



2023
ANNUAL REPORT

KAPITI RETIREMENT TRUST

DIRECTORY

Board Members

John Yeoman BBS, ACA, FCG (Chair)
Jenny Rowan JP, QSO (Deputy Chair)
Mark Edgar, BSurv
Peter Kennedy, CA (retired), ACIS, FNZTA
Beverley Kirbell
Steven Tomlinson, BA (Hon) Law, GCert Law
Ken Whelan

Solicitors

Cameron Lawyers, Waikanae

Banker

Kiwibank

Auditor

Crowe Wellington

Statutory Supervisor

Trustees Executors Limited

Chief Executive Officer

Wendy Huston, JP, MBA (Distinction)
Adv Com Tchrs' Dip; SecTCol Dip (Distinction)

Group Manager Support Services

David Blair, BBS, CA

Group Manager Resident Wellness

Cynthia Tarrant, RCpN, BA, MBA

CHAIR'S REPORT

Year Ending 31 December 2023

I have much pleasure in presenting my report for the year ended 31 December 2023, to this, our 64th Annual General Meeting of the Trust.

While my report covers the key highlights in relation to the Trust and its operations for the year, I also commend to you the accompanying, and more detailed, report from Wendy Huston, the Trust's Chief Executive, which comprehensively covers all aspects of the Trust's activities.

Our Charitable Purpose

You will be aware we are a charitable trust with the purpose of serving the older people of the Kapiti district. To fulfil its obligations under the Trust Deed the Board oversees the activities in the Lodge - a variety of care services for those who can no longer manage for themselves.

To achieve this charitable purpose, the Trust continues to use the income and retentions it receives upon the termination of Occupational Right Agreements. The retentions fund is a significant portion of the very large investment into the Lodge and associated care facilities as our charitable purpose.

Charitable purpose services include the continuing care unit, as well as respite care (both by day in the Nikau Club and in beds in the Matai Wing) and palliative care.

While there are other players in the aged healthcare sector in the Kapiti district, many of these do not offer the level of continuing care that the Trust offers. In fact, our services are becoming even more important as some of the corporate retirement village operators, such as Rymans are cutting back on the current scale of their provision of care facilities.

Year in Review – Covid restrictions relaxed to give a more normal operating environment.

During the early part of the year, we experienced the relaxation of the final Covid restrictions. This, along with the ability to recruit staff from overseas, has allowed the Lodge to get back to near-normal occupancy levels. As a result of this improved operating environment, we were able to reduce the unsustainable level of losses we were incurring during the Covid lockdowns. That said the cost of aged care and looking after New Zealand's elder citizens continues to rise for our industry. This along with the ability to keep staff (especially nurses) due to having to compete with ever increasing public hospital sector pay rates is an ongoing challenge for the aged care industry.

The other key challenge we face is the level of government funding for resident care at rest home and hospital level. The government's funding levels have not kept pace with inflation and are inadequate to cover the full care costs. Hopefully, as an industry we can convince the government to increase funding to sustainable levels. Otherwise, we will continue to see closures of aged care facilities and reducing bed numbers.

With KRT's Lodge operations being topped up through surpluses generated by the sale of ORA's (Occupation Rights Agreements) in the Trust's Sevenoaks-Midlands Gardens retirement village, we have been able to maintain the Trust's range of care services.

Financial

The Trust had a positive trading year which resulted in an operating surplus of \$1,575,577 (2022 \$111,105 loss). The methodology of accounting for retirement villages results in non-cash property valuation movements which in 2023 were a net positive movement that increased the accounting profit to \$2,734,299 (2022 \$979,046).

The Trust remains in a strong financial position with total assets now \$138.3 million (2022 \$131.3m) and a net capital worth of \$32.6 million (2022 \$29.9m). Within the total assets is a combined cash and other financial assets of \$1.64 million (2022 \$1.19m). The Trust therefore has significant financial strength to support its operations and its future growth.

The major asset of the Trust is Investment Property which is the land and buildings comprising our retirement village. The major liability of the Trust is Licencees Interest, which is the future liability that the Trust has, to repay village residents on termination. Both Investment Property and Licencees Interest have increased in 2023, largely reflecting market movements.

Maintenance

Your Board recognises the importance of ongoing attention to maintenance and as such allocates significant funds every year to it. We have a Maintenance Plan which is a ten-year rolling plan reviewed annually by management and approved by the Board. Not only is this good business practice, but it is a statutory requirement of the Retirement Villages Act 2003.

The policy of upgrading and, where necessary, replacing major items of capital equipment and infrastructure across the Trust's various properties continues with agreed budgets and work programmes to complete the tasks.

One of our key upgrades during the year was the re-surfacing of the bowling green at Midlands Gardens. From all reports village residents are very pleased with the new green and making good use of this significant village amenity.

Insurance

Comprehensive insurance cover for a wide range of risks and contingencies is approved annually by the Board. The costs of insurance continue to increase significantly above inflation due to more severe and frequent major risk events, such as the recent major floods on the East Coast of the North Island and in Auckland, along with NZ's recent earthquakes. As a result, our bulk insurance policy premiums increased by an average of 22.9%. This is a significant increased cost resulting from climate change and major events, which all New Zealanders are now having to bear. However, it does ensure that should a catastrophe occur whereby the village is no longer viable, that residents' investments are protected and full payment (replacement value) for relevant dwellings will accrue to the licence holder – and not to the Trust.

Future Projects

The Board has a number of projects underway which will enhance the range and level of the continuum of care and also improve the services we offer. Key projects include:

- **Totara - New Care Wing** –the contract to build the new 14 care suite Totara wing was let to Crowe Construction with construction starting in January 2024. Planned completion and opening of this new wing is February 2025, with sales of the unit ORA's (Licence to Occupy) commencing in December this year.

The completion of this significant new development will fill a gap in our current offering. It will provide our village residents with an enhanced level of continuum of care and enable residents to stay within our village as their required level of care increases.

- **Conversion of Studio apartments to one-bedroom units.** – we have two remaining studio apartments which we plan to convert to more attractive one bedroom apartments as the units become available. The occupants of the completed unit conversions are delighted with the remodelled apartments.
- **Lodge Flat Roof Resurfacing** – the Lodge has a flat butynol roof which in recent years had resulted in numerous leakage issues. The work on this project has taken much longer than expected due to contactor availability and the need to have dry periods to enable the work to be carried out. The work was finally completed in April 2024.
- **Acquiring additional land** – we continue to explore possible options for the purchase of additional land to build new villas / apartments to help meet the demand from people wanting to become part of our village community. Discussions with various parties occurred during the year with several of these ongoing. Growing the number of villas and apartments also helps the funding of the ever-increasing costs of funding our charitable function – the Lodge.

The Trust is in a sound financial position to enable the funding of these projects. Your Board and management are committed to enhancing our village for our current and future residents.

Trust Board

There have been no changes to the Board in the past 12 months.

The Trustees retiring by rotation at this year's AGM are Jenny Rowan and Ken Whelan. Both have confirmed they are willing to stand for re-election. Each Trustee brings a range of qualifications, skills and knowledge which greatly assists the Trust Board and KRT's operations. The Trust Board endorses their re-appointment.

Trust Board members have significant responsibilities and they provide comprehensive contributions from their various professions. I would like to acknowledge this contribution and thank all members of the Board who give of their time and enthusiastically contribute to ensuring the Trust is viable and that the village is a pleasant haven with a lifestyle to enjoy. Their generous contributions with both expertise and time means the Trust can fulfill our charitable purpose of providing support for the older people in our community through the Lodge and our various services.

Acknowledgements

On behalf of the Trust Board, I would like to sincerely thank Wendy Huston, our CEO, David Blair, Group Manager Support Services and Cynthia Tarrant, Group Manager Resident Wellness and all the staff, for their dedication and commitment. Especially with the stressful times we experienced with the ongoing effects of Covid-19 restrictions in the first half of the year. The standard of our facilities and the care and pride taken by our staff is greatly appreciated.

I would also like to thank our donors who have contributed so generously to a number of projects undertaken by the Trust during the year.

As Chair I acknowledge the sterling work undertaken by our volunteers from both inside and outside the village. Their support of our charitable purpose is of enormous value. Thank you.

Finally, I thank my fellow Trust Board members for their support during the year. These Trustees provide a diverse range of expertise, and their invaluable oversight and guidance to the governance of the Trust is very much appreciated.

John Yeoman
Chair

March 2024

CEO ANNUAL REPORT

Year ending 31 December 2023

I am pleased to present my annual report for the year ending 31 December 2023. For the purposes of clarity, this report covers the activities of the Trust for the period between the Annual General Meetings of the Trust. With the 2023 AGM of the Trust being held on 4 May 2023, this report then covers the period from May 2023. All references to the Trust or KRT should be read as Kāpiti Retirement Trust. I acknowledge its length but for any future review into the Trust's history, have attempted to provide a comprehensive overview of the activities of the year.

The Board

The Trust continues to be exceedingly well-served by its Trustees. Over the past year, furthering and developing the interests of the Trust have been met diligently by each Trustee – John Yeoman Chair, Jenny Rowan Deputy Chair, Mark Edgar, Peter Kennedy, Beverley Kirbell, Steven Tomlinson, and Ken Whelan. Being able to call on the diverse and extensive range of skills and experience of these individuals, is of great benefit to management and an ongoing strength of the Trust.

The calibre of Trustees is shown in the appointment of Ken Whelan late in 2023 as Crown Observer to Health New Zealand – Te Whatu Ora. This role sees Ken meet regularly with the new Minister of Health. We are just so fortunate that alongside this and all his other commitments, Ken is continuing as a KRT Trustee.

In July the Trustees committed to a full day on Trust business; with their monthly meeting being followed by a half day of strategic planning. The focus of this considering the future financial strength of the Trust, opportunities for growth and having in place a staffing continuity strategy.

Trust membership numbers have remained constant with the majority of members also being residents of the Sevenoaks-Midlands Gardens Retirement Village. Given this, late in 2023 the Board made the decision that as village residents have a strong vested interest in Trust matters, membership of the Trust would be included for all incoming residents to the Sevenoaks-Midlands Gardens village.

The continued interest shown in all aspects of the Trust by the Trust's honorary life members; John Aburn, Cliff Couch, Rev Maureen Ellis, Murray Jensen, Alan Milne and Graeme Strand is much appreciated. Their support and encouragement coupled with their availability and willingness to listen is very special.

It is with sadness that Cliff Couch's death in April 2024 is acknowledged. Cliff and his late wife Doris moved into their villa in Rotary Place in 1998 and in 2011 agreed to move to one of the four new apartments the Trust built at this time. This enabled the Trust to repurchase their villa and convert it into the Nikau Club. Cliff was totally involved in village matters, serving on the Residents' Association committee for many years. His attention to detail is legendary, with his contribution recognised by him being awarded honorary life membership of the Trust in 2018. He has been such a generous supporter of the Trust and it has been an honour for us to be able to care for both Doris and Cliff in the Lodge, up until their deaths. Cliff will be sadly missed.

I also want to acknowledge the deaths, within several weeks of each other, of the spouses of two of the past Chairs and honorary life members of the Trust. Mary Milne, wife of Alan Milne who served on the board for 20 years from 1984 – 2004 and Merle Aburn, wife of John Aburn 1992-93 and then 2006-2017. Both Merle and Mary, while fiercely independent with full and meaningful lives following their own interests, were also hugely supportive of their husbands' community interests and involvements. As such, the Trust benefited greatly from their interest and support. Sincere condolences go to Alan and John and their families for the loss of these two, always hospitable and gracious women.

Strategic

The Totara Care Suite Wing

Following initial concept drawings prepared by Wellington-based architects Wright and Gray Ltd, a questionnaire was sent to village residents to gain an indication of possible demand for this type of accommodation; acknowledging it would first be subject to a clinical assessment confirming a need for such care. The results of this overwhelmingly supported the build.

A sub-committee of the Board members - J Yeoman, J Rowan and P Kennedy, along with D Blair was formed, specifically to monitor progress on accessing the finance required for the project. Three local companies were approached to submit tenders. In September, this resulted in Horowhenua company Crowe Construction Ltd being awarded the contract, subject to finance. After prolonged discussions with the BNZ the Trust's banker for decades, lack of action saw approaches being made to Kiwibank. Their enthusiasm for the Trust's business eventuated in a decision to move all Trust finances to them, effective from 1 February 2024.

In November 2023 a blessing of the site by kaumātua Koro Don Te Maipi was held with Trustees, Trust members, residents and staff in attendance.

Construction started on 15 January 2024 with the arrival on site of Crowe Construction's mobile site office, along with copious amounts of fencing to secure the site perimeter. Site preparation took longer than expected as plans proved to be inaccurate, both in terms of where underground services were located and then, in getting the various underground service providers to action a move of their services. Alongside this, foundation excavation found the entire planned building platform had significant areas of inorganic and organic rubbish, clearly from when the Lodge and surrounding villas were constructed. This led to requiring a revised engineering plan. This recommended full excavation and fill rather than driving piles for the foundations, with the exception of the area closest to the existing building which still requires piling.

While such a development is specified in all ORAs held by residents as allowable, the impact during construction on those residents closest to the building site has been and continues to be significant. While every effort has been taken to mitigate the inconvenience to them, acknowledgement is needed for their imposed tolerance to all the disruptions, particularly during the site preparation stage. Thank you.

During the year other options for growth were explored; with the Board committed to continue to look at ways of ensuring the long-term viability of the Trust is enhanced.

COVID-19 Response

I sincerely hope this is the final year when a section of my annual report needs to be dedicated to our response to COVID-19. As 2023 progressed, life gradually returned to a 'new normal' with COVID for the wider community becoming just another form of flu. However, within our environment, illness from COVID-19 can have serious health consequences. In both April and November, as they became available, further COVID boosters were offered to residents on site. The distribution of further RAT tests to the recreation centres for ongoing resident use as wanted continued and will until these are no longer available.

In looking for the positives, COVID-19 has led to the embedding of providing annually, both COVID-19 boosters and the annual flu vaccination on site. This saves residents having to arrange what can be an arduous task of getting an appointment with their GP or getting to a pharmacy where waiting times can be significant. Administering these within the village, in the residents' home environment, is much less stressful and actually ends up being somewhat of a social occasion. Other positive changes include now having the main door to the Lodge on keypad entry which is extremely helpful for staff needing access outside normal office hours. It also means at any time, for any reason, we can instantly return to controlled access. Having immediately adjacent to the entrance, an attractive bench donated during COVID by the family of a Lodge resident who died during the first COVID lockdown, also means there is now not only a perfect waiting place but also a great place for after-hour courier deliveries to be left.

In September along with the ceasing of temperature taking of all entering the Lodge, compulsory mask wearing was dispensed with but these continue to be made available as wanted and appear to have gained acceptance as a way of preventing the spread of general coughs and colds. In October, the Lodge front door returned to automatic opening during office hours. It proved to be an example of how rapidly things change. In this instance, it transpired only one of the administration team had been here prior to when the setting of the door was a daily occurrence. This resulted in training being required as to how to set the opening and locking mechanism.

By November, all restrictions in both the village and the Lodge had been dispensed with, apart from the signing in by staff and visitors to the Lodge which continues.

Ongoing supplies of RATs continue to be supplied to village residents, staff and visitors to the Lodge, to use as and when wanted. At the time of writing, COVID cases are still happening and while those with stable health are in general recovering quickly, those with compromised health, even when fully vaccinated, can become very, very unwell.

The Trust's Charitable Purpose

The Lodge

The past year has been another challenging time for all working in residential aged care. In August, the Trustees held their meeting in the L & L room in the Lodge at Sevenoaks giving them the opportunity to walk the wings and reacquaint themselves with our care site and offerings.

Under the leadership of the GMRW and her clinical team of clinical manager Shyamli Verran, and clinical team leaders, Charisma Antalan and Tania Sorenson throughout the year, care staff worked tirelessly to provide the high level of care the Trust is known for.

As the year progressed, our new post-COVID normal continued to evolve. The ability to quickly respond to doing all possible to prevent spread of any possible outbreak is now so finely tuned that staff can get the required response in place within hours. Infection control kits and emergency supplies are on hand with the new normal seeing residents tested if they have COVID symptoms. If positive, they are then kept in their rooms and isolated from other residents and activities.

The year has seen a number of village residents move into the Lodge, several on ACC pathways, providing care until they have been able to return home or, if recovery is limited, into residential care. We also had the opportunity to move a couple from the village into the Lodge. When the spouse was assessed some months after the first, it was organised that they had two rooms in the Rimu wing with one being set up as their bedroom and the other as their day room. That they could once again be together until the death of one spouse occurred was such a comfort to them and their family. At the time of writing this is happening once again.

The project to put overhead hoist mechanisms in all Lodge rooms has been completed at a cost of around \$180k. This not only provides residents who are not mobile with a much more dignified way of getting out of bed and into the mobile chairs but from a safety aspect has benefits for both residents and the staff moving them. We still have kept floor operated hoists to use in the Matai wing and as a backup for the overhead system.

Any audit completed by Te Whatu Ora Health NZ (our funder of care services) is demanding and it was extremely pleasing and a credit to GMRW Cynthia Tarrant and her team when our respite services were audited during the year and determined to be fully compliant. At the time of writing, the certification audit on the Lodge has just been completed after the auditors were on site for two full days. It was such a positive visit with all areas of our care operation being commended. What was particularly gratifying was to hear from them how they felt and saw demonstrated throughout their time with us, ongoing instances of kindness being shown by staff – to residents, families, visitors and to each other. This is something to be extremely proud of.

Our reputation for providing quality care in the Lodge continues to be justified with the Lodge throughout the year averaging 97% occupancy and our dementia wing 94% occupancy. Both well above the sector average.

Additionally, it was encouraging to see from the Resident/Whanau Annual Satisfaction Survey, completed at the end of the year, improvements in all of the 13 domains measured. Scoring in these ranged from 84% to 94% satisfaction levels with the overall *Wellbeing and Satisfaction* measure scoring 93.5%, up from 87% last year.

In what felt like a return to the past, the approach of Christmas saw the Lodge and common spaces beautifully decorated by the L & L team. Despite inclement weather up to and on the morning of the event, the Lodge family fun day once again took place on Sunday 17 December. It was a lovely occasion with not only the families of residents attending, but also many of the staff (especially our international staff) bringing children and grandchildren. Santa was in attendance; members of the grounds' team staffed the BBQ and the L & L team did a wonderful job co-ordinating the function.

Another aspect of the year which seesawed with the various lockdowns but felt like a return to the past, was the general resumption of visits by the survivors of our registered

volunteers. Over the years of COVID we lost many, from what had previously been a very large pool of committed helpers. Many of our volunteers come from our retirement village and that they choose to spend their leisure time in such a way is so thoughtful. I particularly want to acknowledge the team who on a regular basis, (some repeatedly each week) come in at meal times and assist residents with their meals. So many of them struggle to eat independently and such support improves both the physical and mental well-being of those assisted. Our volunteers give heart to our organisation and my sincere thanks go to each.

Respite Services – The Matai Wing & Nikau Club

Comments in our Village Resident Satisfaction Survey confirmed the premise on which the Trust provides respite services. It is a valued option for those in the Village, along with those in the wider Kāpiti community who are caring 24/7 for an older person with serious, ongoing health issues. Having the opportunity to access a regular break is critical if the current Government policy of ‘Aging in Place’ is to work.

With respite care services once again available in our ‘new normal’, the Trust has continued to provide all the funded overnight (block) respite beds in the Wellington Region in our Matai Wing. This exclusivity came about some years ago, when no other facility tendered for these funded beds because of the daily bed rate paid. Being able to book six months in advance remains a point of difference so valued by users.

Our day respite unit – the Nikau Club, operating from a dedicated building on the Sevenoaks’ site, continues to be the day respite facility of choice in Kāpiti. With daily numbers capped at 13, the staff led so ably by manager Krystyna Campbell, provide a personalised programme geared towards the interests of Club members. The daily hot meal provided by the Lodge kitchen is most certainly an added bonus as it means this is something the carer doesn’t need to contend with at the end of the day. A highlight of the year was when Club members won the team Christmas tree competition, open to all the Trust teams and held as part of the November Village Garden show. The commendation on the certificate noted their entry was “creative, inclusive and clever”.

The popularity of the Club was shown in December, when all attendees and their carers attended a Christmas session held in the Sevenoaks recreation centre. It was a great day with lots of entertainment and fun. My thanks go to Krystyna, staff and support volunteers for their dedication and responsiveness.

Sevenoaks - Midlands Gardens Retirement Village

As part of the Trust’s longterm maintenance plan, April saw the commencing of the clearing and preparation for the planned upgrade of the Midlands Gardens bowling green. This involved not only creating access to the area from Knightly Way, but then removing the substructure of concrete which was the base used for the existing green when constructed in 2006. Sincere thanks to the residents living closest to the green for their tolerance of the noise and disruption during the upgrade.

Early in June, despite it being the one day over the first King’s birthday weekend to incur heavy rain, 57 residents gathered to celebrate the opening of the refurbished green. Residents expressed thanks to the Board with three members of the Board attending. The contribution of Midlands Gardens’ resident Arnold Osborne was acknowledged by both the Midlands Garden’s social committee and the Board for his role in overseeing every stage of the resurfacing. Throughout the refurbishing process, being able to utilise

Arnold's extensive knowledge of the construction of artificial turfs was hugely beneficial to the Trust. The unanimous opinion from the bowlers in the village is we now have a green which is possibly the best in the district.

The monthly village dinner held in both recreation centres and catered for by Ian Williams and his team from Relish Café continued to be a highlight. That most months he has had themed dinners just add to the enjoyment of all. Ian's business won the Hospitality, Entertainment and Tourism Category in the 2023 Kāpiti Horowhenua Electra Business Awards, a tribute to Ian's strong focus on customer service.

One of the reasons people move into a retirement village is to give them time to do what they want. That within our village there is a team of residents prepared to look beyond their own interests and contribute to village living is so appreciated. Throughout the year, the village has been extremely well served by both the Residents' Association Committee, so ably chaired by Diane Ammundsen, along with her team and the two sub committees – the Sevenoaks Social Committee chaired by Diana Gough and Midlands Gardens Social Committee chaired by Wendy Walton. To these residents and their willing teams and to all who have given so generously of time to support the running and success of village activities, thank you sincerely.

To see the scope of activities available to village residents you just need to read the residents' monthly Newslink newsletter. It is extensive and always changing as the interest of residents' change. What is particularly gratifying is to see the focus a number of functions held during the year have to raise funds to support causes chosen by the committees. These have included Wellington Free Ambulance and the Cancer Society. It has also been lovely to see the return of combined activities with both Sevenoaks and Midlands Gardens hosting joint BBQs. Along with these, village wide speakers of interest have been held; such as the political forum open to all local candidates prior to the 2023 Elections. This saw well in excess of 100 residents gather in the Midlands Gardens lounge to question political hopefuls on their policies.

Throughout the year I appreciated being invited to a segment of the bi-monthly meeting of the Residents' Association committee. As the advocate for village matters requiring input from residents, this committee fulfilled this role diligently. While I know the achievements of the year will be well recorded in the annual reports, is it worth noting that amongst all they did over the year the committee advocated successfully for additional road signage at Sevenoaks, contributed robust discussion to the annual review of the village service fee and reviewed and refined changed policy and process for the use of the Hobbies Room.

The input from committee representatives in reviewing health and safety issues around the use of the hobbies room (previously known as the men's shed) at Sevenoaks was extremely valuable. It saw the establishment of an updated key register, along with developing an orientation for new users. Along with a major clear out of the space with surplus tools being removed, emergency shut off switches were installed, together with a call bell that connects to the Lodge and a comprehensive first aid kit being put in place. My thanks go to all residents involved, both current and those in the past, who have contributed so much to make this space a valued, resident-led resource.

Late November saw a return of the Village flower, garden and craft show. This year it was held at Sevenoaks with the theme being 'Christmas' and hosted by the Sevenoaks Social committee. Diana and her team turned on a magnificent day with, as we now

expect, an amazing array of floral and vegetable entries in the various categories coming from residents throughout the village. The addition of adding crafts to the day showed off the talents of many residents, in a range of medium including such diverse interests as photography, painting and macrame. Such a day involves so many. The support given by staff – the grounds and maintenance team who provided the person power to collect, set up and clear up on the day, Kevin Pritchard in co-ordinating his links with the local horticultural community with judging and displays and the administration team dealing with all the paperwork involved, left the social committee team and supporters free to do what they did so well.

I also appreciate those residents prepared to participate in the emergency management plan for the Village. Leading this are the Co-ordinators - David Kay and Maureen Ellis at Sevenoaks, Sylvia Cozens at Muriwai Court and Dale Wills and Bryan Shepherd at Midlands Gardens; along with their teams of street convenors. Their leadership means we can be as prepared as possible for the unknown. However, preparedness is ongoing and will always be an evolving process. Regardless of the event, residents will inevitably be the 'first responders' and having such an organised network in place is hugely advantageous.

Recently, the Sevenoaks co-ordinators organised a meeting with Rene Corlett, recently appointed Senior Advisor Community Resilience and Recovery for WREMO. Her role is to co-ordinate community emergency awareness. She was very impressed with the work completed in our Village around emergency preparedness and is an excellent resource person for us to access.

In September the bi-annual Village Satisfaction Survey was carried out with a return rate on the questionnaire of 66% of those living in the village at the time. It was pleasing that despite all the restrictions imposed on residents over the previous two years, that 91% of residents were either extremely or very satisfied about living in the village and 96% of those who completed the survey would recommend our village to others. As was the case in 2021, 100% of the completed surveys recorded that living in the village made residents feel delighted, happy and content or satisfied; with the majority 74% sitting in the happy and content category.

In terms of importance to residents, the services provided by maintenance and grounds teams, following closely by the services provided by administration staff are those most valued. The care services most appreciated by residents were the services provided by the Wellness team, together with providing vaccinations against COVID and seasonal influenza on-site. The Trust provided facilities most important to residents were, the recreation centres, libraries, walkways and garden allotments.

I also want to acknowledge those residents from the village who died over the past year. Some expected, some sudden. Regardless, I know such loss leaves family and friends bereft. My condolences, along with those of the Trust Board go to all who have suffered such a loss.

Staff

With staff numbers consistent around 130, the Trust continues to be one of the largest employers in Kāpiti. Being fully staffed is a challenge every employer faces. However, as a people-centric organisation, every aspect of what the Trust is about relies on having the right people in place and across all our staff teams. I continue to see and hear

ongoing examples of just how well KRT staff do what they do. While with this number of staff there will be ongoing changes as personal circumstances change, the Trust is very fortunate to not only be able to attract new employees, but have working for us a number of staff who have been with the Trust for many years.

To acknowledge their long service and loyalty, a policy was developed during the year and is now in place for the future. At the 2023 end-of-year staff function, the following individuals were recognised for having worked for the Trust –

For 20 years or more

| | |
|---------------|----------|
| Judy Edginton | 27 years |
| Jenny Swain | 27 years |
| Jenny Ahern | 26 years |
| Karen Brown | 26 years |
| Julie Lines | 23 years |
| Liz Keehan | 20 years |

For 15 -19 years

| | |
|-----------------|----------|
| Janice Day | 18 years |
| Safu Inoke | 18 years |
| Kevin Pritchard | 17 years |
| Jeremy Carter | 15 years |
| Darren Puketapu | 15 years |

Late 2023, saw the retirement of Steve Lewis who had been the maintenance and refurbishments manager since 2016. Over his years with the Trust Steve has taken the quality of the refurbishment of our villas and apartments to a new level. His attention to detail and willingness to meeting the requirements of incoming residents has been outstanding and we wish him well in his retirement quest of supporting the development of recreational biking tracks in the region. In planning a leaving date well in advance of his departure, Steve provided the Trust with the opportunity to have his replacement Duncan Chamberlain working with him for some weeks before he left. This has meant a seamless transition for this critical role.

Food is not only an essential of life but is also such an important social aspect of living. Most important occasions are accompanied by appropriate celebratory food. As such we were sad to say goodbye to our chef Glynis Seed in late November. Sincere thanks go to Glynis for getting us through the regime of cleaning, supply and staffing challenges experienced throughout the years of COVID. Despite it all, every Lodge and apartment resident was well fed and every meal produced on time.

With Glynis's departure we consider ourselves very fortunate in having been able to employ Sinan Kose as our new executive chef. Sinan started just as the busiest time of the year hit and it was such a relief to return after a Christmas/New Year break to find he had survived and was still with us. Sinan has been in New Zealand for 10 years; his home country being Turkey where he held senior chef roles in the hospitality industry. Since being in NZ he has run his own business, along with working in aged care facilities in both Auckland and the Wairarapa. Sinan's cooking reflects his heritage and residents are thoroughly enjoying new flavours and dishes, along with his strong focus on using fresh, seasonable produce.

I am indebted to all cost centre managers for their work throughout the year and how they all lead by example, best practice in their field. Jenny Ahern Village Wellness team, Yvette Hughes Lifestyle and Leisure team, Glenys Seed and then Sinan Kose Food Services, Steve Lewis and now Duncan Chamberlain Maintenance and Village refurbishments, Kevin Pritchard Grounds' team, Krystyna Campbell Nikau Club, Karen Whitford Administration Manager, Shyamli Veeran Clinical Manager and Clinical Team Leaders Charisma Antalan and Tania Sorenson. These are all amazing individuals, who do much more than just come to work each day. The Trust would not be the organisation

it is without their ongoing commitment to excellence in all they do. They say you can only be as strong as your weakest staff member. There is most certainly no weak link amongst this team.

A great example of the leadership is that of Yvette Hughes and her L & L team who initiated and raised \$1101 from their scone bake. A total of 380 scones being baked. All the ingredients were donated -most from village residents with enough flour left over to cover all baking for the remainder of the year. The scones were sold to village residents, volunteers and staff. Not only was this a successful fundraiser but it was also a very positive event for all those involved.

The Trust is the sum of the total and this runs through to the management team. The contributions of GMSS, David Blair and GMRW, Cynthia Tarrant have been hugely influential in the ongoing running and development of the operational systems and processes which make the Trust the successful organisation it is today.

To be able to successfully manage both the business arm of the Trust – our Sevenoaks-Midlands Gardens Retirement alongside the charitable purpose of the Trust – our care services, in no mean feat. There will always be tensions with priorities but both Cynthia and David manage their areas and teams so well and the Trust is indebted to them for both their expertise and commitment.

I also want to acknowledge the work of my Executive Assistant and Trust Board secretary, Lisa Delaney and thank her sincerely for her support throughout the year. Whatever Lisa turns her hand to in the work environment is done in a totally professional and timely manner. She has an extensive knowledge of all aspects of the Trust's business and is a wonderful conduit between the residents, the general public and myself. Thank you Lisa, I would be lost without you.

Advertising and Promotion

Word of mouth from happy village residents continues to be our most effective form of advertising as we do not have the budget commercial villages dedicate to advertising and promotion. The viewings of refurbished villas before settlement remains an extremely successful way of showing the range of accommodation available in the village and the quality of our refurbished homes. While such viewings have been very spasmodic over the years of COVID, they have commenced again in 2024.

Feedback on the monthly 'infomercial' in the Wednesday Kāpiti Weekly News indicates this continues to be a very effective method of promoting both the services offered by the Trust and general information pertinent to older people or their families. Additionally, the Trust has continued to be a major sponsor of Club Vista. With its membership consisting of both RSA members and Kāpiti Club members, many of whom are village residents, it is a good fit for our target market. Other sponsorship includes the Paraparaumu Bridge Club and the bowling club.

Donations

Despite the current economic situation which for many is extremely challenging, it has been gratifying over the year that some have been able and seen fit to make donations to the Trust. These have included:

- A donation from the Order of Cenacle sisters, of an alternating air pressure mattress and specialised chair from Sr Maria Pijfers and funds when Sr Maria died which have

been used to purchase an automated clothes labelling machine, now used throughout the Lodge.

- A bequest from the Estate of past village and Lodge resident Josephine Moxon; used to purchase equipment for the Lodge including an additional oxygen concentrator.
- The Hilda Curtis Foundation – allocating a sum of \$5000 used for replacement overbed tray tables and wireless sensor mats. These sound an alarm when a resident at risk attempts to get out of bed.
- An amount of \$7320 from the Nikau Foundation, used to purchase two steady saras (used to assist residents in the Lodge to stand), along with an additional alternating air pressure mattress.
- Along with ongoing funds raised from their corridor shop and raffles, the Lifestyle & Leisure team's scone bake, raised \$1101. These funds are used to purchase treats for Lodge residents eg fish and chips and ice creams when on the regular bus outings.
- Past resident and board member John Irwin (deceased) – high end BBQ donated to the Midlands Gardens recreation centre.
- Village and Lodge resident John Bruce – original painting displayed in the Lodge entrance depicting the Sevenoaks Lake and surrounds taken from John's villa back in 2012.
- Robyn Aburn a sum to be used as needed in appreciation for the care her mother received in the Lodge.

We have once again so appreciated the Trust being made beneficiary of donations made at several funerals held during the year of deceased village and Lodge residents.

There has also been a number of anonymous donations. There is so much that can be done to make the life of residents in our care more comfortable but is just not possible without donations. All donations are tax deductible and all sums donated are used to directly provide comfort and enhance residents' lives rather than be swallowed up on administrative and operational costs.

Any amounts, large or small can make a significant difference and I commend such donations to anyone in a position to give.

Finally, my thanks to all Trust members for your continued support. The Trust remains a significant community asset with a meaningful and enduring purpose and an organisation I am privileged to lead.

Wendy Huston
CEO, Kapiti Retirement Trust
12 April 2024

| Trust Membership | Dec 2019 | Dec 2020 | Dec 2021 | Dec 2022 | Dec 2023 |
|-------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Honorary | 6 | 6 | 6 | 6 | 6 |
| Life | 60 | 60 | 60 | 60 | 59 |
| Ordinary | 80 | 79 | 74 | 66 | 66 |
| Total | 146 | 145 | 140 | 132 | 131 |