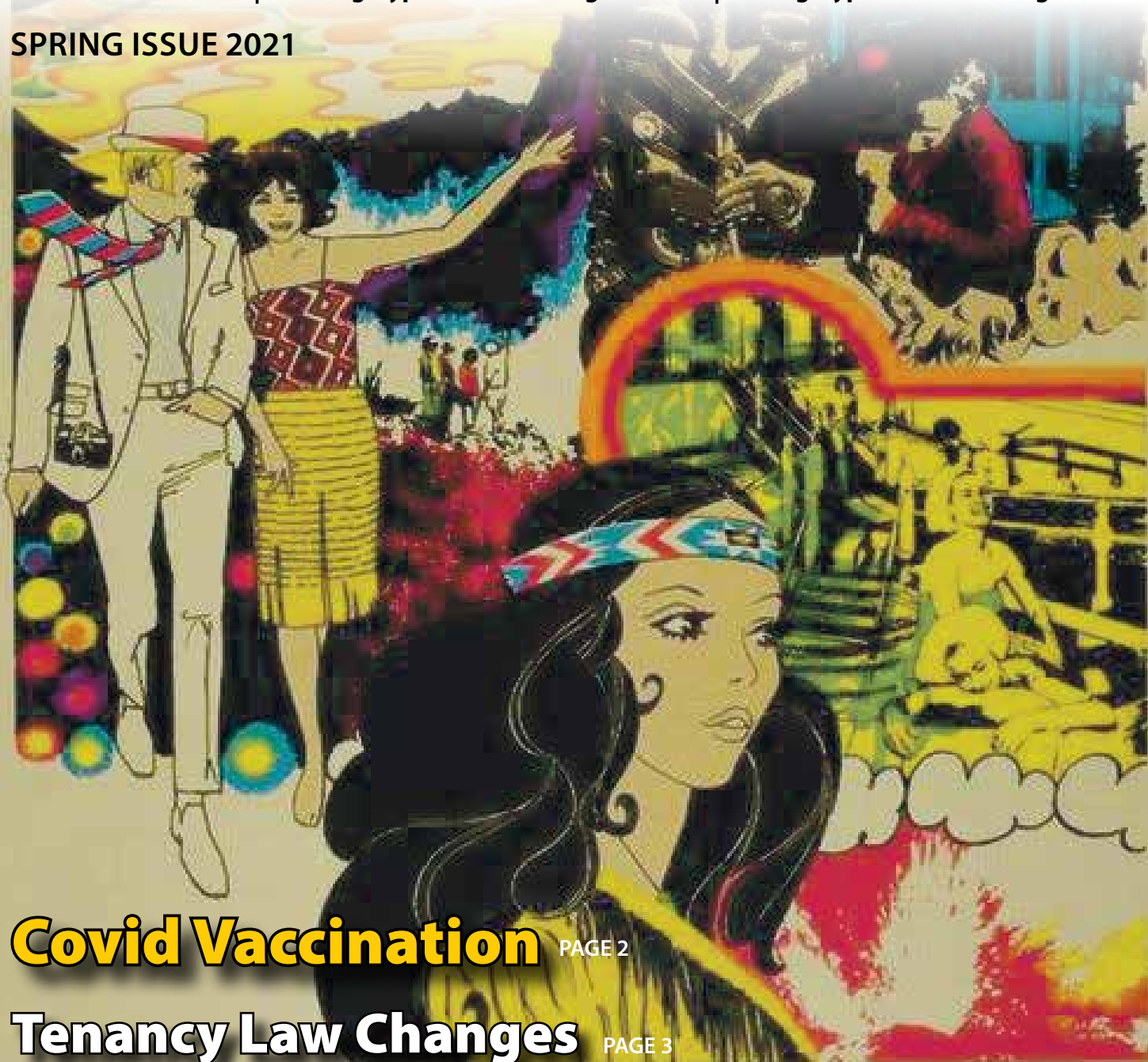


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ROTORUA
NEW ZEALAND

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11am to 2pm Tuesday to Thursday inclusive.

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Lyn Walker

WEB MASTER: Keith Garratt

COMMITTEE:

Gerald Hanson / Leo Pol / Reynold Macpherson /
Terry Lucas / Don Hawkes / Michelle Nahu /
Jim Adams / Lyn Walker

If there are issues you would like Grey Power Rotorua to take up on your behalf, let your Committee know by phone or contact us via our website www.greypowerrotorua.org.nz or email greypower.rotorua@gmail.com

REMEMBER Grey Power Rotorua when you change your contact details

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ARE YOU A RETIRED ACCOUNTANT?

COULD YOU VOLUNTEER YOUR TIME ONLY ONCE A YEAR? THEN



TO REVIEW OUR FINANCIALS FOR YOUR 2022 AGM

Please contact the GPR office with your details. *Thank You.*

FIGHT COVID-19 coronavirus

GET YOUR COVID-19 VACCINATION



Getting a COVID-19 vaccination is the best way to protect yourself your family and your community.



From the mind of the Ed.

Isn't it amazing that we now have over 1500 paid-up members for the 2021-22 year. Just think through, if only 1% of these members took an active part-time role as an office volunteer or a committee member, we would achieve so much more

for you. In return, apart from doing something new, interesting and rewarding, you would make new friends and take on something that you may have never done before. Most importantly, you will be an important part of the Grey Power Rotorua Inc team.

Then to top it all off, you will have the peace of mind in knowing that this will not affect your IRD tax, as you are volunteering your services.

Do you have a happy memory of your life in Rotorua that you would like to share? Please send it in to me no later than September 30th for your Summer issue of the magazine. Up to half a page including a photo would be great.

In fact, if you have an article that you feel would be of interest to other Grey Power members, please email it to me or drop into the office.

Please note that although I may put your item forward for the magazine it is the publisher that has the final say. This is mainly due to space available.

As you know we have an outing on the 3rd Monday of each month. Do you have ideas that you would like to suggest for the 2022 GPR Outing Programme?

Your Grey Power Rotorua end of year luncheon will be on 27th November.

Remember to watch out for the "NZTA" registration scam, always look at the email address that it is sent from. And of course, check your car rego sticker.

Gerald Hanson | ANZIM. BGE
Editor for Grey Power Rotorua Inc Magazine
geraldhanson.gpr@gmail.com

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Housing can have a significant impact on wellbeing as we age.

Older people can face a range of housing issues such as affordability, accessibility, location, insecurity of tenure and even homelessness.

There are more older people renting now than ever before and home ownership rates for those aged 50 to 64 are still steadily decreasing.

Earlier this year, the Government made changes to the Residential Tenancies Act 1986 which covers the rights and responsibilities of landlords and tenants in New Zealand.

The changes aim to make things easier for those living in rental properties and by improving the security of tenure and allowing minor alterations, so they can make their house a home.

Tenants can now ask to make changes to the rental property and landlords must not decline if the change is minor. Landlords can, however, set reasonable conditions.

Full details on what minor changes are and templates to help you request these changes in writing can be found on the Tenancy Services website.

Landlords can no longer end a periodic tenancy without cause. This gives tenants more security that they can stay in their home long term.

Notice can only be given in specific situations. For example, landlords can give at least 63 days' notice if a family member will be moving into the property as their main residence within 90 days from the end of the tenancy; or at least 90 days' written notice if they are selling, demolishing, or extensively renovating the property.

The full list of changes to the Act is available on the Tenancy Services website.

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Calendar of events coming up:

16 August

(3rd Monday of the month outing), 9.30am.

We meet at Parksyde for a cuppa. At 10am we carpool to our destination, the Tupapakura Stream reserve at Ngongotaha, for a gentle river walk. **Guests are welcome. Bring your friends.**

17 August - 1pm forum at Linton Park Community Centra, 16 Kamani Place.

This is our biggie for the year. Minister For Seniors, the Hon. Ayesha Verrall will talk with us between 1 and 2 pm. To be followed by a cuppa and then a talk and presentation by Len Salt (GP Mercury Bay) about the government's Three Waters project. **Guests are welcome. Bring your friends.**

13 September - 1pm, forum at Linton Park Community Centre about the Rotorua Lakes Council Representation Review.

RLC come for a Q&A session and a slide show with us. **Guests are welcome. Bring your friends.**

20 September

(3rd Monday of the month outing), 9.30am.

We meet at Parksyde for a cuppa. At 10am we carpool to our destination, a 120-year old house, brought here from Hawkes Bay. With a largish garden and a B&B to boot. **Guests are welcome. Bring your friends.**

From our National President

Kia ora All,

I just wanted to let you know that the Minister of Seniors phoned me on Friday to tell Grey Power that she was releasing a media statement regarding the recruitment of an Aged Care Commissioner.

The statement is provided below.

I did say to the Minister that our policy, which she had asked for and received before the budget announcement was made, was for the commissioner to have wide-ranging authority to provide a one stop shop for older people because they were often unaware of where they should go if they had concerns. We had hoped for a commissioner to have similar functions to the Children's Commissioner.

She responded that it would have been too difficult to break up the services etc. that already existed and she has agreed to provide a rationale based on her response to me in the next Grey Power Quarterly magazine.

Aged Care Commissioner recruitment to begin.

Recruitment for an Aged Care Commissioner will start next month as almost a fifth of complaints to the Health and Disability Commissioner (HDC) in the past year have come from consumers over 65.

The new role will sit within the Health and Disability Commissioner's office and ensure greater oversight of the aged care sector, Seniors Minister and Associate Health Minister Dr Ayesha Verrall said.

The Aged Care Commissioner will be in place in the next six months, Verrall said.

Health and Disability Commissioner Morag McDowell says an Aged Care Commissioner "is an excellent opportunity to elevate our work to promote and protect the rights of people receiving aged care services"

The recruitment for the role comes after about 18 per cent of complaints to HDC in the year ending 30 June 2021 involved consumers of services who are over 65. The complaints are often made by family members. In the previous year, a total of 259 complaints relating to aged residential care and 147 complaints about home care were received by HDC and the Advocacy Service.

There were 26 formal investigations relating to aged

residential care facilities in 2020/21, around a fifth of all investigations closed in the past year. In 24 of these cases a breach of the Code of Health and Disability Services Consumers' Rights was found.

Inadequate care and treatment issues were also among the most common concerns raised, Verrall said. Aged care services are more than aged residential care and can include needs assessment, rehabilitation, home and community support services.

Verrall said it was vital to improve the aged care system as New Zealand's population ages.

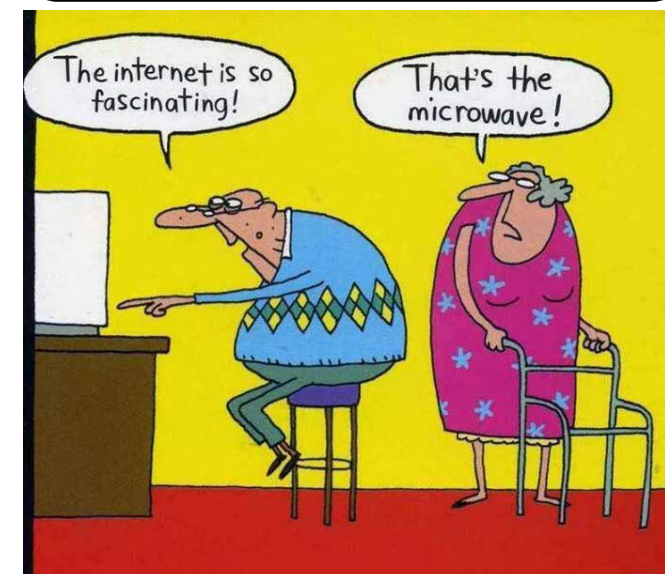
"We need to make sure older New Zealanders experience consistent, quality care that's culturally appropriate for everyone, particularly our Māori and Pacific communities," she said.

"It is projected that by 2034 there will be 1.2 million people in New Zealand aged 65 and over. Although many older people are living healthier for longer, demand for aged care services is also expected to increase.

"The Aged Care Commissioner will be critical to improving the aged care system for the wellbeing of those reliant on this help, and those closest to them."

Ngā mihi (kind regards)
Jan.

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Structure of Grey Power Federation

By Jan Pentecost
National President Grey Power NZ Federation INC.

During visits to associations, I have been asked to explain how the Federation works so here goes.

If we imagine a pyramid, at the top, we have our local associations made up of the most important people in this organisation - association members, without whom Grey Power would not exist.

The associations deal with issues that come up locally from their members and also sometimes let the Federation board know if the issue is more widespread throughout the country. Most associations also provide interesting speakers for their meetings etc.

The next layer are the Zones or regions that are managed by a regionally elected Zone Directors.

Zone Directors attend to association issues like problems at committee level and so on and will call on the Federation Board to assist if necessary.

Then finally we get to the Federation Board which is

made up of the president, vice-president, secretary and treasurer (they are elected by the AGM) and 7 regional representatives elected by the relevant associations. These all occur in a 2 year cycle.

The Board coordinates Grey Power work at a national level.

It monitors what the government and other decision-makers are doing and how their actions will affect our members - it meets with influential people including politicians and bureaucrats usually in Wellington - three times a year on behalf of members.

And one aim is to be involved when political parties are making their policy and to change legislation that disadvantages vulnerable older people.

Grey Power is different from other organisations - On a different but important tack the Grey Power Federation is independent of any government funding which means it can advocate on almost any issue affecting older people without jeopardising its funding base.

It is also non-aligned with any political party and apart from our small administration office we are run entirely by volunteers - decision-makers see us as providing grass roots advocacy.

Outing Report

July 18th we went to the Arts Village. An indoor event was called for because the weather was so lousy. As it turned out, the weather was not too bad on the day. We had eight people attending to view the exhibitions and had some social time at the tea/coffee shop.

June 21 we went to a local artist's (Janet Keen) studio where we were met with a bit of artistic mayhem and an interesting display of a very large glass mosaic in the process of being created.



Our next outing will be on **August 16** and on **September 20** when we will visit an interesting 120-year old building that has been moved to Kaiangaroa, is currently being restored, has a B&B, has a mushroom farm attached and has a good-sized garden.

As usual, we meet on the 3rd Monday of the month at 9.30am at Parksyde for a morning cuppa and then carpool at 10am to our new destination.

See you there and then.

A Word from Neighbourhood Support Rotorua: Theft From Cars

Theft from vehicles is one of the most common crime types in New Zealand. Most of the offending is opportunistic, it occurs because something is seen of value which tempts the offender to commit the crime. Commonly called by the Police as "Theft Ex Car" it is a crime that can be thwarted.



The most likely method of entry is through open windows or partly open windows, forcing locks or smashing windows.

By reducing the temptations of valuables on show in a vehicle also reduces the likelihood of a theft occurring. A simple deterrent is to ensure the vehicle is locked, there are offenders who test door handles to see if a vehicle is locked.

Often people leave windows partially open or forget to close them when they get out of their vehicles. The small gap left with a partially open window could be the access point into your vehicle. The decision is yours; do you want a hot vehicle when you return or do you want to have your valuables stolen from it while you were away from it?

Ensure no property is left visible in the vehicle. Take anything of value with you such as cell phones, GPS units, wallets, money, sunglasses, handbags, computers, mp3 players etc. Never leave valuables in an unattended car, no matter how short a time you leave it.

Some of those valuable items may not be able to be taken with you. If they cannot be taken with you they must be completely out of sight. If you know when you start your journey that you will be stopping and leaving your vehicle, place those valuables out of sight before starting off. If you hide items when at your destination and are parking your vehicle, you may be observed secreting those valuables.

Where you park your vehicle is also a thing to be considered. At home park your vehicle off the street or in a garage and ensure it is locked. Park in a well-lit area. In the Rotorua CBD many streets have CCTV coverage which they cannot see down service lanes.

Many later model cars are fitted with alarms and immobilisers. If your car is fitted with them always alarm your vehicle when you leave it. If your car doesn't have them they can be fitted and by fitting

an alarm/immobiliser it may reduce your insurance premium. If alarmed and an attempt is made to enter your vehicle the sounding of the alarm often scares off the offender before they get into the vehicle.

Opportunist offenders may move down a road visually checking vehicles for valuables or testing door handles. By following the simple procedures suggested above you reduce the likelihood of having your vehicle entered and valuables taken. Be security conscious and protect your property.

Do something about your vehicle security before you are faced with the loss of your valuables and damage to your vehicle. It's about you being security conscious.

Join the Neighbourhood Support Group in your street. If you don't have one encourage your neighbours to start one. Call Neighbourhood Support Rotorua on 07-349-9470 or email nsrotorua@gmail.com to find out more about Neighbourhood Support Rotorua.

If you wish to update your details and have a mobile phone which can read QR Codes click on this QR Code to update them from your phone.





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RETIREMENT VILLAGES ASSOCIATION
RVA RELEASES A BLUEPRINT TO TAKE US FORWARD

You may have seen some media coverage of the Commission for Financial Capability’s (CFFC) White Paper that proposes a review of the retirement village legislation. In our view this proposal is misplaced, as the legislative framework protecting residents’ interests in the village is both robust and world-leading. The beauty of the regime is that it permits a huge range of commercial terms that allow residents genuine choice about their village. Looking for somewhere that shares capital gain? There are villages that do that. Want the certainty of a fixed weekly fees? 60% of villages offer that. And so on.

However, we also recognize that there are aspects of the commercial terms, which are the focus of the CFFC’s White Paper, that can create problems for residents, especially if units take longer to re-licence than expected and families have to wait longer than desirable for the repayment of the capital sum.

On 25 May 2021, at our Conference, the RVA launched a comprehensive blueprint to introduce a range of improvements in the industry. In particular, the blueprint includes providing residents with a stronger voice, strengthening the complaints process and working with the CFFC to monitor re-licensing times so best practice standards can be developed.

The RVA will also explore establishing an Ombudsman to hear and resolve complaints and invite an independent member of the public to sit on its Executive to represent residents’ interests. Retired High Court Judge Hon. Dr John Priestly QC is already the independent chair of the RVA’s separate Disciplinary Authority to look at complaints about egregious operator behaviour.

“The growth of our sector, the fact more than 100 Kiwis are choosing to move into a retirement village every week and the overwhelming satisfaction levels among residents clearly demonstrates that we have struck the right balance between robust regulatory oversight and effective self-governance,” says RVA President Graham Wilkinson.

“However, we accept there is always room for improvement and refinement around certain practices as our sector and our offering evolves. This blueprint sets out the tangible and definitive steps we will be taking to achieve that goal.”

As a first step, the RVA has invited the Hon Tracy Martin, a former Minister for Seniors, to be the Independent Member on the RVA’s Executive Committee to ensure the residents’ voice is heard at our Board level. We are delighted that someone with Tracey’s mana and experience has agreed to take up the role.

As part of the blueprint, the RVA has agreed with the CFFC to survey all members annually to examine

emerging trends and work with members, residents and the Retirement Commissioner to design a best practice approach to re-licensing that reflects the reality of the local real estate market, yet ensures residents’ estates do not wait an unreasonable period of time for a refund.

“We agree there is a role for continuously educating operators and residents about the re-licensing process and to encourage best practice including dealing with potential drawn-out re-licensing times,” said Mr Wilkinson.

The blueprint also sets out plans to review Occupation Rights Agreements (ORAs) to address any perceived unfair terms or confusing clauses and ensure clarity around what the resident and operator are responsible for, in particular, repairs, maintenance and replacement of operator-owned chattels.

“We will work with our members, residents and the Retirement Commissioner to identify best practice for future ORAs which define each party’s responsibilities, so that residents are not responsible for usual maintenance and replacement of operator-owned chattels, whilst protecting operators from bearing the cost of making good resident abuse or damage to chattels.

“Already some operators have moved towards this position and we anticipate the majority of operators will follow quickly.”

The RVA has worked with the CFFC to develop best practice standards around the disclosure of information about residents’ transfer to care and have called for these to be incorporated into the Retirement Villages Code of Practice.

“We also agree that the retirement sector can encourage best practice standards, as is illustrated by the sector actively encouraging operators to stop charging all fees when a resident moves out,” says Mr Wilkinson.

“This is an example of education and market pressure. The practice was extremely rare 20 years ago, but today the majority of villages have adopted this practice and we expect more to follow, although this will always be a challenge for smaller and not-for-profit villages.”

Last year, the RVA signed a Memorandum of Understanding with the Retirement Village Residents Association of New Zealand to work together on issues. These include guidelines on dealing with the media, ensuring complaints raised via either organisation are dealt with expeditiously and fairly, implementing a comprehensive village manager training programme, and regular meetings between both the RVA and the RVRA’s Executive Committees.

editorial supplied by the Retirement Villages Association

Todd McClay
Member of Parliament for Rotorua

Demand the Debate
– Rotorua is changing

The Government choosing the Mongrel Mob to rehabilitate meth users over organisations with no gang affiliations has made many New Zealanders angry.

When Mike King’s ‘I am Hope’ and other worthy organisations go wanting while the Mob gets \$2.75 million, it’s clear the Government has appalling priorities.

The central part of a functioning democracy is open debate. Parties make commitments before elections and people vote based on them.

Labour is making decisions that the public deserves a say on. It’s making changes that have wide-ranging consequences for the type of country we live in and the type of place our children will inherit. Changes it didn’t tell voters about.

Take the oil and gas ban, announced on the steps of Parliament without campaigning or consulting. The consequence is that we will import two million tonnes of coal from Indonesia this year to generate electricity - most other countries use natural gas to transition towards a greener economy.

Another example is the Ute tax to subsidise electric cars – something they ruled out before the election and then announced after people had voted penalising the farmers who helped the New Zealand economy get through the lockdown and the Tradies we desperately need to build houses.

At a time when nurses are undervalued and are certainly underpaid, and our health system struggles as they look to Australia for better opportunities, Labour announced a \$785 million cycle bridge over Waitematā Harbour to be used by a few thousand people.

Do you recall the debate during the election campaign about Labour putting 4000 children in motels or spending \$1 million a day on homeless motels or that they would buy a motel in Rotorua for \$8.1 million when it was valued at about half? That’s because it didn’t happen

We deserve to know why our towns and cities are changing because the Labour Government is failing to deliver on its housing promise. Reports of increased crime rates, unruly behaviour and increasing gang

presence mean local residents and homeless families housed in motels no longer feel safe.

Labour has changed Rotorua from a tourist town to a homeless town – without any debate. People no longer want to visit and moteliers say that bookings are way down

New Zealanders deserve a say on their country’s future. You deserve a say on Rotorua’s future. You too, must demand the debate.


Hon Todd McClay
Member of Parliament for Rotorua
Authorised by T. McClay, Parliament Buildings, Wellington.
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Hon Todd McClay
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Home phone technology and calling 111

what you need to know



CAN YOU CALL 111 IN A POWER CUT?

If the power goes out and there is an emergency, will you or your loved ones be able to contact 111? Most modern home phones require power to work. It's important that you know what technology your home phone uses and that you also check your family and friends understand this and are prepared.

WHAT TECHNOLOGIES NEED POWER?



Fibre and wireless home broadband



Home phones that use voice calling over the internet (known as VoIP)



Most cordless home phones on any technology

HOW CAN I CHECK?

- Ask your service provider what technology you are on and whether your phone will work in a power cut.
- Test it, by turning your power off (at the mains is best) and seeing if it works.

TIPS FOR BEING PREPARED

- We suggest keeping a charged mobile phone handy ready to use as a back-up in case of an emergency.
- Keep your mobile phone charged – or purchase a portable power bank from an electronics retail store and keep it (charged) in an easy to find place.
- If your landline service is delivered over traditional copper lines keep a corded phone handy as a back-up, that you can plug into a phone jack if needed.

NEW TECHNOLOGY NEEDS POWER TO WORK

Every year, and when signing up to a new service, your home phone line telecommunications provider needs to tell you that new technology (fibre or fixed wireless) needs power to work and of the need to be prepared. This helps support everyone including the most vulnerable consumers.

Do you, or someone you know, need extra support?

From August 2021 if you, or someone you know, meets the criteria of a vulnerable consumer under the Commerce Commission's 111 Contact Code they will be provided with a way to contact 111 emergency services in a power cut.

If you are out of your Providers area another local provider will cover your call to ensure your call is connected to 111.

Best Joke in this issue

With a very seductive voice, a wife asked her husband. "Have you ever seen Twenty Dollars all crumpled up?"

"No," said her husband.

She gave him a sexy little smile unbuttoned the top three buttons of her blouse and slowly reached down in her cleavage created by a soft, silky push-up bra and pulled out a crumpled Twenty Dollar bill.

He took the crumpled Twenty Dollar bill from her and smiled approvingly. She then asked, "Have you ever seen Fifty Dollars all crumpled up?"

"No I haven't," he said, an anxious tone in his voice. She gave him another sexy little smile pulled up her skirt, seductively reached into her tight sheer panties, and pulled out a crumpled Fifty Dollar bill.

He took the crumpled Fifty Dollar bill and started breathing a little quicker with anticipation.

"Now," she said "Have you ever seen 100,000 Dollars all crumpled up?"

"No way," he said becoming even more aroused and excited to which she replied:

"Go look in the garage

Hospitals resort to hiring doctors

PHYSICIAN SHORTAGE PROMPTING MOVE, ADMINISTRATORS SAY

ON TEENAGERS, ADULTS:

Statistics show that teen pregnancy drops off significantly after age 25.

Mary Anne Tebeke, Republican state senator from Colorado Springs (Contributed by Harry F. Pancer)

Leave your loved ones fond memories not your funeral costs



For over 38 years the **Catholic Development Fund (CDF)** of the Catholic Diocese of Hamilton is where Catholics and others can invest funds in fees free term deposit and savings (including funeral savings) accounts. Allowing them to support the religious, educational and charitable objectives of the Bishop, local communities and the wider Church..

CDF's funeral savings account is open to all faiths, even those of no faith, and pays interest on all balances. Contributions can be made by lump sum(s) or regular automatic payment. There's no minimum deposit, frequency or account fees.

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Contact CDF: Phone: 07 856 6989
Email: cdf@cdh.org.nz Website: www.cdh.org.nz
Mail: PO Box 4353 Hamilton East 3247,
In-person: Chanel Centre, Catholic Diocese of Hamilton, 51 Grey St Hamilton East, Hamilton East.

editorial supplied by Catholic Diocese of Hamilton

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This application to deposit is issued with the Replacement Product Disclosure Statement (PDS) dated 4 December 2020 for an offer of debt securities issued by the Roman Catholic Bishop of the Diocese of Hamilton, trading as the Catholic Development Fund (CDF). The Replacement PDS and the Trust Deed can be viewed at the following websites: NZ Companies Office www.business.govt.nz/disclose; Catholic Diocese of Hamilton www.cdh.org.nz or the Diocesan Office at 51 Grey Street, Hamilton East, Hamilton 3216.

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editorial supplied by The Law Shop

Using Healthcare Services in the Community

- a new resource

The Health and Disability Commissioner (HDC) has produced a new resource titled "Using Healthcare Services in the Community." The booklet has been developed after consultation with older people (50+) and disability groups, with input from community healthcare services.

The booklet has information on what is available and what a person can expect when they use a community healthcare service. It is targeted at older people and covers various services including general practices, pharmacies and home and community support services.

The "Using Healthcare Services in the Community" booklet has tips on how to prepare for appointments, useful contacts and a glossary of words including some in te reo Māori. HDC is also working on a smaller pamphlet version of the booklet, an easy read and New Zealand Sign Language versions. These will be completed in the coming weeks.

People can download and print the booklet from the HDC website at this address: www.hdc.org.nz/disability/disability-related-resources Individuals can order a copy of the printed booklet from HDC free of charge.

HDC has received positive feedback about the booklet so far and we trust this information will help to improve a person's experience with community healthcare services.

"Why Keep It Secret?"

Available from Grey Power Rotorua

We're now on our 6th reprint. The foreword says: "Nothing is surer than death and taxes". "Why Keep It Secret?" does not replace a Will and is not a legally binding document. WKIS guides us through documenting our important information, so that those responsible for carrying out our wishes are clearly advised.

Order Form for Booklet "Why Keep It Secret?"

Payment must accompany order

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DESCRIPTION: Booklet "Why keep it Secret?"

UNIT PRICE: \$5.00 per copy or \$4.50 each for 10 copies or more (includes Postage & Packing)

TOTAL: \$

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Grey Power Rotorua Inc.

RENEWAL and NEW MEMBER APPLICATION FORM

www.greypowerrotorua.org.nz

PO Box 414, ROTORUA 3040
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Phone 07 346 1739

Office hours Tuesdays-Thursdays
11.00am - 2.00pm
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Payment Options

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Include reference NEW and name or member number.

Grey Power office

Come in, complete a renewal or membership application form and pay by cash or EFTPOS.

EFTPOS : Cheque or savings only as we cannot accept Credit Cards.

Very Important

Grey Power Rotorua Inc have NOT moved from 1333 Eruera St and are not sharing space at Parksyde House with Age Concern.

We will remain where we are as long as we are able or until we can lease more prominent premises at a still affordable rent.

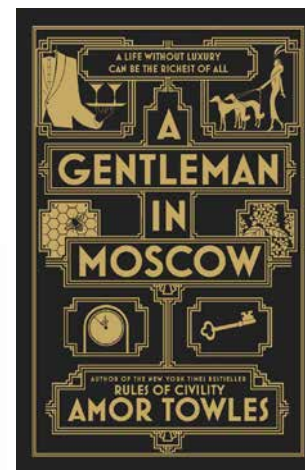
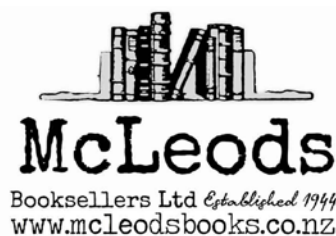
To join Grey Power Rotorua come to the office at 1333 Eruera St
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Spring Book Review

In this article, Manager Jemma Morrison reviews *A Gentleman in Moscow*, a fiction title set in Russia, which would be enjoyed by men and women alike. The book is available in store or online at www.mcleodsbooks.co.nz. Books can be posted anywhere in the world.



A Gentleman in Moscow by Amor Towles

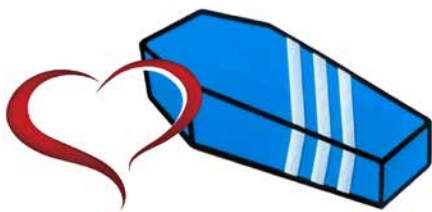
This novel easily joins my favourite reads of all time. It is beautifully wrought with elegance, style and lovable characters, Count Rostov in particular steals

the reader's heart. Set after the Russian revolution, the Count is placed under house arrest for the writing of a particular poem, and finds himself confined to a small attic room in the Metropol hotel over the coming decades.

At first he struggles with the confines of his new environment, and despair begins to sink in. However, there are moments of light in his initial darkness - the fragrance of the apple blossoms from his childhood home in the honey from the rooftop hives, the small, daily interactions with the Metropol's staff and residents that begin to take on more meaning, and then the vast opening of his world by a child - a young girl who takes Rostov into her confidence, providing him with a key that opens any door, sharing her discoveries and explorations and most of all - her friendship.

Over the years Rostov's background, friendships, loves and losses are imparted to the reader, and I felt every loss, hurt and tenderness as though it were my own.

Every sentence is a delight to read, this is a book to be savoured, pored over and treasured.



Coffin Club in Rotorua is at 2 Old Quarry Road (off Fairy Springs Road, Rotorua).

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