

# KAPITI RETIREMENT TRUST



## SEVENOAK – MIDLANDS GARDENS RETIREMENT VILLAGE

# CODE OF RESIDENT'S RIGHTS

### **Basic Rights of Residents**

This is a summary of the basic rights given to you by the Retirement Villages Act 2003.

### **Services and other Benefits**

You have the right to services and benefits promised to you in your occupation right agreement.

### **Information**

You have the right to information relating to any matters affecting, or likely to affect, the terms or conditions of your residency.

### **Consultation**

You have the right to be consulted by the Trust about any proposed changes in the services and benefits provided or the charges that you pay that will or might have a material impact on your

- a) Occupancy: or
- b) Ability to pay for the services and benefits provided

### **Right to Complain**

You have the right to complain to the Trust and to receive a response within a reasonable time.

### **Disputes**

You have the right to a speedy and efficient process for resolving disputes between you and the Trust or between you and other residents of the village.

### **Use of Support Person or Representative**

You have the right, in your dealing with the Trust or other residents of the village, to involve a support person or a person to represent you. The cost of involving a support person or person to represent you must be met by you.

### **Right to be treated with Courtesy and have rights Respected**

You have the right to be treated with courtesy and have your rights respected by the Trust, the people who work at the village, and the people who provide services at the village.

### **Right not to be Exploited**

You have the right not to be exploited by the Trust, the people who work in the village and the people who provide services at the village.

**Your Obligations to Others**

You rights exist alongside the rights of other residents and the rights of the Trust, the people who work at the village and the people who provide services at the village. In the same way that these people are expected to respect your rights, it is expected that you in return will respect their rights and treat them with courtesy.

**Trust's Contact Person**

If you want more information about your rights or wish to make a complaint against the Trust or another resident, the Trust's contact person is:

Wendy Huston

General Manager

P: (04) 2970116

E: [generalmanager@retirekapiti.co.nz](mailto:generalmanager@retirekapiti.co.nz)

**Other Contact Persons**

Other contact persons, if you want to make a complaint about a breach of your rights are:

The Statutory Supervisor

Trustees Executors Ltd

PO Box 4197

Auckland

P: (09) 3087100

The Registrar of Retirement Villages

Companies Office

Private Bag 92061

Auckland Mail Centre

P: 0508266726

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