

Coldstream Retirement Village Summary of Residents' Rights

Services and Other Benefits:

1. You have the right to services and other benefits promised to you in your Occupation Right Agreement.

Information:

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

Consultation:

3. You have the right to be consulted by the operator 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.
4. Right to complain
 - a) You have the right to complain to the operator and to receive a response within a reasonable time.

Disputes:

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

Use of support person or representative:

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

Right to be treated with courtesy and have rights respected:

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

Right not to be exploited:

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

Your obligations to others:

9. Your rights exist alongside the rights of other residents and the rights of the operator, 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.

Operator's contact person:

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

Andrea Mitchell – Coldstream Manager
Phone 308 8020

Other contact persons:

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

- a) Vicki Green - Owner
(03) 307 8100
- b) Peter Orpin
Statutory Supervisor
Covenant Trustee Company
Level 34, Vero Centre
PO Box 4243
Auckland
(09) 302 0638
- c) The Registrar or Retirement Villages

Information:

12. The Retirement Commissioner publishes information on the code of residents' rights and disputes procedures available under the Retirement Villages Act 2003 that may assist to resolve your complaint.