

RETIREMENT VILLAGES ASSOCIATION OF NEW ZEALAND, INC

STANDARDS OF THE ASSOCIATION

Clause 7.1.4 in the RVA's Constitution allows the Association's Executive Committee to "prepare and update as necessary a Code of Practice and Standards of the Association as the Executive shall determine from time to time." To maintain Provisional and Accredited membership of the Association, as those terms are defined in the Association's constitution, members will be audited against the Standards.

The following standards must be met to maintain Provisional and Accredited membership of the Association:

1. Compliance with the Retirement Villages Act 2003, the related regulations promulgated under that Act, the Retirement Villages Code of Practice (as amended from time to time) and the Code of Residents' Rights ("the legislation")
2. Completion of, and provision to all intending residents, of a Summary of Key Terms; and
3. Compliance with Best Practice Guidelines for Disclosure of the Right to Transfer to Care within a Retirement Village.

Further details of Standards 2 and 3 above are set out below, together with details of the audit process.

1. Summary of Key Terms

The Executive has agreed that all Provisional and Accredited Members must complete and hand out to each intending resident a Summary of Key Terms (KTS) for their village. The form and subject matter of the KTS has been determined by the Executive.

The purpose of the KTS is to set out the key terms of a resident's interest in a dwelling in a retirement village. It is primarily an information tool to allow easy comparison of villages and is not intended to be an advertising opportunity for members. Nor is it to be used as a basis for advertising material created by a member.

No additional questions may be added, and all questions must be answered, even if the answer is "not applicable". Answering a question by simply cross referring to another document is not acceptable. Reference to, or comparison of, other operators' terms is not permitted.

The KTS must be used as a standalone document and is not to be incorporated into a member's occupation right agreement or disclosure statement.

The KTS document is a PDF writable document and is available on the Association's website. The KTS must be completed accurately for each village and given to each intending resident at the same time the intending resident receives the disclosure statement and occupation right agreement.

The Executive may update the form of the KTS from time to time and will notify members of the change before it takes effect.

The RVA compliance audit will check whether the KTS has been correctly completed in the prescribed format and given out with the other documents to intending residents.

2. Best Practice Guidelines for Disclosure of the Right to Transfer to Care within a Retirement Village

The Executive recognises that where members offer, in addition to retirement village accommodation, residential aged care, there is a need to have clear and full disclosure in an intending resident's disclosure statement and occupation right agreement of the terms relating to the resident's right to transfer to care and the general costs and types of care. Consequently, the Executive has prepared Best Practice Guidelines for Disclosure of the Right to Transfer to Care within a Retirement Village ("Guidelines"). The Executive has consulted with members on the terms of these Guidelines and has determined that where care is available members must comply with these Guidelines.

The Guidelines are available on the Association's website. The Guidelines may be updated from time to time and the Association will notify members of any change before it takes effect.

The RVA compliance audit will check whether disclosures have been made in accordance with the Guidelines.

3. Compliance audits

The Association requires that Provisional and Accredited Members must undergo regular audits to monitor compliance with these Standards. In particular:

- a. A Provisional Member must complete an initial audit within a year of the Provisional Member being granted membership, or when the first residents move in, whichever is earlier. The Executive of the Association may extend this period at its sole discretion;
- b. Where an Accredited Member acquires or establishes a new village that is not accredited, then the Accredited Member must take steps to gain accreditation for that village in the same manner as set out in a. above;
- c. All Accredited Members must undergo a compliance audit against the Association standards every three years;
- d. The audit must be undertaken by an auditing agency that is accredited with the Association and advised to members from time to time;
- e. The audit may be aligned with a residential aged care audit at the same village if that occurs within six months of the Association audit;
- f. The member and the auditing agency are responsible for agreeing a mutually agreeable time for the audit;
- g. The member is responsible for meeting the costs of the audit, unless an exemption is provided by the Executive;
- h. The audit must be successfully completed within three months of it falling due;

- i. The RVA will issue a Certification of Accreditation in the format approved by the Executive when advice has been received of the successful completion of the audit;
- j. Once accredited (see clause 9.1.1 of the RVA Constitution), the member is encouraged to use the RVA's logo in their advertising.

Agreed by the RVA Executive Committee

With effect from 1 March 2020.