently trending in the sector and what hot topics our learners are interested in. With the development of a Reference Group which consists of a small group of Te Ara programme participants, we can now work with valuable feedback that has been generated from these group discussions.

With the recent release of some great modules this year such as Commerce Act & Cartel Behaviour, Asset Management and Resilience in Leadership, Te Ara's commitment to curating new modules each month about evolving topics in such a fast-changing industry is evident.

If you would like to know more about our specialised Professional Development Programme, please connect with us via www.tearainstitute.co.nz or email julie@retirementvillages.org.nz.



Te Ara Institute
A DCM and RVA Collaboration

Professional development specifically designed by retirement village industry professionals at the DCM Institute and the RVA.

Te Ara Institute Village Management Professional Development Programme



Learn, Grow, Connect:

Master today's in demand Village Management skills with New Zealand's most dynamic and supportive Village Management Professional Development Programme.

Gain access to a regular eLearning programme with videos, webinars and masterclasses

Good things

Retirement village residents make a difference with creative fundraising efforts.

Residents of Aspiring Village in Wanaka have demonstrated the power of community spirit through their innovative fundraising activities. In March, they took part in the hugely popular Wanaka A&P Show, where they ran a unique and entertaining 'Human Fruit Machine' game. This fun-filled activity not only brought joy to participants but also raised money for a worthy cause, The Otago Community Hospice.

The 'Human Fruit Machine' game is a lively twist on the traditional fruit slot game often found in casinos, but with a delightful human element. Instead of mechanical reels, residents of Aspiring Village take turns sitting behind the stall, each holding a piece of fruit. When a player pays and pulls the lever, the residents reveal their fruits. If a player matches three of the same fruits, they win a sweet treat or a pen. This interactive and engaging game proved to be a hit, providing entertainment for both the residents and the visitors at the show.

The success of this event has inspired plans to use the 'Human Fruit Machine' for many future fundraising ventures. It offers a more entertaining and engaging alternative to traditional methods like shaking a bucket for donations. By involving residents directly in the fundraising activities, Aspiring Village fosters a strong sense of community and purpose among its residents.

Pictured here is Sales Manager Hayley Schnell along with some of the enthusiastic Aspiring Village residents who participated in the event. Their smiles and energy are a testament to the fun and camaraderie experienced by all.



The funds raised from the 'Human Fruit Machine' game will go towards supporting the invaluable services provided by The Otago Community Hospice. This organisation offers essential care and support to those in need within the community, making the contributions from Aspiring Village residents all the more impactful.

The efforts of the Aspiring Village residents highlight the positive influence that retirement communities can have on local fundraising initiatives. Their creativity and dedication not only bring joy to those involved but also make a significant difference in the lives of others. We look forward to seeing more innovative and heartwarming fundraising activities from residents in the future.



Useful information

Information by other parties that might be of interest

Unlock golden opportunities with the SuperGold Card

The SuperGold Card, often referred to as the 'gold card,' provides valuable discounts and special offers to help you make the most of your money. With thousands of opportunities for instant savings available across New Zealand and even in Australia, the SuperGold Card is designed to support your daily needs and enhance your lifestyle.

Benefits of the SuperGold Card:

- Instant savings on everyday essentials: Access discounts on necessities such as electricity, insurance, food, and healthcare.
- Entertainment and travel discounts: Enjoy reduced prices on entertainment, travel, and in retail stores.
- High-value special offers: Benefit from exclusive, high-value special offers.
- Free off-peak public transport: Utilise free off-peak public transport options to get around more easily.



How to find SuperGold offers

Download the SuperGold App or Look for the SuperGold Sign

To identify businesses offering SuperGold discounts, look for the SuperGold sign at participating locations. For a complete list of all available discounts, you can search the SuperGold website or download the SuperGold app on your smartphone or tablet.

With thousands of businesses participating across New Zealand, there are many opportunities to save every day. Additionally, SuperGold discounts are available in Australia, offering even more ways to benefit from the card.

Explore SuperGold offers now

To maximise the benefits of your SuperGold Card, explore the latest offers and discounts by downloading the SuperGold app or visiting the SuperGold website. The card is a practical tool to help you save on daily expenses and enhance your quality of life.





Resources and support

Information on resources available to residents

Visit the Retirement Life website at www.retirementlife.co.nz for a seamless and comprehensive source of information catering to all your retirement village inquiries. Whether you're seeking advice or answers, this website has you covered.

There is a wealth of topics on the Retirement Life website, including a practical retirement village planning checklist and the importance of seeking legal guidance prior to moving to a retirement village.

For tailored information specific to your retirement village, don't forget to consult your village manager – they're your best resource for personalised answers.

Join our engaging discussions on social media platforms such as Facebook (facebook.com/retirementlifenz), Instagram (instagram.com/retirementlifenz), and LinkedIn (linkedin.com/company/34695026). We look forward to connecting with you.



Contact details

Stay connected with us by subscribing to our newsletter and receiving consistent updates. Simply visit <https://www.retirementlife.co.nz/contact>, send us an email at info@retirementvillages.org.nz, or give us a call at 04 499 7090 to ensure you're always in the loop.

Call for Contributions

Your thoughts and experiences matter and we welcome your stories and ideas. Please reach out to amanda@retirementvillages.org.nz via email to share your contributions, whether they be in the form of stories, articles, or suggestions for upcoming editions. We're excited to hear from you!

