

# Experience the Difference

Life in a Ryman village

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Because we put our residents first,  
everything else falls into place.  
**Ultimately, that's what makes  
the Ryman difference.**



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EXPERIENCE THE DIFFERENCE





# Welcome to the Ryman difference

When Ryman Healthcare was founded 35 years ago, our co-founder Kevin Hickman thought about what he'd want for his own mother. He set one simple standard for the care we provide: **It's got to be good enough for Mum.**

In my case, it had to be good enough for Nana. She'd moved into a Ryman village and was loving it. That was my first introduction to the company.

When people ask me what I do, I'm proud to tell them that I work for Ryman. Looking after older people is a privilege. Over the years, we've always put our residents first in all of our decision-making. That's what makes the Ryman difference.

We offer some of the most resident-friendly and transparent terms in New Zealand. And because our agreements are written in plain language, they're easy for everyone to understand.

We design our villages for you now and into your future, with care at the heart of everything we do. If your health needs change, we have a range of care options to suit your needs – all within Ryman's village community.

I understand that the decisions ahead are important for you. If you have any questions after reading this booklet, please call us. Or even better, come and visit for a cup of tea or lunch and chat with our residents and team.

I hope this booklet gives you a glimpse into the lifestyle that a Ryman village offers. And if you do choose to make one of our villages your home, welcome. I know you'll love it.



A handwritten signature in black ink, appearing to read 'Gordon MacLeod', written in a cursive style.

**Gordon MacLeod**  
Chief Executive  
Ryman Healthcare

# Enjoy the Ryman difference

At Ryman, we work to make a positive difference in the daily lives of our residents.

## A caring team

### We look after and value our team

We think the world of our people, and so do our residents. Their care and dedication creates the unique experience that our residents tell us they love.

We empower our people to constantly improve the resident experience by offering ongoing training and by evolving our processes.

Our award-winning *myRyman* care app is one innovation that allows our nurses and carers to spend more quality time with residents.

## Resident-friendly terms

### No hidden costs

At Ryman, our terms for independent and serviced-apartment living are transparent and easy to understand. There are no hidden costs. This means no waitlist fees, no standard refurbishment fees, no surprise costs when you move in, and no administration fees.

Ryman provides resident-friendly terms such as our fixed weekly fee. Our deferred management fee is capped at 20 percent – one of the lowest in the retirement sector.

### Fixed weekly fee

Our fixed weekly fee provides certainty about your living costs. For independent living and serviced apartment living, our base weekly fee is fixed for the entire time you occupy your apartment or townhouse.

Our weekly fee only increases if you change from independent to serviced apartment living, or you add extra care options.

## Leading innovation

### **Our *Delicious* menu**

With input from our residents, we create a seasonal menu offering choice, with *Delicious* meals made fresh on site by Ryman's in-house chefs.

### **Our *myRyman* app**

In every care room, a device with our custom-made electronic care app, *myRyman*, enables nurses and carers to see and record information about each resident. This award-winning innovation creates greater efficiencies and reduces paperwork.

### **Emergency generators**

We have emergency generators at every village because we want our residents and our people to be safe and comfortable in a power outage. It's not a requirement, but we believe it's important. Emergency generators provide power to our serviced apartments, care centres, and village centres.

## Care options to suit your needs

### **Caring for you now and into your future**

Ryman villages offer independent living, assisted living in a serviced apartment, and resthome care. Most of our villages also provide hospital and specialist dementia care.

If your health needs change, it's good to know you can stay in the same village community, close to your partner or friends. We welcome residents from the wider community. However, once you live in a Ryman village, you have priority access to care options that suit your needs.

## THE RYMAN STORY

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# How it all began

In 1983, Kevin Hickman walked into a fire-damaged old townhouse to investigate how the fire had started. The building was a resthome, and Kevin didn't like the standard of care he saw.

“There were four people to a room, with shared toilets down a corridor. The people running the resthome were nice and did a good job in as much as they were expected to. But to me, the standard was so poor, and preserving the dignity of the residents didn't appear to be a priority. That's how care was in those days.”

That experience got Kevin thinking about what the standard should be. “I thought, what would I want for Mum? I'd want a private room, for a start.”



## Finding the perfect business

Kevin and his business partner, accountant John Ryder, had met a few years earlier. Kevin had left the police to set up his own private investigation business and needed an accountant. Kevin says the partnership worked because they had complementary skills.

The pair were on the look-out for a business opportunity. After Kevin's experience with the fire-damaged resthome, they knew they'd found what they were looking for. They could start a business that would improve the way older people lived and how they were cared for. It was a business they could feel good about and believe in completely.

They soon found a block of 14 two-bedroom flats, which they would convert into their first resthome.

## And with that, Ryman – formed from combining Ryder and Hickman – was born

Their venture was a great success, and Ryman was soon in the market for a second property.

A motel complex became their next development. "Because we didn't have much money, I lived there while we rebuilt it," Kevin says.

Kevin and John believed in reinvesting to grow the company. Profits were reinvested to lay the foundations for future earnings so that the value of the investment was always compounding.

The Ryman recipe was to buy the right site in a well-established suburb, use working capital to build the first stage of the village, sell that, and use the capital to fund the next stage. They'd then build a care wing and operate the village using home-grown staff trained in Ryman systems.



## A belief in growing in-house talent

Both Kevin and John believed in bringing young, talented people through the ranks to top roles. People had to have the Ryman way of working in their DNA to become Rymanians. They had to have care at the heart of everything they did.

## Ryman's ethos hasn't changed

Three decades on, Kevin says Ryman's ethos hasn't changed. "Everything we do must be good enough for Mum – or Dad."

*It was a business they could feel good about and believe in completely.*



# Our villages are people's homes

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At Ryman villages, there's a lifestyle option to suit everyone, including independent living in apartments or townhouses and assisted living in serviced apartments. And if you need more help, we have a range of care options to suit your needs.\*

*\* See pages 35 - 37*

**There's so much that goes on in a Ryman village. We're part of vibrant communities. Our residents are involved in art exhibitions, fashion shows, music and dance performances, and a huge mix of outings.**

Residents love the village environment and they feel connected to their neighbours and friends – whether they love the social life or enjoy a little quiet time. We're adding cafés to our villages, or you can pop down to the village lounges, have a cup of tea, and catch up with people. It's all right there.

The beauty of village life is that you can take it or leave it. If some days you want to shut your door to have some quiet time, you can.

And if you need help with anything, even just to change a lightbulb, you can call our maintenance staff or housekeepers. They are always on hand to keep the village clean and tidy, and running smoothly. It's a comfort to know that help is always close at hand.

***"It's a family atmosphere in the village.***

***We say it often: we're one big family."***

**Murray and Margaret**

**Independent residents**



*It's a very social life for those who choose to mix and mingle. There are opportunities for the quiet life, too, if that's what people prefer.*

*We create outdoor living areas with beautifully landscaped gardens, lush green grass and leafy shrubs around all our villages.*

## Independent living: the best of both worlds

Our one, two, and three-bedroom apartments and townhouses are designed with the over 70s in mind. Their spacious, well-considered layouts include kitchens and bathrooms that make daily life easy for you.

Every apartment and townhouse includes call bells monitored 24 hours a day by our on-site staff.

### Do more of what you love

In a Ryman village, you'll have more time and energy to do the things you love because we look after all the maintenance work. Exterior maintenance, lawn mowing, and window cleaning are all part of the service.

If you need any help, even to change a lightbulb, you can call our maintenance team or housekeepers, at no extra cost. They're always on hand to keep the village clean and tidy, and running smoothly.

If you ever feel like letting someone else do the cooking, our seasonal *Delicious* menu is on offer

in the dining room. And if you'd like to enjoy a special dinner with your friends or family, why not come along to one of our monthly fine-dining evenings.

Just like our *Delicious* meals, our individually frozen meals are made fresh, using only natural ingredients. All made from scratch, the meals are blast frozen to lock in the flavour and the goodness.

The ready-to-eat meals are very reasonably priced and perfect for independent or serviced-apartment residents looking for convenience and great taste.

*Independent living combines the best of both worlds – the freedom to come and go as you please, with the security and companionship of the village community.*



## Serviced apartments: independence with a little extra help

Serviced apartments are located in the heart of the village, with easy access to lounges, dining, and other amenities. In fact, one in five Ryman residents lives in a serviced apartment. And it's easy to see why – you still have the independence of your own home, just with a little extra help.

As well as help with daily living, such as housekeeping, you'll enjoy a *Delicious* home-cooked main meal in the dining room, and morning and afternoon tea. More services are available, like having breakfast delivered to your room – it's your choice.

The apartment is your home, and you can make it your own with your favourite furniture and by decorating it to your taste. You'll have a kitchenette with a fridge and microwave, a separate bedroom (some of our villages offer studio apartments), and a private ensuite. Balcony, patio, or atrium options all allow you space for your pot plants.



Many residents say that serviced apartment living has taken the stress away. For others, taking advantage of regular outings to the shops and further afield has given them renewed confidence. And, as with independent townhouses and apartments, the call-assist alarms mean help is always available at the touch of a button.

We offer tailored packages in serviced apartments, and work alongside each resident to help them find the living option that will suit them best. That's the beauty of serviced apartments – we can customise your preferences or needs, right down to the smallest detail. And if your health needs change or you need some time to recuperate, we can incorporate resthome-level care within a serviced apartment.

*Many residents say that serviced apartment living has taken the stress away.*



Serviced apartment



Independent apartment



# Our offer is affordable and transparent

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Security for our residents means more than being physically safe. It also means having financial certainty.

**At Ryman when you buy a townhouse or an independent or serviced apartment, you know exactly how much you're paying and what you're going to get back at the end of your occupancy.**

Our agreement is written in plain language and is easy for everyone to understand. Many retirement living and aged-care agreements are dense and hard to decipher, causing confusion and unexpected costs when it comes time to leave.





Ryman offers some of the most resident-friendly terms in Australasia. The weekly fee for townhouses and apartments is fixed for life\*, and the deferred management fee, which Ryman caps at 20 percent, is one of the lowest in the retirement sector.

Most of our residents come from within 10 kilometres of the village. Based on the local property market, our village living is affordable for people in the local area who want to stay in their own community.

When someone decides to move into one of our villages, they sell their house – often the family home. In many circumstances a portion of that money buys their lifetime occupancy right in the village, and they will have money left over to give them financial certainty.

Our Peace of Mind Guarantees make sure our terms are clear and transparent.

***“Our promise to residents is, no surprises.”***

**Debbie McClure**

**Chief Sales and Marketing Officer**

*\*Some conditions apply.*

# Ryman's Peace of Mind Guarantees

We've developed nine Peace of Mind Guarantees to protect residents and their families.

1

## Fixed weekly fee

We know how important it is for you to have certainty about your living costs.

*"We guarantee that we will never increase your base weekly fee for the entire time you occupy your townhouse or apartment at the village, regardless of any changes to the operating costs at the village. Your base weekly fee is permanently fixed for you."*

*(Some conditions apply)*

2

## Care options to suit your needs

You will have peace of mind knowing that if the need arises for an increased level of care, you can remain living within the village community and in close contact with your spouse or friends.

*"We guarantee that you will have priority access to the care amenities within the village or to another Ryman care facility if you so choose."*

3

## Fees stop immediately

When you leave your unit, you will not continue to carry the cost of outgoings. We see it as our responsibility (not yours) to carry these costs while we're in the process of on-selling your unit. This gives us an incentive to on-sell your unit quickly.

*"We guarantee that the weekly fee and deferred management fee will stop on the day you permanently vacate your unit."*

4

### Deferred management fee is capped at 20%

The deferred management fee is your contribution to the refurbishment and management of the village. It is charged on an 'enjoy now, pay later' basis, and is deducted when your occupancy advance is repaid to you. If you wish to transfer to another unit or to another Ryman village, your deferred management fee will be no more than 20 percent overall.

*"We guarantee that our deferred management fee will be capped at a maximum of 20 percent of the occupancy advance – even if you transfer to another unit within the village, or to another Ryman village."*

5

### No hidden costs

There are no hidden costs when you move into a Ryman village, or when you leave your unit.

We accept total responsibility for refurbishing, marketing, and on-selling your unit. These costs are covered by the deferred management fee.

*"We guarantee not to charge for any sales, administration, marketing or refurbishment when we on-sell your unit."*

6

### Repayment protection

It is standard practice for retirement villages to repay your occupancy advance when the unit has been on-sold. However, you will want to know that if the on-sale is delayed, you will be repaid.

*"We guarantee that if the new resident has not settled within 6 months of you vacating your unit, we will pay you interest on your occupancy advance until it is paid in full."*

In over 35 years, the longest time a Ryman resident has ever waited to be repaid their occupancy advance is 6 months.

7

### No capital loss

You and your family will have certainty about the amount you are paid when you leave the village. You will not be exposed to any capital loss when the unit is on-sold.

*"We guarantee to repay you the balance of your occupancy advance, and that the amount repaid will not be affected by a decline in the value of the unit."*

8

### Changing your mind

Buying your new home in a retirement village is an important decision. We want you to be confident you've made the right choice in selecting a Ryman village.

*"We guarantee that if you change your mind within 15 working days of signing your occupancy agreement (and you have not yet taken up residence), then we will agree to cancel the agreement and refund your deposit in full."*

9

### 90-day money-back guarantee

We're so confident you'll be happy with your decision to move to a Ryman village, we will provide you with a 90-day money-back guarantee.

*"We guarantee that if you are unhappy with your decision to move into your unit, on the expiry of 90 days after you take up permanent residence and you wish to leave the village, we will repay your occupancy advance in full." (Some conditions apply)*

# What you can expect from us

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Talk to us about services, capital sums and transfers



## Services included in the weekly fee

As part of Ryman's Peace of Mind Guarantees, you can be confident that your base weekly fee will never increase. We know how important it is to have certainty about your living costs.

### Residents' fixed weekly fee includes:

- rates, water rates, and building insurance
- gardening, ground maintenance, and rubbish collection
- maintenance and operation of the community amenities
- exterior maintenance of your townhouse or apartment, including window cleaning
- our activities programme, including art exhibitions, fashion shows, music and dance performances, arts and crafts, and puzzles
- social time at our weekly complimentary Happy Hours
- our optional Never Alone electronic alarm system that triggers if no movement is detected for 24 hours
- our call-assist alarm that is monitored 24 hours a day by on-site staff
- village management and administration.

### Residents in serviced apartments also receive:

- a main meal – three choices, including a vegetarian option, each day
- morning and afternoon tea
- housekeeping
- power and heating.

Residents in serviced apartments can defer payment of any additional charges over and above the base weekly fee. This way, the weekly fee can be met from NZ Superannuation payments (deferred interest applies).



### No new capital

We understand that your living requirements may change over time, and it is common for residents in our villages to move during their time with us.

Rest assured that once you have moved into the village and paid a capital sum, we will not ask you to fund any additional capital if you move from one unit to another.\*

*It's a relief to know that you are guaranteed priority access to the resthome, hospital, and dementia-care facilities.*

### Your priority right to transfers

As part of our 'care options to suit your needs' guarantee, you will have priority right to transfer to the care centre within the village if the need arises. Or, if necessary, you could transfer to a care centre within another Ryman village.

We want you to be living where your needs can best be met. If it's no longer appropriate for you to remain in your unit, we may ask that you transfer to a more suitable part of the village. We will only make this request after careful consultation with you, your family members and advisors, and with advice from a medical practitioner. We'll also make every effort to cater to your needs in your unit, to avoid you having to move.

*\*Some conditions and exceptions apply.*



# We delight through experience

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Remember when neighbours had time to stop for a chat,  
cared about each other, and waved a friendly hello in passing?

At Ryman, we create the kind of community environment  
our residents grew up in.

**Our villages have an atmosphere of companionship and community spirit, where neighbours look out for one another.**

We're investing more than ever in the resident experience. Our village cafés create a place for residents to relax and catch up with one another and with visiting friends and family.

Ryman's village amenities can include a hair and beauty salon, shop, movie theatre, all-weather bowling green, and heated indoor swimming pool. Our villages all have beautifully landscaped gardens where you can enjoy peaceful strolls or watch the grandchildren play.

We want to delight our residents through experience – from special events and outings, to our specially designed Triple A exercise programme and our *Delicious* meals made fresh on-site by village chefs.

We want our residents to enjoy living with us!



*We create the kind of community environment our residents grew up in.*



## Our residents are connected to vibrant communities

Residents can join in the many activities on offer. It may be going on a group bus trip, heading off to visit an exhibition or joining one of the many interest groups. If you happen to pop into the village centre during morning and afternoon tea time, there's often fresh baking or something sweet to enjoy. It's a great opportunity to catch up with friends over a cup of tea.

We bring life into the villages so that people who can't get out and about as much can still experience a lot of life and a lot of fun.

Our residents can see art exhibitions, fashion shows, music and dance performances, and enjoy a colourful mix of visitors. Young parents' groups bring children into the villages, and our residents go out into schools and help children with their reading. It's not unusual to find farm animals in our villages: we've had visits from horses, lambs, rabbits, dogs, and chickens.

*Residents can enjoy regular trips together – picnics in the park, days at the beach, and trips to restaurants and wineries.*



## There's always plenty going on

The arts are really important to our residents, so we sponsor the Royal New Zealand Ballet and the New Zealand Symphony Orchestra. During the Royal New Zealand Ballet tours, Ryman residents often enjoy themed activities and visits by the dancers. Our villages are transformed with music and dance, and our residents love it.

If you're the extremely adventurous type, you may find yourself gliding through the air in a parachute! In 2018, residents from the Jane Mander Retirement Village in Whangarei embarked on a parasailing adventure – including 100-year-old Dorothy West.

Our annual children's parties held in January are a highlight of the year. There are activities and entertainment for all ages, and the villages are awash with colour. Family, friends, grandchildren, and great-grandchildren come along, making it a special occasion for everyone.

***"The people here are absolutely fantastic. They welcome you, and I love that."***

Jennett McGaw

Independent resident

## Residents feel connected to their neighbours and friends

Ryman Engage – our complimentary activities programme – is about embracing opportunities and activities that are thoughtfully planned, age and ability appropriate, and make the most of our beautiful amenities. A firm favourite among the residents is the complimentary Happy Hour.

The key is to provide something for everyone. From the Men's Shed to arts and crafts, and puzzles for intellectual stimulation, we'll satisfy whatever it is that sparks your interest. And there are always outings in the village van.

Regular entertainers perform for residents, and relatives often come along to join in the fun.

## Take advantage of our Triple A exercise programme

Designed for older people, the Ryman Triple A (Ageless, Active and Aware) complimentary exercise programme encourages residents to keep moving.

Catering for all ability levels, many residents are surprised to find that they are more active since they moved into the village. The exercise programme has ACC's 'Live Stronger for Longer' accreditation. Residents tell us that taking part in the programme improves their strength, balance and mobility. This also helps to prevent falls and to maintain independence.

We developed the programme on the belief that you're never too old – you've just got to choose the right way to do it.

The level of participation is up to you – you can be involved as much as you want to be. There are classes such as functional fitness and circuit, or for those who are less mobile, a 'sit and be fit' class. It's a good opportunity to have a laugh and get to know other residents.



### **Delicious goes down a treat with the residents**

Meals are a big part of a resident's day and so the food has to be great. Mealtimes provide an event to look forward to and an opportunity to connect with others.

With input from our residents, we introduced Ryman *Delicious*, which offers flavourful meals made fresh on-site by our village chefs. With three main course choices, including a vegetarian option, the aim is to tempt all taste buds, and residents are telling us they love it. We can also cater for special dietary requirements.

The *Delicious* menus combine those good old favourites – comfort food – with innovative choices. Think roast chicken or baked teriyaki salmon with a soy and ginger glaze.

Our seasonal menus are always evolving as our residents tell us what works, and what could be better. We serve up to 120 different meals each month, so the same meal does not reappear

for 4 weeks – unless of course it's back by popular demand!

We've made the main meal the centrepiece of the day, and of course your relatives and friends are welcome to join you for a meal at any time.

### **Our ready-to-eat meals are nutritious and convenient**

Just like our *Delicious* meals, our individually frozen meals are made fresh, using only natural ingredients. All made from scratch, the meals are blast frozen to lock in the flavour and the goodness.

The ready-to-eat meals are reasonably priced and perfect for independent or serviced-apartment residents looking for convenience and great taste.





# We have care options to suit your needs

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Your health needs may change over time and if they do,  
it's good to know you won't have to move.

**We welcome residents from the wider community. However, once you live in a Ryman village, you have priority access to care options that best suit your needs.\***

It's particularly comforting for couples who are at different stages in their health to know that they can be cared for within the same village.

As well as independent living and assisted living in serviced apartments, Ryman villages offer resthome care and, in most villages, hospital and resthome-level specialist dementia care. We can even offer resthome care in your own serviced apartment. This option allows you to remain in your own apartment but with a little extra support.

Ryman care centres also welcome residents who need short-term care, respite care, or day care.

The care we provide is individualised to suit your needs. Our electronic care programme, *myRyman*, provides detailed information about your needs and preferences – and it's right there, in your care room.

*“The Ryman staff adapted to my mother's needs with patience and provided 'Philippa-centred care' catering for her likes and dislikes in a respectful manner.”*

Juliet

Family member

*We can even offer you resthome care in the comfort of your serviced apartment.*

## Resthome care

Resthome residents receive the very best in clinical care, alongside the benefits of living in our friendly community.

The care we provide is specific to your needs, and private rooms are spacious with a selection of room layouts to choose from.

*“From the minute I walked in the door, this place felt really good. I have a bit of intuition about these things, being a nurse, but it felt really good.”*

Susie

Family member

## Hospital care

With rooms similar to our resthomes, our hospital-level care provides for those who have significant medical needs.

Care is provided by trained caregivers and registered nurses and is overseen by unit coordinators and a clinical manager.

A registered nurse is always on duty in the hospital, and our on-call doctor service is always available. Wherever possible, the same staff members will care for you each day.



\*Room availability can vary between villages. Please check with your local village.

## Dementia care

Our purpose-built dementia care units provide a secure haven in a warm and home-like environment for people with dementia.

Our staff specialise in resthome-level dementia care, and care for residents in a positive and thoughtful way. Our centrally located nurses' station and closed-circuit monitoring system allow staff to non-intrusively watch over residents while preserving their dignity.

*"We were worried that Dad was going to be lonely because he's the sort of person who likes company, and I felt there was more engagement for him here. The activities programme has impressed me the most."*

Karen

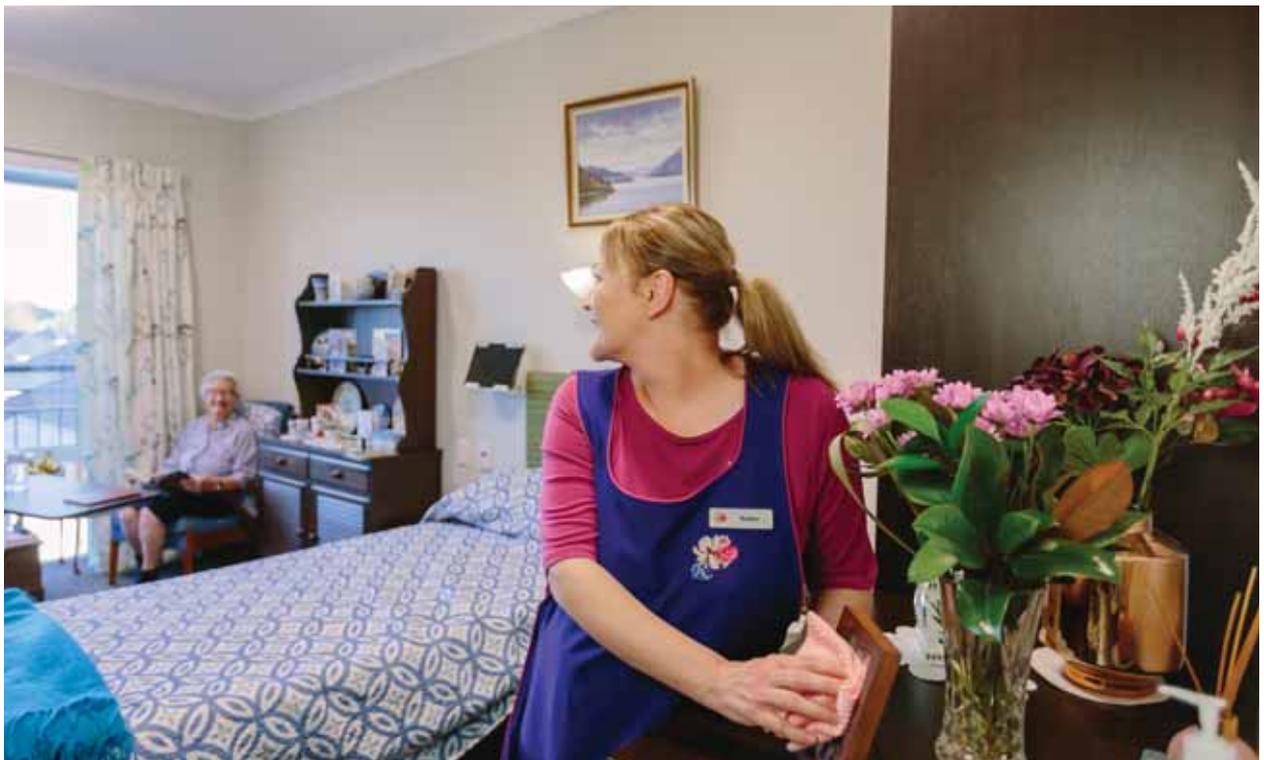
Family member

## Respite care

If you live independently but need assistance for a short period of time, you can receive respite care that suits your needs. And we can provide that care for as long as you need – whether it's for a single night or a few weeks.

## Day care

You're welcome to join our day-care programme if you'd like to enjoy meals and activities with other residents during the day.





# We like to go the extra mile

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We're always looking at ways to improve our resident experience. We invest in innovation that directly benefits the daily lives of our residents.

## Good communication sets us apart

We ask a lot of questions and listen to what our residents and their families tell us.

Our regular surveys give residents and their families an opportunity to tell us their thoughts on life in the village. We want to hear what you think of the food, or the laundry service, or how well our team communicates with you.

Our monthly e-newsletters keep families up to date with what's happening in the village. We also provide an activities calendar for residents, outlining the entertainment and activities scheduled each day of the month.



*It's about the difference we can make to the daily lives of our residents.*

## Ryman has the highest proportion of care centres with the 'gold standard' in care

The Ministry of Health regularly audits our care centres. Of all the large providers with 15 villages or more in New Zealand, Ryman has the highest proportion of care centres with 4 years' certification – the 'gold standard' in care. It's given when the sector standard for aged care has been exceeded.

We have our own in-house quality and training team who ensure that all our villages are consistently operating at a high standard. We don't talk a lot about compliance. We just make it happen so that, to the resident, it appears seamless.

This approach has helped us gain the 4-year certification status that we now have in so many of our villages.

## The myRyman care revolution

Our own custom-built electronic care app, *myRyman*, gives nurses and caregivers all the personalised care information they need, at the bedside, to provide the best care for every resident.

Located in every care room, a device enables nurses and caregivers to see everything they need to know about each resident. This technology has dramatically reduced paperwork and created more quality time between carers and residents.

Our *myRyman* app also engages residents and their families in the care plan. Our staff can sit down with them in the resident's room and talk together about the information on screen. It's another way we can provide exceptional care.



*We're reducing our energy consumption and landfill waste; and introducing our first fleet of electric cars along with a fast charging network for our residents.*

### **We prioritise safety and are well equipped for emergencies**

Our staff are trained in emergency procedures, and emergency drills are held every 6 months. We have specific procedures in place to guide us through a disaster or emergency.

All amenities and private care rooms are fitted with smoke detectors and sprinklers that are operated by an alarm and monitored by staff.

We have emergency power generators at every village, which includes our serviced apartments, care centres and village centres. We recognise that when a power outage occurs, this can be a frightening and stressful experience for residents. Our village generators ensure all essential services continue to function. So that residents and staff will be safe and comfortable even if the lights go out.

***“We're not required to provide emergency generators, but we believe it's important.”***

Gordon MacLeod  
Chief Executive

### **Sustainability**

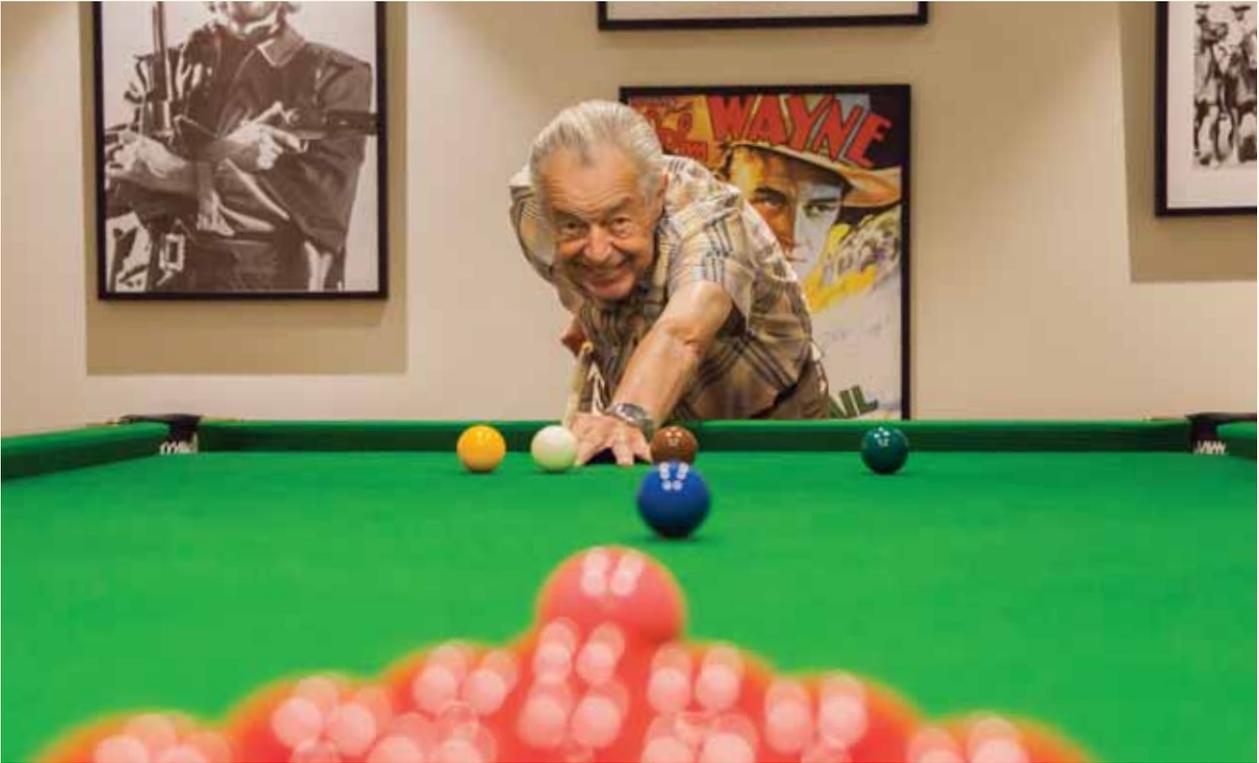
We know that caring for the environment is important to our residents and our staff. They want to make sure we're doing our absolute best for the generations to come.

In 2018 we became a Toitū carbonreduce certified company. We've measured our organisation carbon footprint and developed an emissions management and reduction plan.

As a Toitū carbonreduce certified company, we're audited each year on our carbon-emissions performance so that we can measure our progress against our reduction targets. We're serious about making progress, and committing to the Toitū carbonreduce programme shows that we mean business.

We've put in place a range of measures to cut back on our impact, including reducing our energy consumption and landfill waste.





# Frequently asked questions

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## General living

**Q.** What is the entry-level age to live in a Ryman village?

**A.** Our villages are designed for residents aged 70 and over.

**Q.** Can I keep my car?

**A.** Yes, there is no need for you to give up your car. Apartments and townhouses can have garages attached, covered parking, or basement parking available to buy. Or if you're happy leaving your car outside, we have parking areas that are well lit and security patrolled.

**Q.** Can I have a pet in the village?

**A.** Yes, as long as the village manager approves your pet as being suitable for the village.

**Q.** Is there a way I can attend church services?

**A.** Yes, we have weekly inter-denominational church services at our villages.

**Q.** What other services are available at the village?

**A.** Most villages have a hairdressing service, a visiting podiatrist, physiotherapist, beauty therapist, and dry-cleaning service available at your own cost.

**Q.** Is there a way to voice my concerns, if any arise?

**A.** Yes, you're always welcome to raise any concerns directly with any staff member, including the village manager. Alternatively, Ryman villages have a formal complaints procedure that can be explained to you, as well as a Statutory Supervisor/ resident advocate. There are also regular resident meetings to discuss any concerns.

## Visitors

**Q.** Can I have people to stay in my unit?

**A.** Yes, for short periods of time. As a courtesy, we ask that you consult with the village manager first.

**Q.** Are there visitor hours for residents in the care centres?

**A.** There are no set visiting hours. This is your home, so visitors are welcome any time. The amenities are available for you to enjoy with your friends and family. We just ask that you respect the privacy of other residents.

## Financial

**Q.** How much does it cost for the Occupation Rights to a unit?

**A.** Prices vary throughout each village, so we recommend asking for the prices relating to units currently available. An interest-free advance gives you the right to occupy the unit for life and access to community amenities.

**Q.** What does the deferred management fee cover?

**A.** The deferred management fee, which is capped at 20 percent of your interest-free occupancy advance, operates on an 'enjoy now, pay later' basis. It covers the costs of refurbishing and reselling the unit (at the end of the tenancy), and overall management of the village.

**Q.** Who is responsible for insurance and rates?

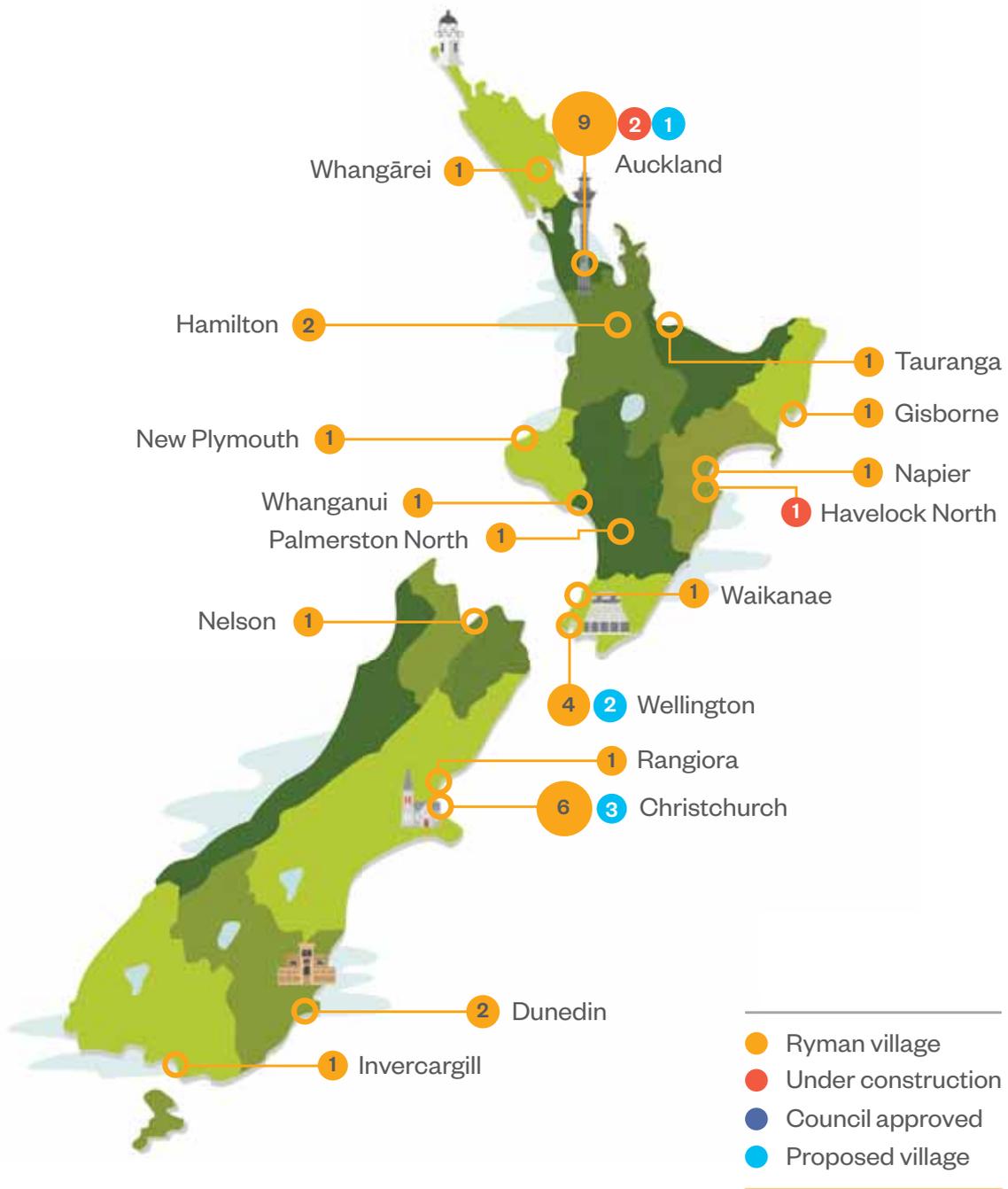
**A.** We pay for the building insurance, as well as the general rates and water rates. You are responsible for insuring your contents and personal effects.

**Q.** What happens if I move into the village but decide it's not for me?

**A.** We're happy to say that in over 35 years this has rarely happened. However, if you change your mind after moving in, we will honour our 90-day money-back guarantee.

# Our villages in New Zealand

Ryman Healthcare has over 35 retirement villages across Australasia, each with their own distinctive personality and welcoming community. Which one is right for you?



**Whangarei**

- Jane Mander

**Auckland**

- Bert Sutcliffe
- Bruce McLaren
- Edmund Hillary
- Evelyn Page
- Grace Joel
- Hobsonville
- Kohimarama
- Lincoln Road
- Logan Campbell
- Murray Halberg
- Possum Bourne
- William Sanders

**Hamilton**

- Hilda Ross
- Linda Jones

**Tauranga**

- Bob Owens

**Gisborne**

- Kiri Te Kanawa

**New Plymouth**

- Jean Sandel

**Napier**

- Princess Alexandra

**Havelock North**

- Te Aute Road

**Whanganui**

- Jane Winstone

**Palmerston North**

- Julia Wallace

**Waikanae**

- Charles Fleming

**Wellington**

- Bob Scott
- Karori
- Malvina Major
- Newtown
- Rita Angus
- Shona McFarlane

**Nelson**

- Ernest Rutherford

**Rangiora**

- Charles Upham

**Christchurch**

- Anthony Wilding
- Diana Isaac
- Essie Summers
- Margaret Stoddart
- Ngaio Marsh
- Northwood
- Park Terrace
- Riccarton Park
- Woodcote

**Dunedin**

- Frances Hodgkins
- Yvette Williams

**Invercargill**

- Rowena Jackson

**Our villages in Australia**



# Contact us

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## Our villages

### New Zealand

#### **Anthony Wilding**

5 Corbett Crescent, Halswell,  
Christchurch  
03 338 5820

#### **Bert Sutcliffe**

2 Rangatira Road, Birkenhead,  
Auckland  
09 482 1777

#### **Bob Owens**

112 Carmichael Road, Bethlehem,  
Tauranga  
07 579 3041

#### **Bob Scott**

25 Graham Street, Petone  
04 570 5800

#### **Bruce McLaren**

795 Chapel Road, Howick, Auckland  
09 535 0220

#### **Charles Fleming**

112 Parata Street, Waikanae  
04 293 1350

#### **Charles Upham**

24 Charles Upham Drive, Rangiora  
03 310 8600

#### **Diana Isaac**

1 Lady Isaac Way, Mairehau,  
Christchurch  
03 386 3018

#### **Edmund Hillary**

221 Abbotts Way, Remuera,  
Auckland  
09 570 0070

#### **Ernest Rutherford**

49 Covent Drive, Stoke, Nelson  
03 538 0880

#### **Essie Summers**

222 Colombo Street, Beckenham,  
Christchurch  
03 337 2702

#### **Evelyn Page**

30 Ambassador Glade, Orewa,  
Auckland  
09 421 1915

#### **Frances Hodgkins**

40 Fenton Crescent, St Clair, Dunedin  
03 455 0277

#### **Grace Joel**

184 St Heliers Bay Road, St Heliers,  
Auckland  
09 575 1572

#### **Hilda Ross**

30 Ruakura Road, Hamilton  
07 855 9542

#### **Jane Mander**

262 Fairway Drive, Kamo, Whangarei  
09 435 3850

#### **Jane Winstone**

49 Oakland Avenue, St Johns Hill,  
Whanganui  
06 345 6783

#### **Jean Sandel**

71 Barrett Road, New Plymouth  
06 751 4420

#### **Julia Wallace**

28 Dogwood Way, Clearview Park,  
Palmerston North  
06 354 9262

#### **Kiri Te Kanawa**

12 Gwyneth Place, Lytton West,  
Gisborne  
06 863 3636

#### **Logan Campbell**

187 Campbell Road, Greenlane,  
Auckland  
09 636 3888

#### **Malvina Major**

134 Burma Road, Khandallah,  
Wellington  
04 478 3754

#### **Margaret Stoddart**

23 Bartlett Street, Riccarton,  
Christchurch  
03 348 4955

#### **Murray Halberg**

11 Commodore Drive, Lynfield,  
Auckland  
09 627 2700

#### **Ngaio Marsh**

95 Grants Road, Papanui, Christchurch  
03 352 5140

#### **Possum Bourne**

5 Lisle Farm Drive, Pukekohe,  
Auckland  
09 238 0370

#### **Princess Alexandra**

145 Battery Road, Napier  
06 835 9085

#### **Rita Angus**

66 Coutts Street, Kilbirnie, Wellington  
04 387 7626

#### **Rowena Jackson**

40 O'Byrne Street North, Waikivi,  
Invercargill  
03 215 9988

#### **Shona McFarlane**

66 Mabey Road, Lower Hutt  
04 577 1090

#### **William Sanders**

7 Ngataranga Road, Devonport,  
Auckland  
09 445 0900

#### **Woodcote**

29 Woodcote Avenue, Hornby,  
Christchurch  
03 349 8788

#### **Yvette Williams**

383 Highgate, Roslyn, Dunedin  
03 464 0390

### Australia

#### **Nellie Melba**

2 Collegium Avenue, Wheelers Hill,  
Melbourne  
(AU) +61 3 8513 1900

#### **Weary Dunlop**

242 Jells Road, Wheelers Hill,  
Melbourne  
(AU) +61 3 8545 1400

## New villages in the pipeline

### New Zealand

#### Havelock North

94 Te Aute Road,  
Havelock North  
06 877 0701

#### Hobsonville

3 Scott Road,  
Hobsonville, Auckland  
09 416 0750

#### Karori

26 Donald Street,  
Karori, Wellington  
0800 756 499

#### Kohimarama

223 Kohimarama Road,  
Kohimarama, Auckland  
0800 666 099

#### Lincoln Road

221 Lincoln Road,  
Henderson, Auckland  
09 838 0880

#### Linda Jones

1775 River Road, Hamilton  
07 853 3382

#### Newtown

192-206 Adelaide Road,  
Newtown, Wellington  
0800 756 499

#### Northwood

20 Radcliffe Road,  
Northwood,  
Christchurch  
0800 279 626

#### Park Terrace

78 & 100 Park Terrace,  
Christchurch  
0800 279 626

#### Riccarton Park

25 Steadman Road,  
Upper Riccarton,  
Christchurch  
0800 279 626

### Australia

#### Aberfeldie

2 Vida Street,  
Aberfeldie, Melbourne  
(AU) +61 3 8317 4800

#### Burwood East

45 Burwood Highway,  
Burwood East, Melbourne  
(AU) +61 3 8849 8799

#### Coburg

81a Bell Street,  
Coburg, Melbourne  
(AU) +61 1800 517 376

#### Highett

32-40 Graham Road  
Highett VIC 3190  
(AU) +61 1800 517 376

#### Highton

157 South Valley Road,  
Highton, VIC  
(AU) +61 3 5260 8099

#### Mt Eliza

70 Kunyung Road,  
Mt Eliza, Melbourne  
(AU) +61 3 5911 7500

#### Mt Martha

180 Bentons Road,  
Mt Martha, Melbourne  
(AU) +61 3 5911 7500

#### Ocean Grove

181-199 Shell Road,  
Ocean Grove, VIC  
(AU) +61 3 4238 3000

#### Ringwood East

2-16 Mt Dandenong Road,  
Ringwood East, VIC 3135  
(AU) +61 1800 517 376

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## Ryman offices

### Christchurch office

Airport Business Park  
92 Russley Road, Christchurch  
PO Box 771, Christchurch 8042  
New Zealand

### Auckland office

93 Ascot Avenue, Remuera  
Auckland 1051, New Zealand

### Melbourne office

Suite 10.03, Level 10  
420 St Kilda Road  
Melbourne  
PO Box 33119  
Melbourne VIC 3004,  
Australia

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**For more information on any of Ryman Healthcare's retirement villages:**

**(NZ) 0800 588 222**

[rymanhealthcare.co.nz](http://rymanhealthcare.co.nz)

**(AU) +61 1800 288 299**

[rymanhealthcare.com.au](http://rymanhealthcare.com.au)



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# Pop in for a cuppa and a chat

**Thank you for considering a Ryman village.**

We'd love to meet with you, to learn more about your retirement living or care needs, and to show you around the village of interest to you. And while you're here, please join us for a complimentary morning or afternoon tea, or lunch.

*"Don't even worry about it. Just come. It's such a special place to live."*

Rae

Serviced apartment resident



[www.rymanhealthcare.co.nz](http://www.rymanhealthcare.co.nz)  
[www.rymanhealthcare.com.au](http://www.rymanhealthcare.com.au)