

Message from the CEO

While its clear the worst of winter is not yet over, at least the days are getting longer and the early mornings not as dark as they were. When those occasional days of brilliant sunshine and warmth occur, they are certainly heart warming and give hope for the months ahead.

It was fantastic in late July to be able to have the first dose of the Pfizer vaccine delivered on site to all village residents who wanted it. There was an enormous amount of pre-work completed by Cynthia, Jenny and others to ensure the documentation was complete and the rec centres set up as needed for the days. We have also been extremely fortunate to have had the support of Gay Sanford and her team from Life Pharmacy at Kapiti Lights who did a repeat of the great work they did in vaccinating our Lodge residents back in May. Residents will be contacted with times for the second dose.

While vaccination is an individual choice, it is becoming clearer that going forward some form of vaccination certificate will be required by those who wish to travel overseas and also, to work in certain sectors. More countries legislate to mandate vaccination to provide maximum protection to their most vulnerable. We certainly are living in a very different world to that of just two years ago!

Wendy

Dates for Second Pfizer Vaccination

Following the vaccinations which occurred on 26 July at Midlands Gardens and 29 July at Sevenoaks, the second dose of the vaccine will occur at **Midlands on 16 August** and at **Sevenoaks on 19 August**. We will contact you with your times a few days before vaccination.

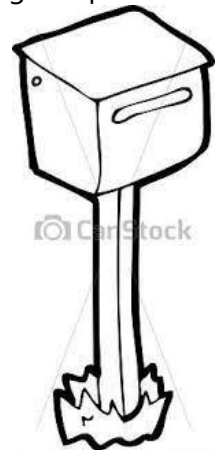


Of the 350 people living in the village, our records show that 342 have either been vaccinated or are in the process of being vaccinated. This is a fantastic result. Thank you. Vaccination is the best way to protect yourself and others from this insidious disease.

Letterboxes

While we have replaced over 80 letterboxes in the village in the last few years, these have been an ongoing issue for some residents for far too long. Thank you to those of you who have identified issues with your letterboxes. We are now at the point where the following is in place. Letterboxes are provided by the Trust and as agreed with the Residents' Association Committee, all letterboxes within the Trust grounds are painted either brown or white. The Trust has a duty of care to provide letterboxes which are fit for purpose.

We are currently conducting an audit of all letterboxes within the grounds of the Trust sites to determine which boxes need repair, repainting or replacement. Those in need of painting to meet the uniformity agreed with the Residents' Association will be repainted and where necessary, boxes will be replaced. We have only a few remaining newer brown and white boxes that we have been using to replace boxes in recent times. We are now purchasing off-the-shelf new boxes and you will soon start to see these being installed in some areas. Please refrain from decorating letterboxes within the village as these can very quickly become tatty. However, if you want to differentiate your box with a different style of number (eg a ceramic number) then as these are of a permanent nature, then providing the number is clearly visible to postal services these pose no issue.



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Welcome to New Residents

To all those who have arrived over the past two months or are about to arrive, a very warm welcome:

The Apartments

Sonja Dewhirst (transferring from Grantham Court)

Diana Litten (transferring from Trent Drive)

Sevenoaks

Fraser McDougall – Sevenoaks Court

Midlands Gardens

Martin and Eileen Jones – Knightly Way

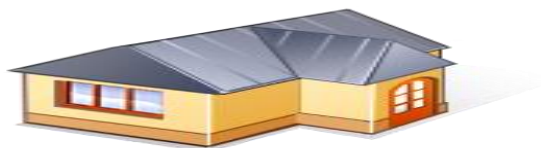
Booking of Recreation Centres

Sevenoaks

Thursday 12 August	10.30am – 12 noon
Thursday 12 August	2.00pm – 4.00pm
Thursday 19 August	All Day
Friday 20 August	9.30am – 12.30pm
Monday 23 August	10.30am – 12.30pm
Thursday 9 Sept	9.00am – 12 noon
Monday 27 Sept	10.30am – 12.30pm
Saturday 9 October	All Day
Monday 22 November	10.30am – 12.30pm
Friday 26 November	9.30am – 12.30pm
Thursday 9 December	2.00pm – 4.00pm
Wednesday 22 December	10.00am – 2.00pm

Midlands

Thursday 12 August	9.00am – 12 noon
Monday 16 August	All Day
Thursday 26 August	9.00am – 1.00pm
Thursday 16 September	9.00am – 5.00pm
Thursday 30 September	9.00am – 1.00pm
Saturday 2 October	1.30pm – 4.30pm
Sunday 3 October	1.00pm – 5.00pm
Thursday 14 October	9.00am – 12 noon
Thursday 14 October	2.00pm – 4.00pm
Thursday 28 October	9.00am – 12 noon
Thursday 4 November	8.30am – 5.00pm
Thursday 25 November	9.00am – 1.00pm



Residents' Street Morning Teas

The management hosted street morning teas are scheduled for the second Thursday of the month and held in the respective Recreation Centres. They start at **10.15am** and the dates for 2021 are as follow:



Date	Area	Held At
12 Aug	Southwell Ct/Trent Dv	Midlands
9 Sept	Lloyd, Rotary/Bird Ln	Sevenoaks
14 Oct	Knightly Way	Midlands
11 Nov	Apartment residents	Aptm dining Rm

A Meeting - The Retirement Villages Assn of NZ

A number of residents have received notices in their letterboxes relating to a meeting to be held in the Sevenoaks Recreation Centre at 11 am on Thursday 12 August. Both the office and the residents' association have fielded queries about it.



It is understood that this meeting has been organised by Sevenoaks resident Margaret Puketapu, as a member of the Wellington Regional Committee of the Retirement Villages Residents Association of NZ.

There appears to be some confusion around the origins of the meeting. **It has nothing at all to do with either the Trust or our Village Residents' Association.** The Retirement Villages Residents Association of NZ is an independent national organisation. The only involvement of the Trust is the meeting has been organised by a resident utilising the Sevenoaks recreation centre as the venue. If you want to find out more about this organisation their website is:

<https://www.rvrnz.org.nz>

Parking of Cars and Rental Garages

Over the years the need for more garaging and dedicated carpark areas has become greater as more residents have



vehicles with some couples come into the village with two vehicles. While at Midlands Gardens all villas have an internal accessed garage, at Sevenoaks and Muriwai Court there are a significant number of duplex villas which rely on access to rental garages. A decade ago there were surplus of such garages in the village. This was to the extent where we even rented out some for general storage to people in the community. In recent years this has dramatically changed. While in general, we have honoured existing agreements, in 2019 a Rental Garage Policy was developed and now applies. This applies to all residents taking up a rental garage. In addition to this, where an appropriate space is identified, parking bays adjacent to duplex villas have been created. To date this has added an additional three dedicated carparks within Sevenoaks.

The expectation around rental garages is that they are used to store



vehicles not just as storage spaces and that once the resident is no longer driving, then the garage must be relinquished if there are other residents waiting for space to house their car. As per the terms of the Occupation Rights Agreement all residents have, where a garage is part of the accommodation held, then there is an expectation this will be used for the resident's vehicle. Where a household has two vehicles, given the narrowness of the roads and footpaths within the village, unless otherwise agreed to, the second vehicle will be kept either on the driveway (not blocking the footpath) or

in one of the dedicated parking spaces around the village.

If everyone is mindful of these limitations, then the Village remains a safe and accessible environment for all to enjoy.

Use of Mobility Powered Aids within Trust Grounds

There is a growing number of choices when it comes to supports that assist people to remain mobile. In terms of getting around, most commonly, these are mobility scooters and powered wheelchairs. Generally, people purchase these when they are no longer able to drive a motor vehicle. We have no wish to restrict the use of such aids by village residents as they enhance independence. Village residents are living independently and as such, take full responsibility for their personal safety. However, there needs to be in place a mechanism that should a resident decide to purchase and use such an aid, then just as those using the village roads are bound by road rules applicable to all, for those using mobility powered aids, there needs to be ways to mitigate potential risk to themselves, other residents, staff and both Trust and other residents' property.

Should any resident in the village have such an aid, then there is an expectation that they will indemnify the Trust against any future action using such an aid within the Trust property results in. As such, the Trust Board has approved a Policy around this.

In the first instance, if you have or plan to get or use a mobility scooter or powered wheelchair or other powered device



outside your villa but within the village grounds, please contact the Wellness Team who will go through the Policy with you and ensure you understand your obligations. The Wellness team will also be following up with individuals whom we know

have such aids to ensure the needed documentation is completed.

If purchasing any such a device, it is also strongly recommended that residents check their insurance policy to see in the event of an accident, whether the device and/or damage caused is covered. Where an accident causes serious damage to the property of other residents or to Trust property, then 3rd party insurance may cover the excess which the resident will need to pay if an insurance claim is required.

Food Services – Staff Changes

Over the past four years residents, particularly those in the apartments and Lodge, have enjoyed the meals prepared with love by Jennie Harris. Village residents have also appreciated the efforts Jennie has gone to with her country-themed dinners and all the extras she has provided. Jennie has recently left us to pursue new interests and goes with our very best wishes and sincere thanks for all she has done.



Jennie's position is being filled by existing part-time members of the food services team Glynis Seed and Jan Cox, both of whom have picked up additional hours. Both Jan and Glynis have extensive experience and expertise in running commercial kitchens. Glynis having worked for many years in a number of food environments both here and overseas and Jan having operated her own catering service and café here in Kapiti. Jan will also be catering for the monthly village dinners and already has some plans for upcoming menus. However, she is keen to hear what people would like. Direct any ideas you have through the social committees.

Transferring from a Villa to an Apartment

Recently it was mentioned that a village resident understood that to move to an

apartment they needed to have upfront the cost of the apartment. It is not always the case. Village residents get priority over people from the community for an apartment if it means their existing health needs can be better met within the apartment environment.

In terms of paying for the apartment, this is determined by the outgoing apartment resident, or, if they have died the executors of their estate. There are two options when it comes to payment. The first is that the apartment is paid for directly when the villa resident transfers across (this means they have money available for this to happen). When their villa subsequently sells they then receive the proceeds from this sale.

The second option is where the resident transferring need to use the funds from the sale of their villa to pay for the apartment. In this instance, they have to first move to the apartment and the Trust then finds a buyer for their villa and carries out needed refurbishments. The new villa resident then moves in. At this time the villa is paid for and the apartment is also settled using funds from the sale of the villa.

This deferred settlement has to be agreed to by the exiting apartment resident or their estate as they are agreeing to someone occupying the apartment before it has been paid for. On termination of an apartment we *always* request permission for a transfer without payment to occur if needed. We can't however insist on this as it is not the Trust's decision to make.

Another query has been around the terms and conditions of new agreements being different to older agreements. This is correct. However, the terms and conditions can only change if the property occupied changes. Also, while the conditions may change when residents move within the village, regardless of the number of agreements held, the Trust only takes one retention. This will be the calculation which arrives at the largest amount due from

properties occupied. Obviously, in most cases this will be the amount taken when leaving a villa as mostly they are more expensive than an apartment.

Rates Rebate

We have now received the information to enable all eligible residents to apply for a rates rebate. To make it easier for you, this year Tracy Wright our Administration Manager will be running drop-in sessions for people to come and complete their application. This year, your signatures do not need to be witnessed which makes the process easier and faster.

This year more residents may be eligible for a rates rebate as you are able to earn some income above your national



superannuation payments. However, the limits are still such that couples sharing the same unit within the Village will still not be eligible for a rebate because the joint National Superannuation payments exceed the income limits.

The drop-in sessions are:

- Apartments - East Lounge – Monday 23 August 1.30pm to 4.00pm
- Midlands Recreation Centre – Tuesday 24 August 1.30pm to 4.00pm
- Sevenoaks Recreation Centre – Thursday 26 August 10.00am to 1.00pm
- Muriwai Court Room - Thursday 26 August 3.00pm to 4.00pm

Please remember to bring copies of proof of income for all income received, other than your national superannuation, for the year from April 2020 to March 2021. Also, please bring details of the bank account that you wish any rebate earned to be paid into.

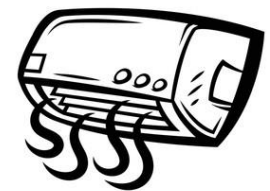
We encourage all residents living alone to consider applying for the rebate as if you are eligible it is up to \$665, depending upon your other sources of income. If in doubt, see Tracy at one of the sessions and she will be able to advise whether or not you meet the criteria.

Heat Pumps

At this time of year heating is very important and for those who use heat pumps, it is good to get optimal benefit from these at the lowest cost.

The manufacturers recommend:

- When you turn the heat pump on, set it at the temperature you wish to have the room at. They recommend this to be around 19°C. The heat pump will work quickly and efficiently to get the room to the set temperature and maintain it at this. Turning up to a higher temperature does not make the pump work quicker. Instead, it continues to heat until it reaches whatever temperature you have set which may be uncomfortably hot. If you then adjust it to a lower temperature, it will cool the room until it reaches that temperature. This just results in a waste of money you spend on electricity.
- Don't leave the heat pump on when you are not using it, for example when you go out. While this will maintain heat in the room, the heat pump can quickly heat the area when you need it and overall, this will use less electricity.
- Just use the "heat" setting and not the "auto" setting. The "auto" setting will try and maintain the room temperature at the unit setting which at times will mean it will try and cool the room if it has heated up too much. Using the "heat" function means that the unit will work to ensure the room doesn't fall below that temperature and therefore uses less electricity than the "auto" function.



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Living Independently

While uniformity is something that is applied in many areas through the village, we acknowledge that residents have rights to privacy and independence. This extends to matters of personal health. The Trust will become involved in discussions around the health of a resident at the resident's request, if a Power of Attorney has been enacted, and then in consultation with the resident's attorney or where the resident's health is such that their safety in living alone is at risk of being compromised.

In the village there is no provision of medical services, leaving residents to continue with their doctor of choice. As per the Trust's disclosure statement which all residents have a copy of, (along with it being on the Trust website), along with having the Wellness Team available for advocacy and support, after hours we have nursing staff in the Lodge available for phone assessment only. This does not include providing nursing or medical services. In all cases of emergency, 111 services should be utilised.

Health Support - www.healthline.govt.nz

Did you know
you can call
Healthline on 📞
0800 611 116 free
from your
landline or
cellphone at any time, for free advice from
their trained staff.



This government service is staffed by experienced registered nurses who provide health information and recommend appropriate care for callers with symptoms.

Healthline nurses can help you at any time –
24 hours a day, 7 days a week.

All Healthline nurses have telenursing training and work within the Nursing Council's Professional Standards for Telenursing Practice and are specialists in assessing and advising over the phone. The nurses use their clinical experience and a sophisticated, internationally approved electronic clinical decision support system to advise the most appropriate level of care for callers.

- They assess symptoms and make a recommendation for the best course of action.
- They advise where to seek further help if necessary, and a timeframe within which to do this.

They have access to an extensive database of health providers to direct callers to. They can also tell callers where to find their nearest GP after-hours service, hospital emergency department, pharmacy or out-of-hours dental surgery.

Call Healthline if you:

- Feel unwell – but are not sure whether you need to see a doctor
- Need some advice about a family member or friend who's sick (if you are with them)
- Are on holiday and want to know where the nearest doctor or pharmacy

Intersections in the Village

There have been concerns expressed that some drivers are not following signs at intersections within the village. The corner coming out of Derwent Close has been identified as one such area. As such it is intended to install a speed bump there. Remember, while our village enjoys more footpaths and our roads are wider than in many other villages, there are areas where footpaths are not viable and there are blind spots. Many pedestrians in the village also cannot move as quickly as they once did.

Please SLOW DOWN AND STOP AT INTERSECTIONS.

Bi-Annual Village Review Survey

Later in the year we will be carrying out the bi-annual village review survey. When we circulated the last one in 2019, (prior to hearing the words COVID-19!) we also provided an opportunity for people to say how they want to receive information from the Trust.

One option is by email and with more people using devices and receiving email this can be a very efficient way of getting information out in a timely manner. Once again, the village survey will be able to be completed on-line if you wish. Remember responses to the village survey come from **each resident**, not just one per household.



Emergency Contact Details

This is also the time of the year when we ask everyone to check and update emergency contact details. A form to be completed for **each** resident is attached. Please return this to the boxes in the recreation centres and at the office. If you have any queries around this, please telephone Lisa on ☎ 04 297 0116.

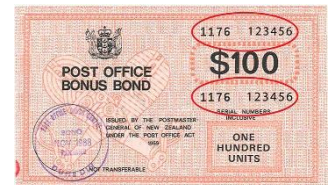


Winding up of Bonus Bonds scheme here's what you need to know *(information received)*

You may be aware that the Bonus Bonds scheme is being wound up and the proceeds returned to the holders of Bonus Bonds (Bondholders). If you have Bonus Bonds, here's important information about the wind-up process and how you'll receive your payment.

What do you need to do?

We will deposit your payment into any New Zealand bank account you choose. Simply get in touch by calling the **Bonus Bonds Wind-up Contact Centre, on 0800 266 374** between 8am and 6pm, Monday to Friday. Please note, you don't need to come into an ANZ branch – when you call we'll let you know how to provide us with the details of your bank account. In many cases you will be able to provide your bank account details to us straight away over the phone. If you have the details of your Bondholding (for example, your Bondholder number or a serial number from a Bonus Bonds certificate), it would be helpful to have these at hand when you call.



How much will you get and when?

We expect to make a payment of \$1.10 for each Bonus Bond you hold, between October and December this year. If there are any remaining funds when the Bonus Bonds scheme wind-up is finalised, you may receive another small payment then.

For more information, check the Frequently Asked Questions on the Bonus Bonds website at bonusbonds.co.nz/faqs, or give us a call on the numbers above.

ANZ Investment Services (New Zealand) Limited is the manager of the Bonus Bonds scheme.



In Memoriam

Our sincere thoughts are with the family and friends of:

Bryan Carter

Geraldine Lyndhurst (x Midlands Gardens)

Gary Ford