**Retirement Villages Association**

**Industry Standards – Remits for consideration at the 2023 AGM**

1. **Repairs and maintenance to operator-owned chattels**

Prospective ORAs

**REMIT 1**

As a matter of best practice, Operators should:

* Provide each resident on entry into the Village with a list the Operator's chattels included in the residential unit as at the commencement of the ORA term.
* states that the operator is responsible for replacing any Operator-owned chattel when that chattel reaches the end of its normal economic life. Where an operator chattel requires replacement prior to the end of its normal economic life due to the actions of a resident, then a resident will be responsible for the cost of replacement to the extent that such cost is not covered by the operator's insurance.
1. **Transfers to care**

Disclosure around levels of care available and the transfer policy

**REMIT 2**

That the RVA support the incorporation into the Retirement Villages’ Code of Practice the RVA's best practice disclosure guidelines relating to the transfer to care.

Moving to another facility with the requisite level of care

**REMIT 3**

It is best practice that if a resident is moving from a village without the requisite level of care and needs funds to pay for residential care costs in another facility, we recommend that:

* The operator takes all reasonable steps to assist the outgoing resident to obtain a residential care loan from the Ministry of Social Development; or

If a loan is not possible due to the operator being unwilling or unable to sign the MSD loan agreement, the operator advance sufficient funds on a regular basis to cover the residential care costs with the advance being secured against the net termination proceeds that will in due course be paid to the former resident.

This remit is not applicable where the operator is not responsible for the sale of the residential unit. Further this remit is only applicable to villages with fewer than 50 residential units if the application does not cause the operator financial hardship.

1. **Call bells in units**

**REMIT 4**

Where an operator contractually provides an emergency response system for a resident, the operator must disclose to the resident how any emergency call will be managed and who will respond to the call. The operator is to provide residents with a written statement if there are any changes to the way the emergency response system works in the Village.

1. **Healthy Homes standards**

**REMIT 5**

Where, as part of the refurbishment of a residential unit following termination of an occupation right, an operator changes or replaces any part of the residential unit that is the subject of the Healthy Homes Standards (such as changing or replacing heating, insulation, ventilation, draught stopping measures or moisture ingress or drainage systems), the operator must ensure that the relevant item as changed or replaced complies with the Healthy Homes Standards.

For the purposes of this Remit, Healthy Homes Standards means the standards and related exemptions set out in Sub-Parts 2 to 7 of the Residential Tenancies (Healthy Homes Standards) Regulations 2019 as at 1 July 2023.

This requirement comes into force 18 months after the passing of this Remit.

1. **Including the Key Terms Summary (KTS) in the RV Code of Practice**

**REMIT 6**

That the RVA supports the introduction of a legislative or regulatory requirement that the Key Terms Summary should be provided to all intending residents.

1. **Status of the RVA's audit**

**REMIT 7**

That the RVA proceed to make each village’s RVA compliance audit available to the public on the RVA’s website. This would not a carried out retrospectively and the Accreditation Committee would check reports for any red flags before posting.

**New remit from the RVA Executive Committee for consideration at the 2023 AGM**

1. **Publishing the KTS on the RVA’s website**

**REMIT 8**

That the RVA publish members’ current Key Terms Summaries on the RVA’s website as part of the village information that is already available.

Any term or word used in these remits and which is defined in the Retirement Villages Code of Practice has the same meaning in these remits as set out in the Code.