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## Disclosure Statements

### Consultation on Disclosure Statements — Your Opinion Counts

The Department of Building and Housing is consulting on the style and content of retirement village disclosure statements, to ascertain whether they can be made shorter but still include relevant information for intending residents when they are choosing a retirement village. The DBH is particularly interested in submissions from operators, residents, lawyers and statutory supervisors.

Village managers and sales people are in an ideal position to give their views on the current disclosure statement requirements, given their close contact with intending residents, so we encourage you to make submissions.

The DBH’s discussion paper asks very specific and narrow questions about the current requirements, but if you are making submissions we strongly encourage you to provide broader information to the DBH. Things you may want to consider include:

- how residents react to the current version;
- what information you think is important to include in a disclosure statement;
- what information residents ask for, whether or not it is currently included in a disclosure statement;
- what information that is currently included that is unnecessary in your view;
- whether information that is included could be presented more appropriately.

If any information required by the current disclosure statement requirements causes confusion to residents, this will be important to point out.

Submissions need to be made by 11 December 2009 and further information can be found at [www.dbh.govt.nz/consulting-on-retirement-villages](http://www.dbh.govt.nz/consulting-on-retirement-villages)

As you will be aware, the RVA is holding a number of meetings to discuss the content of submissions and we encourage you to attend your local meeting.

*The information in this article is necessary general  
Please contact your legal advisors if you have specific questions*

## New Settlement Services Website



We have recently launched a vibrant new website which we are sure you will be impressed with. It is easy to navigate and enables quick links to Burke Melrose, the Companies Office, Department of Building and Housing, Ministry of Health, RVA, Retirement Commission, the RV Act and to any contacts at Settlement Services.

Our latest newsletters will be available online for your convenience as well as any news updates we may have. ***Look out for news of an upcoming new appointment to our team at Settlement Services in November.***

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## Closing Dates over Christmas/New Year



***Settlement Services Limited will close over the Christmas/New Year period from close of business Wednesday 23 December 2009 and we will reopen on Thursday 14 January 2010.***

***Please be assured that we will have staff available to handle settlements over this period, if required.***

## Changes to Email Notifications Service

**We have reformatted our email notifications to ensure the format is clear, consistent and informative.**



- **Conditional applications**  
Includes all conditional applications, with or without a fixed settlement date. This notification runs weekly each Monday at 4pm.
- **Upcoming Settlements**  
Includes only unconditional applications with a settlement date. ***Settlement is, however, conditional on the correct execution of documentation and the expiry of the cooling off period.*** Please provide us with all known settlement dates to ensure accuracy. This notification runs weekly each Monday at 4pm.
- **Start of cooling off period**  
Advises the start date of the cooling off period. Please note that you could receive this notification after the cooling off date has started. We can only give confirmation once our settlements officers have received residents' documents from their solicitors and are satisfied that documentation is correctly executed. ***We have added the cooling off finish date to this notification.*** This notification is generated daily at 4pm.
- **Expiry of Cooling off period**  
Advises of the date the cooling off period expires. The notification is generated daily at 4pm.
- **Completed settlements**  
Lists all settlements completed in the last week, if any, and runs weekly each Monday at 4pm.
- **Cancelled agreements**  
Once we are notified that an agreement will not proceed for any reason, you will receive this notification advising of the cancellation. This notification runs daily at 4pm.

***You will begin to receive notifications in their new format on Monday 16 November 2009.***

If you have any queries regarding your notifications please email Jo Robertson at [jrobertson@settlements.co.nz](mailto:jrobertson@settlements.co.nz)

## VillageInfoNet Access and Notifications

### ***Important Reminder***

It is important to remember to advise Settlement Services when an employee leaves so we can remove their access rights to VillageInfoNet and add any new employee. If employees who leave have been receiving notifications, this is a good time to update details to ensure anyone who has left is removed, and any new employee added to the list of notification recipients for your organisation. Please email details of any updates to [jrobertson@settlements.co.nz](mailto:jrobertson@settlements.co.nz)

### ***VillageInfoNet Reporting***

To ensure the reports accessed through VillageInfoNet are of value to you, it is important that we are advised of the following as and when they occur:

- Dates of birth (ensure these are completed on initial application/agreement forms where possible);
- When filling in your application/agreement for purchase forms please be consistent when referring to your dwelling identification – we will only enter details as they appear on the application or agreement form. Consistency ensures accurate reporting.
- Where your “average age of residents” report has gaps where birth dates should appear, please advise us of the missing dates and we will arrange for these to be completed;
- Dates of death of any joint resident, this will greatly assist us at the time of termination of the surviving resident;
- Vacant possession dates on termination, these dates are vital for your “disposal time for dwellings report” and is helpful information for valuers when your villages are due for valuation;
- When your residents change to another carpark/garage please advise us so we can ensure database records are updated;



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*Complete  
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## Your Settlements Team



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