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Guide 1

Retirement Village Living

Your guide to getting started




Metlifecare
RETIREMENT VILLAGES
A PLACE TO BE YOU

Let's Get Started



If you're considering retirement village living, this essential guide can help you think about your options.

Retirement villages are purpose-built communities designed to suit the lifestyle requirements of their residents.

That's the simple definition.

But there's also much more to it than that. Finding a retirement village that's a great fit for you and your needs can feel like the best of both worlds – a holiday with all the benefits of home.

More and more New Zealanders are choosing to live in retirement villages, enjoying the range of facilities, activities, and social benefits on offer. It's a way of life that leads to greater social interaction and more opportunities for companionship – which has been shown to improve health and wellbeing outcomes.* In fact, research shows that retirement village residents live around five years longer than average.**

There are many different types of retirement village, each with their own unique location, facilities, services, accommodation options, and sense of community.

If you're considering retirement village living, it's vital to choose somewhere that not only caters for your unique personality and interests, but also provides the things that will help you live your very best life in retirement.

Here's some information designed to help you as you consider making the move.

1. What you'll pay - and what you'll get

How do you buy into a retirement village, and what will you get in return?

Occupation Right Agreements (ORAs)

Retirement villages typically operate under a type of contract called an Occupation Right Agreement (ORA). It gives you the right to live in your chosen unit and use the village facilities and sets out the terms and conditions of your occupation. An ORA is different from a Sale & Purchase Agreement. It's a legally binding agreement between you and the village operator, and you are required to seek good legal advice before signing.

* <https://www.nzaca.org.nz/policy/caring-for-our-older-kiwis/full-report/>

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

Capital Sum

When you've signed and settled the ORA, you'll pay a Capital Sum – the purchase price you have negotiated, which will vary depending on the particular property you're interested in.

Village Fees

The weekly fees are used to cover costs such as rates, building insurance, external maintenance and repairs, staff wages and gardening. Metlifecare offers a fixed weekly fee for life – which eliminates the hassle and stress of paying village fee increases and allows you certainty to budget for the future. Check what services are included within the fee and which ones you'll need to organise yourself.

Deferred Management Fee

Once your unit has been re-licensed, you'll be refunded the original purchase price minus a 'Deferred Management Fee' (DMF). This covers a range of costs including legal fees, long-term village maintenance and the refurbishment and marketing of your unit after you leave.

At Metlifecare, the DMF is capped at 30% of the original Capital Sum of your unit, accruing monthly at 10% per year for the first three years of occupancy.

Did you know: At Metlifecare, you can apply for an early repayment of up to \$20,000 of the Capital Sum when you leave, and if re-licensing takes longer than nine months, we'll pay you interest on the outstanding capital.

Leaving the Village

As you enter a village, it's also good to check what the process is should you wish to leave. At Metlifecare, for example, you simply need to write to the Village Manager and tell them you wish to give notice to terminate your ORA. Then the process of re-licensing your unit will begin.

Check for any hidden costs of re-sale from the village operator. For example, Metlifecare won't charge you for refurbishing or selling your unit.

Transferring Within or Between Villages

Village operators have different rules which apply if you want to transfer to a new village, or to another care level within the same village. Although you might not be planning to move, it's still worth checking if any fees apply in the event that you want or need to in the future. At Metlifecare, there are no transfer fees if you move from an independent unit to a serviced apartment.

Statutory Supervisors

At Metlifecare, each village has an independent Statutory Supervisor, who monitors the financial position of the village and ensures we're meeting our obligations to our residents. The Statutory Supervisor reports every year at an annual village AGM, which all residents are invited to attend.

Financial statements are also available to residents on request at any time.

According to the Retirement Villages Association, 12.6% of Kiwis over 75 years old live in retirement villages. That's over 40,000 people, predicted to increase to 52,000 by 2040!

2. Where you'll live – and what you'll love about it

What's important when choosing a location and village?

Most retirement villages offer a variety of living options and care levels. This gives you the ability to live life the way you choose to, with just the right level of support available should you need it.

Generally, there are three broad types of living options: villas and apartments for independent living, serviced apartments, and care homes.

Villas and Apartments

- Ideal for retirees who want to live completely independently.
- Private and secure – a great option to lock up and leave while travelling.
- Beautifully finished with plenty of home comforts.
- Bringing your own furniture means you can make your own mark.
- Metlifecare's villas and apartments are carefully designed for convenience (often by award-winning architects) and built to a high standard.
- We'll take care of external building maintenance and garden care, so you can get on with doing the things you love.

Serviced Apartments

- Perfect for people who require a little extra help around the home.
- Built for optimum comfort and security.
- 24-hour access to emergency care.
- Available in a variety of layouts.
- Metlifecare offers 'Flexi-apartments', which allow you to add only the extra services you need from a services menu (rather than forcing a package of services on you that you may not need).
- You'll also have the support of our care team – who respect your need for both independence and assistance.

Care Homes

- Suitable for residents who need ongoing care and support on hand.
- Designed to feel like home.
- Hospital-level care available at many villages, check what level of care is offered.
- Connections to the wider community are fostered wherever possible.
- Warm, friendly service delivered with professionalism, respect and empathy.
- Metlifecare operates an NZACA award-winning homestead model of care.
- At Metlifecare, we're proud that our care homes consistently meet the highest standards in Ministry of Health audits.



VILLAS & APARTMENTS	SERVICED APARTMENTS	CARE HOMES
Perfect for those living independently	Flexi-Services available for a little extra help around the house.	Designed to feel like home with the benefit of ongoing care and support.

The Benefits Village Life Can Offer:

1. The connection that thrives in village communities, and the enjoyment of spending time with like-minded people.
2. The ability to join in with the local community as much or as little as you like. Be the life and soul of happy hour or retreat, relax, and enjoy your own solitude and privacy – whatever you prefer.
3. The fun of village facilities and resident-directed activities – pools, bowling greens, spas, clubs, classes, walking groups, woodworking, craft rooms, libraries, restaurants, mahjong and more. Plus, there’s plenty of unique and unexpected options like worm farms, hip hop dancing, aquarobics and Fukiya (Japanese blow darts)!
4. The ease of a low-maintenance lifestyle, with building and garden maintenance taken care of so you can spend your time doing what you love.
5. The excitement of making your new home your own, adding your own style and furnishings.
6. The option of living independently, but with your safety and security taken seriously, plus extra services available (such as meals or laundry) if you need them.
7. The certainty of fixed fees for life make financial planning easy peasy.
8. Pets are welcome in some villages, allowing you the option of continued companionship.
9. The reassurance of 24/7 assistance at the push of a button.

3. What to ignore – and what to watch out for

What are some of the main myths around retirement village living, and what are some things worth considering?

RETIREMENT VILLAGE MYTHS ... BUSTED

There's plenty of myths about retirement villages around, which can make the decision-making process confusing.

Here's some of the most common myths about retirement villages – and the reality behind them.

Myth #1 – Retirement villages are only for people needing care

Quite the opposite – you're probably thinking of rest homes! Whilst many villages include options for extra services or care homes, most are also designed to suit people who live completely active, independent lives. With all the external maintenance work taken care of, you can get on and enjoy all the very best things retirement life can offer you as an individual – whether that's leisure activities, opportunities for companionship, travel, or your own space and privacy.

37.5% of people say they had increased independence after moving into a retirement facility.

<https://www.nzaca.org.nz/policy/caring-for-our-older-kiwis/full-report/>

Our care homes are also a far cry from the 'institutions' of the past. Our award-winning 'homestead model' of care is centred around small, modern pods - designed to encourage socialisation and ensure family feel welcome in their luxurious, modern surroundings. Whilst care homes provide support for people who are no longer able to live independently, Metlifecare offers a variety of different accommodation types – it's all about picking the right level of support for you.

Myth #2 – Retirement villages are only for extroverts

Everyone is welcome! Villages offer something for every type of person. many residents enjoy the peace and privacy of their surroundings, whereas others contribute to an energetic and lively calendar of activities. You're welcome to enjoy as much or as little social activity as you like.

Metlifecare residents choose their own schedule, with all social outings and activities completely optional. There's a wide variety of options to suit a broad spectrum of interests and personality types, but you're in complete control of how involved you want to be in village life.



Myth #3 – Retirement villages employ pushy sales staff!

Our sales staff are also village employees – so not only are they truly invested in what they're selling, it's in their best interests to make sure you're satisfied!

The more comfortable and happy our residents are, the better village life becomes, and the easier it is to show off the fantastic lifestyle available. At Metlifecare, our goal is to make sure we're selling the real picture, and only to people that really want to be in it. Our job is to ensure we find the right village for your unique wants and needs; your happiness with your choice is our number one concern.

Myth #4 - I'll be surrounded by old people

Our villages are just like any other vibrant community – the average age is just a little bit older! Most of our residents are full of life and living it to the full. Our cafés are usually bustling with visiting families, and many villages invite local community groups in to run activities. Plus, being surrounded by like-minded people can help make meeting new friends that little bit easier!

Myth #5 - I'll be lonely in a new environment

It's not easy making the move into a new place, and beginning a new way of living. But our resident transition team will help you along the way. There are so many opportunities to meet people, and many residents make friendships that last a lifetime.



Money Matters

Cost is a big consideration for most people thinking about retirement village living.

There are some financial advantages – particularly fixed fees, which make budgeting simple, plus the return of the balance of your Capital Sum (less the Deferred Membership Fee) when you leave. However, you don't receive capital gains on the sale of your unit or apartment.

Additionally, moving villages or changing accommodation types can incur transfer fees. At Metlifecare, there's no cost involved if you transfer from an independent living unit to a serviced apartment. However, there is likely to be a cost if you wish to change from one unit to another unit or from one serviced apartment to another serviced apartment.

4. How to decide – and how much you’ll thrive

What’s the best source of information when it comes to making a decision?

There’s an easy way to ensure you’re choosing the right village for you: ask the people who live there!

Not only do they have first-hand experience of living in the community you’re considering, they will have gone through a similar decision-making process. It’s no coincidence that a very high percentage of our new residents find our villages through someone who already lives there.

Here at Metlifecare, there’s one complaint we hear over and over again: “I should have made the move sooner!”

Our Top Three Tips for Choosing a Retirement Village:

1. Find your fit ... in your own time

Find the place that feels right for you – where you can see yourself fitting in and enjoying yourself the most. Ensure it has the services and activities you think you will need. Take time to carefully consider your decision, seek advice from family and friends, visit a number of different places, and spend some time talking to the residents in each.

2. Know the numbers

Make sure you understand all the financial implications:

1. The cost of entry.
2. The regular payments they’ll be making.
3. The cost of transferring from one type of accommodation to another (if any), or between villages.
4. The cost of leaving.

But more importantly, make sure you’re completely comfortable with the numbers. We want your retirement years to be some of your best years, and that can only happen if you’re relaxed and happy about your finances.

3. Seek independent legal advice

Buying into a retirement village is very different from buying a house or apartment, and the contracts and legal implications vary from village to village. Legal advice must be sought before signing an ORA. Talk to a lawyer with experience in retirement planning, so you can make an informed and empowered decision about your next life stage.

82% of people say they no longer feel lonely after moving into a retirement facility, and 62% of people who suffer from depression noticed an improvement in their mood

<https://www.nzaca.org.nz/policy/caring-for-our-older-kiwis/full-report/>

Our goal is to help you find the village that's the perfect fit for you. With this in mind we offer a 90-day money back guarantee if you're not completely satisfied with your new home.

Call us 0800 909 303, or find out more at www.metlifecare.co.nz

Other useful sites:

- The Retirement Villages Association NZ website (RVA): www.retirementvillages.org.nz/
- The Retirement Village Residents Association of NZ website (RVRANZ): www.rvrnz.org.nz/
- The Village Guide: www.villageguide.co.nz
- The Commission for Financial Capability website (CFFC): www.cffc.org.nz
- The Sorted website: www.sorted.org.nz



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