

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

ABN: 86 504 771 740

This form is effective from 1 February 2019



Name of Village: Noosa Domain Village

Important information for the prospective resident

- The Village Comparison Document gives general information about the retirement village accommodation, facilities and services, including the general costs of moving into, living in and leaving the retirement village. This makes it easier for you to compare retirement villages.
- The *Retirement Villages Act 1999* requires a retirement village scheme operator to:
 - provide a copy of the Village Comparison Document to a prospective resident of the retirement village within seven days of receiving a request
 - include a copy of the Village Comparison Document with any promotional material given to a person, other than through a general distribution (e.g. mail-out)
 - publish the Village Comparison Document on the village's website so that the document, or a link to it appears prominently on each page of the website that contains, or has a link to, marketing material for the village
- You can access a copy of this Village Comparison Document on the village website at www.countryclubliving.com.au.
- All amounts in this document are GST-inclusive, unless stated otherwise where that is permitted by law.

Notice for prospective residents

Before you decide whether to live in a retirement village, you should:

- Seek independent legal advice about the retirement village contract – there are different types of contracts and they can be complex
- Find out the financial commitments involved – in particular, you should understand and consider ingoing costs, ongoing fees and charges (which can increase) and how much it will cost you when you leave the village permanently
- Consider any impacts to any pensions, rate subsidies and rebates you currently receive
- Consider what questions to ask the village manager before signing a contract
- Consider whether retirement village living provides the lifestyle that is right for you. Moving into a retirement village is very different to moving into a new house. It involves buying into a village with communal facilities where usually some of the costs of this lifestyle are deferred until you leave the village. These deferred costs when you leave your unit may be significant.
- Seek further information and advice to help with making a decision that is right for you. Some useful contacts are listed at the end of this document, including:
 - Queensland Retirement Village and Park Advice Service (QRVPAS) which provides free information and legal assistance for residents and prospective residents of retirement village. See www.caxton.org.au or phone 07 3214 6333.

- The Queensland Law Society which can provide a list of lawyers who practice retirement village law. See www.qls.com.au or phone: 1300 367 757.

More information

- If you decide to move into a retirement village, the operator will provide you with a Prospective Costs Document for your selected unit, a residence contract and other legal documents.
- By law, you must have a copy of the Village Comparison Document, the Prospective Costs Document, the village by-laws, your residence contract and all attachments to your residence contract for at least 21 days before you and the operator enter into the residence contract. This is to give you time to read these documents carefully and seek professional advice about your legal and financial interests. You have the right to waive the 21-day period if you get legal advice from a Queensland lawyer about your contract.

The information in this Village Comparison Document is correct as at 1 February 2019 and applies to prospective residents.

Some of the information in this document may not apply to existing residence contracts.

Part 1 – Operator and management details

<p>1.1 Retirement village location</p>	<p>Retirement Village Name: Noosa Domain Village</p> <p>Street Address: 35 Walter Hay Drive</p> <p>Suburb Noosaville State QLD Post Code 4566</p>
<p>1.2 Owner of the land on which the retirement village scheme is located</p>	<p>Name of land owner: Noosa Domain Pty Ltd</p> <p>Australian Company Number (ACN) 161 369 553</p> <p>Address: 18-20 Peel Street Nth</p> <p>Suburb: Ballarat State: VIC Post Code 3350</p>
<p>1.3 Village operator</p>	<p>Name of entity that operates the retirement village (scheme operator)</p> <p>Noosa Domain Pty Ltd</p> <p>Australian Company Number (ACN) 161 369 553</p> <p>Address: 18-20 Peel Street Nth</p> <p>Suburb: Ballarat State: VIC Post Code 3350</p> <p>Date entity became operator: 10 May 2013</p>
<p>1.4 Village management and onsite availability</p>	<p>Name of village management entity and contact details</p> <p>Country Club Villages Pty Ltd</p> <p>Australian Company Number (ACN) 075 604 652</p> <p>Phone 03 5331 2611 Email: info@countryclubliving.com.au</p>

	<p>An onsite manager (or representative) is available to residents:</p> <p><input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> By appointment only <input type="checkbox"/> None available <input type="checkbox"/> Other</p> <p>Onsite availability includes:</p> <p>Weekdays – 9am – 5.30pm plus emergency callouts Office Hours: 10am – 12pm and 2pm – 4pm Weekends - Emergency callouts only</p>
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Part 2 – Age limits

2.1 What age limits apply to residents in this village?	<p>Applicants must be 55 years of age or over. In the case of a joint application at least one applicant must be 55 years of age or over. The suitability of the applicant is at the discretion of the scheme operator.</p>
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ACCOMMODATION, FACILITIES AND SERVICES

Part 3 – Accommodation units: Nature of ownership or tenure

3.1 Resident ownership or tenure of the units in the village is:	<p><input type="checkbox"/> Freehold (owner resident) <input checked="" type="checkbox"/> Lease (non-owner resident) <input type="checkbox"/> Licence (non-owner resident) <input type="checkbox"/> Share in company title entity (non-owner resident) <input type="checkbox"/> Unit in unit trust (non-owner resident) <input type="checkbox"/> Rental (non-owner resident) <input type="checkbox"/> Other </p>
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Accommodation types				
3.2 Number of units by accommodation type and tenure	There are 97 units in the village, comprising 97 single story units and 24 apartments due for completion in December 2019, comprising 24 apartments in a multi-story building with two levels			
Accommodation Unit	Freehold	Leasehold	Licence	Other
Independent living units				
- One bedroom		0		
- Two bedrooms		69		
- Three bedrooms		28		
Apartments				
- Two bedrooms		20 (Dec 2019)		
- Three bedrooms		4 (Dec 2019)		
Total number of units		121		

Access and design	
3.3 What disability access and design features do the units and the village contain?	<p><input type="checkbox"/> Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs) in <input type="checkbox"/> all <input type="checkbox"/> some units</p> <p><input checked="" type="checkbox"/> Level access from the street into and between all areas of the ground floor apartments (i.e. no external or internal steps or stairs)</p> <p><input checked="" type="checkbox"/> Alternatively, a ramp, elevator or lift allows entry into <input type="checkbox"/> all <input checked="" type="checkbox"/> some apartments</p> <p><input checked="" type="checkbox"/> Step-free (hobless) shower in <input type="checkbox"/> all <input checked="" type="checkbox"/> some units and all apartments</p> <p><input checked="" type="checkbox"/> Width of doorways allow for wheelchair access in <input checked="" type="checkbox"/> all <input type="checkbox"/> some units and apartments</p> <p><input checked="" type="checkbox"/> Toilet is accessible in a wheelchair in <input checked="" type="checkbox"/> all <input type="checkbox"/> some units and apartments</p> <p><input checked="" type="checkbox"/> Other key features in the units or village that cater for people with disability or assist residents to age in place</p> <p>Handrails to all toilets and showers and unit and apartments designed in accordance with Qld accessibility codes.</p> <p><input type="checkbox"/> None</p>

Part 4 – Parking for residents and visitors	
4.1 What car parking in the village is available for residents?	<p><input checked="" type="checkbox"/> All 97 units with own garage attached or adjacent to the unit</p> <p><input checked="" type="checkbox"/> 20 apartments with undercover parking separate from the apartment</p> <p><input checked="" type="checkbox"/> 4 apartments with one undercover parking and one open car park separate from the apartment</p> <p><input checked="" type="checkbox"/> Other parking e.g. caravan or boat</p> <p>Caravan spaces are limited and as such not all residents are guaranteed a space. Allocation of a space is determined by reference to a waiting list.</p>

	<p>Restrictions on resident's car parking include:</p> <p>Restricted to designated spaces, no parking on roadways or nature strips. Visitor parking is not to be used by residents on a permanent basis.</p>
<p>4.2 Is parking in the village available for visitors? If yes, parking restrictions include</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Visitor parking spaces are available at various locations in designated spaces around Noosa Domain Village. No parking on roadways or nature strips. Visitor parking is not to be used by residents on a permanent basis.</p>
<p>Part 5 – Planning and development</p>	
<p>5.1 Is construction or development of the village complete?</p>	<p>Year village construction started 2009</p> <p><input type="checkbox"/> Fully developed / completed</p> <p><input checked="" type="checkbox"/> Partially developed / completed</p> <p><input type="checkbox"/> Construction yet to commence</p>
<p>5.2 Is there development approval or a development application pending for further development or redevelopment of the village? <i>[Note: Delete the following if this does not apply]</i> If yes to either:</p> <ul style="list-style-type: none"> • Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities. 	<p>Development approval granted</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Apartment building A (24 apartments each with own carport separate to the apartment) and Outdoor Lap Pool.</p> <p>Apartment building A: Grange (2BR) – Ground Floor x 10 Grange (2BR) – First Floor x 10 Hampton (3BR) – Ground Floor x 2 Hampton (3BR) – First Floor x 2</p> <p>Construction has begun, anticipated completion date December 2019, subject to unforeseen construction delays.</p> <p>Development application pending</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Apartment building B (34 apartments and carports) – application yet to be submitted.</p> <p>Note: see notice at end of document regarding inspection of the development approval documents.</p>

Part 6 – Facilities onsite at the village

6.1 The following facilities are currently available to residents:

- | | |
|--|---|
| <input checked="" type="checkbox"/> Activities or games room
<input checked="" type="checkbox"/> Arts and crafts room
<input type="checkbox"/> Auditorium
<input checked="" type="checkbox"/> BBQ area outdoors
<input checked="" type="checkbox"/> Billiards room
<input checked="" type="checkbox"/> Bowling green
[indoor/outdoor]
<input type="checkbox"/> Business centre (e.g. computers, printers, internet access)
<input type="checkbox"/> Chapel / prayer room
<input type="checkbox"/> Communal laundries
<input checked="" type="checkbox"/> Community room or centre
<input checked="" type="checkbox"/> Dining room
<input checked="" type="checkbox"/> Gardens
<input checked="" type="checkbox"/> Gym
<input checked="" type="checkbox"/> Hairdressing or beauty room
<input checked="" type="checkbox"/> Library | <input checked="" type="checkbox"/> Medical consultation room
<input type="checkbox"/> Restaurant
<input type="checkbox"/> Shop
<input checked="" type="checkbox"/> Swimming pool [indoor / outdoor]
[heated-/ not heated]
<input checked="" type="checkbox"/> Separate lounge in community centre
<input type="checkbox"/> Spa [indoor / outdoor]
[heated / not heated]
<input checked="" type="checkbox"/> Storage area for boats / caravans
<input type="checkbox"/> Tennis court [full/half]
<input checked="" type="checkbox"/> Village bus or transport
<input checked="" type="checkbox"/> Workshop
<input checked="" type="checkbox"/> Other [specify]
Reception, club bar, communal toilets, theatre, dance floor, mailroom |
|--|---|

Details about any facility that is not funded from the General Services Charge paid by residents or if there are any restrictions on access or sharing of facilities (e.g. with an aged care facility).

- Residents' Club Bar – the bar stock is funded by the residents.
- Workshop Access – for the safety of residents Workshop Rules are in place. A keypad must be used to gain access. Materials for the workshop are funded by the residents who use this facility.
- Bus – if longer distance trips are organised outside of the regular local trips, these are paid for on a user basis.
- Boat - residents responsible for a hire charge when boat is utilised without an employee of Noosa Domain Pty Ltd.

6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?

- Yes No

Note: Aged care facilities are not covered by the *Retirement Villages Act 1999 (Qld)*. The retirement village operator cannot keep places free or guarantee places in aged care for residents of the retirement village. To enter a residential aged care facility, you must be assessed as eligible by an Aged Care Assessment Team (ACAT) in accordance with the *Aged Care Act 1997 (Cwth)*. Exit fees may apply when you move from your retirement village unit to other accommodation and may involve entering a new contract.

Part 7 – Services

7.1 What services are provided to all village residents (funded from the General Services Charge paid by residents)?

- Management and administration;
- Gardening and lawn maintenance of communal areas;
- Cleaning of communal facilities;
- Property maintenance of communal areas;
- Swimming Pool maintenance;
- Operation of village bus and boat (residents responsible for a hire charge when boat is utilised without an employee of Noosa Domain Pty Ltd).
- Water, sewerage charges and council rates for communal areas.
- Insurance cover including buildings, fixtures, plant and machinery, liability cover and more but excluding contents insurance of resident’s units.
- Other services as detailed each year in the operating budget for Noosa Domain Village.

7.2 Are optional personal services provided or made available to residents on a user-pays basis?

Yes No

- Social programs are arranged from time to time – the charge for which will depend on the nature of the program.
- External service providers such as a hairdresser, podiatrist, doctor etc may come to the village and be utilised on a user pay basis.
- Certain bus and boat trips as described in item 6.1.

7.3 Does the retirement village operator provide government funded home care services under the *Aged Care Act 1997 (Cwth)*?

Yes, the operator is an Approved Provider of home care under the *Aged Care Act 1997* (Registered Accredited Care Supplier – RACS ID number)

Yes, home care is provided in association with an Approved Provider [name of provider]

No, the operator does not provide home care services, residents can arrange their own home care services

Note: Some residents may be eligible to receive a Home Care Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment team (ACAT) under the *Aged Care Act 1997 (Cwth)*. These home care services are not covered by the *Retirement Villages Act 1999 (Qld)*.

Residents can choose their own approved Home Care Provider and are not obliged to use the retirement village provider, if one is offered.

Part 8 – Security and emergency systems

8.1 Does the village have a security system?

If yes:

- the security system details are:
- the security system is monitored between:

Yes No

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 am andpmdays per week.

8.2 Does the village have an emergency help system?

If yes or optional:

- the emergency help system details are:
- the emergency help system is monitored between:

Yes – all residents Optional No

Each unit is fitted with an emergency call system device.

 24 hours a day, 7 days per week.

8.3 Does the village have equipment that provides for the safety or medical emergency of residents?

If yes, list or provide details e.g. first aid kit, defibrillator

Yes No

First Aid Kits x 2
 Defibrillator x 1
 Safety Link alarm in Community Centre, Gymnasium & Outdoor Pool
 Evacuation plans located at various strategic locations

COSTS AND FINANCIAL MANAGEMENT

Part 9 – Ingoing contribution – entry costs to live in the village

An ingoing contribution is the amount a prospective resident must pay under a residence contract to secure a right to reside in the retirement village. The ingoing contribution is also referred to as the sale price or purchase price. It does not include ongoing charges such as rent or other recurring fees.

9.1 What is the estimated ingoing contribution (sale price) range for all types of units in the village	Accommodation Unit	Range of ingoing contribution
		Independent living units
	- Two bedrooms	\$ 530,000 to \$600,000
	- Three bedrooms	\$ 695,000 to \$800,000
	Other – Independent living apartments	
	- Two bedrooms	\$ 475,000 to \$499,000
	- Three bedrooms	\$ 695,000 to \$695,000
	- Full range of ingoing contributions for all unit types	\$ 475,000 to \$800,000

9.2 Are there different financial options available for paying the ingoing contribution and exit fee or other fees and charges under a residence contract?

Yes No

There are 2 different exit fee arrangements as set out in Part 11 below

9.3 What other entry costs do residents need to pay?

- Transfer or stamp duty
- Costs related to your residence contract (Legal costs \$1430, Registration fee \$222, Lodging fee \$26.40, Survey fee \$572)
- Costs related to any other contract e.g.
- Advance payment of General Services Charge
- Other costs

Part 10 – Ongoing Costs – costs while living in the retirement village

General Services Charge: Residents pay this charge for the general services supplied or made available to residents in the village, which may include management and administration, gardening and general maintenance and other services or facilities for recreation and entertainment described at 7.1.

Maintenance Reserve Fund contribution: Residents pay this charge for maintaining and repairing (but not replacing) the village's capital items e.g. communal facilities, swimming pool. This fund may or may not cover maintaining or repairing items in your unit, depending on the terms of your residence contract.

The budgets for the General Services Charge and the Maintenance Reserve Fund are set each financial year and these amounts can increase each year. The amount to be held in the Maintenance Reserve Fund is determined by the operator using a quantity surveyor's report.

Note: The following ongoing costs are all stated as weekly amounts to help you compare the costs of different villages. However, the billing period for these amounts may not be weekly.

10.1 Current weekly rates of General Services Charge and Maintenance Reserve Fund contribution

Type of Unit	General Services Charge (weekly)	Maintenance Reserve Fund contribution (weekly)
Other - All units/apartments pay a flat rate	\$81.00	\$20.08

Last three years of General Services Charge and Maintenance Reserve Fund contribution

Financial year	General Services Charge (range) (weekly)	Overall % change from previous year	Maintenance Reserve Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
2016	\$77.08 to \$77.08	+1.5%	\$18.00 to \$18.00	+1.2%
2017	\$78.23 to \$78.23	+1.5%	\$19.15 to \$19.15	+2.4%
2018	\$79.62 to \$79.62	+1.8%	\$19.61 to \$19.61	+1.9%

10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)

- Contents insurance
- Home insurance (freehold units only)
- Electricity
- Gas

- Water
- Telephone
- Internet
- Pay TV
- Other

10.3 What other ongoing or occasional costs for repair, maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?

- All unit fixtures
- All unit fittings
- All unit appliances
- None

Additional information
Residents must keep and maintain every part of the unit and the chattels clean and tidy and in good repair. This excludes maintenance of roof tiles, spouts and guttering, external painting/rendering, front gardens and lawns.

10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?

- Yes No

The onsite manager will assist residents with organising repair and maintenance on the unit, if required.

The manager will organise repair and maintenance work on communal areas as well as on roof tiles, spouts and guttering, external painting/rendering, front gardens and lawns.

Part 11– Exit fees - when you leave the village

A resident may have to pay an exit fee to the operator when they leave their unit or when the right to reside in their unit is sold. This is also referred to as a 'deferred management fee' (DMF).

11.1 Do residents pay an exit fee when they permanently leave their unit?

If yes: list all exit fee options that may apply to new contracts

- Yes – all residents pay an exit fee calculated using the same formula
 Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract
 No exit fee
 Other

Exit Fee – Units and Apartments

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on ingoing contribution paid by the next resident (less pre-paid rent: i.e. the new loan amount paid by the next resident)
1 year	6% of the ingoing contribution paid by the next resident (less \$1000 pre-paid rent)
2 years	12% of the ingoing contribution paid by the next resident (less \$1000 pre-paid rent)
3 years	18% of the ingoing contribution paid by the next resident (less \$1000 pre-paid rent)
4 years	24% of the ingoing contribution paid by the next resident (less \$1000 pre-paid rent)
5 years	30% of the ingoing contribution paid by the next resident (less \$1000 pre-paid rent)
6 years	36% of the ingoing contribution paid by the next resident (less \$1000 pre-paid rent)
7 years	40% of the ingoing contribution paid by the next resident (less \$1000 pre-paid rent)

Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.

The maximum (or capped) exit fee is 40% of the net amount of the purchase price paid by the next resident less \$1000 pre-paid rent (i.e. the new loan amount) after 7 years of residence.

The minimum exit fee is 6% of net amount of the purchase price paid by the next resident less \$1000 pre-paid rent (i.e. the new loan amount) taking into account fractions of a year.

Exit Fee – Apartments (alternate model)	
Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on your ingoing contribution (less pre-paid rent: i.e. the loan amount paid by the resident)
1 year	7% of your ingoing contribution (less \$1000 pre-paid rent)
2 years	13% of your ingoing contribution (less \$1000 pre-paid rent)
3 years	19% of your ingoing contribution (less \$1000 pre-paid rent)
4 years or more	25% of your ingoing contribution (less \$1000 pre-paid rent)
Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.	
The maximum (or capped) exit fee is 25% of the purchase price paid by the resident less \$1000 pre-paid rent (i.e. the loan amount) after 4 years of residence. The minimum exit fee is 7% of the purchase price paid by the resident less \$1000 pre-paid rent (i.e. the loan amount) taking into account fractions of a year	

11.2 What other exit costs do residents need to pay or contribute to?	<input checked="" type="checkbox"/> Sale costs for the unit <input checked="" type="checkbox"/> Legal costs <input checked="" type="checkbox"/> Other costs Reinstatement costs (if required) Share of renovation costs (if required) General services charge Maintenance reserve fund contribution Your share of costs incurred in obtaining a valuation (if required) Disbursements associated with the removal of the lease from the title of the Village
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Part 12 – Reinstatement and renovation of the unit

12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>Reinstatement work means replacements or repairs that are reasonably necessary to return the unit to the same condition it was in when the resident started occupation, apart from:</i> <ul style="list-style-type: none"> • fair wear and tear; and • renovations and other changes to the condition of the unit carried out with agreement of the resident and operator. <i>Fair wear and tear includes a reasonable amount of wear and tear associated with the use of items commonly used in a retirement village. However, a resident is responsible for the cost of replacing a capital item of the retirement village if the resident deliberately damages the item or causes accelerated wear.</i>
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	Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.
<p>12.2 Is the resident responsible for renovation of the unit when they leave the unit?</p>	<p><input type="checkbox"/> Yes, all residents pay of any renovation costs (in same proportion as the share of the capital gain on the sale of their unit)</p> <p><input checked="" type="checkbox"/> Only applies to residents who share in the capital gain on the sale of their unit, and in that case the resident pays 80% of any renovation costs</p> <p><input type="checkbox"/> No</p> <p><i>Renovation means replacements or repairs other than reinstatement work.</i></p> <p>By law, the operator is responsible for the cost of any renovation work on a former resident's unit, unless the residence contract provides for the resident to share in the capital gain on the sale of the resident's interest in the unit. Renovation costs are shared between the former resident and operator in the same proportion as any capital gain is to be shared under the residence contract.</p>

Part 13– Capital gain or losses

<p>13.1 When the resident's interest or right to reside in the unit is sold, does the resident share in the capital gain or capital loss on the resale of their unit?</p>	<p><input checked="" type="checkbox"/> Yes, Units and Apartments the resident's share of the capital gain is 80 % the resident's share of the capital loss is 80 %</p> <p><input checked="" type="checkbox"/> No Apartments (Alternative model) the resident's share of the capital gain is Nil the resident's share of the capital loss is Nil</p>
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Part 14 – Exit entitlement

An exit entitlement is the amount the operator may be required to pay the former resident under a residence contract after the right to reside is terminated and the former resident has left the unit.

<p>14.1 How is the exit entitlement which the operator will pay the resident worked out?</p>	<p>For Units and Apartments:</p> <p>Ingoing contribution paid by you</p> <p>Plus, 80% of capital gain (if any) achieved on re-sale</p> <p>Less</p> <ul style="list-style-type: none"> - Exit Fee - Share of Capital loss (80%) (if any) - Cost of finding a new resident - General Services Charge until the earlier of re-sale or 9 months from vacant possession - Maintenance Reserve Fund contribution until the earlier of re-sale or 9 months from vacant possession - Reinstatement costs (if any)
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	<ul style="list-style-type: none"> - 80% of Renovation costs (if any) - Any outstanding General Services Charge or Maintenance Reserve Fund contribution - Legal costs in respect to the Surrender of Lease <p>For Apartments (Alternate Model):</p> <p>Ingoing contribution paid by you</p> <p>Less</p> <ul style="list-style-type: none"> - Exit Fee - Cost of finding a new resident - General Services Charge until the earlier of re-sale or 9 months from vacant possession - Maintenance Reserve Fund contribution until the earlier of re-sale or 9 months from vacant possession - Reinstatement costs (if any) - Any outstanding General Services Charge or Maintenance Reserve Fund contribution - Legal costs in respect to the Surrender of Lease
<p>14.2 When is the exit entitlement payable?</p>	<p>By law, the operator must pay the exit entitlement to a former resident on or before the earliest of the following days:</p> <ul style="list-style-type: none"> • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator • 18 months after the termination date of the resident’s right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT). <p>In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.</p>
<p>14.3 What is the turnover of units for sale in the village?</p>	<p>1 accommodation units were vacant as at the end of the last financial year</p> <p>3 accommodation units were resold during the last financial year</p> <p>6.5 months was the average length of time to sell a unit over the last three financial years</p>

Part 15– Financial management of the village

15.1 What is the financial status for the funds that the operator is required to maintain under the Retirement Villages Act 1999?

General Services Charges for the last 3 years

Financial Year	Deficit/Surplus	Change from previous year
2016	\$178.16 surplus	+109%
2017	\$7311.64 surplus	+4204%
2018	\$5763.78 deficit	-21%

Balance of **Maintenance Reserve Fund** for last financial year *OR* last quarter if no full financial year available \$46227.82.

Balance of **Capital Replacement Fund** for the last financial year *OR* last quarter if no full financial year available \$65433.21.

Percentage of a resident ingoing contribution applied to the Capital Replacement Fund 0%

The operator pays a percentage of a resident's ingoing contribution, as determined by a quantity surveyor's report, to the Capital Replacement Fund. This fund is used for replacing the village's capital items.

For the period 1 July 2018 to 30 June 2019 the Scheme Operator expects to contribute \$0 to the Capital Replacement Fund given the balance of funds currently available. The amount expected to be paid into the Capital Replacement Fund by the Scheme Operator for 1 July 2019 to 30 June 2020 is \$50,000 and then \$165,000 per annum for the years 1 July 2020 to 30 June 2028.

Part 16 – Insurance

The village operator must take out general insurance, to full replacement value, for the retirement village, including for:

- communal facilities; and
- the accommodation units, other than accommodation units owned by residents.

Residents contribute towards the cost of this insurance as part of the General Services Charge.

16.1 Is the resident responsible for arranging any insurance cover?

Yes No

If yes, the resident is responsible for these insurance policies:

If yes, the resident is responsible for these insurance policies:

- Contents insurance for your accommodation unit.
- Motor Vehicle (including motorised wheelchairs, mobility scooters or similar) insurance
- Any other insurance not covered by Village insurance

Part 17 – Living in the village	
<i>Trial or settling in period in the village</i>	
17.1 Does the village offer prospective residents a trial period or a settling in period in the village?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<i>Pets</i>	
17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Subject to manager approval. The manager has absolute discretion in giving permission and such permission may be revoked by the Scheme Operator or Manager in its absolute discretion at any time and without being required to give reasons.
<i>Visitors</i>	
17.3 Are there restrictions on visitors staying with residents or visiting? If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Residents must inform the manager within 24 hours of the arrival of any person other than the resident intending to occupy the accommodation unit and, unless written consent of the manager is first obtained, not to allow any such person to remain or reside at the accommodation unit either for any period in excess of 5 consecutive days or 6 weeks in total in any one calendar year.
<i>Village by-laws and village rules</i>	
17.4 Does the village have village by-laws?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>By law, residents may, by special resolution at a residents meeting and with the agreement of the operator, make, change or revoke by-laws for the village. Note: See notice at end of document regarding inspection of village by-laws</i>
17.5 Does the operator have other rules for the village.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes: Rules may be made available on request
<i>Resident input</i>	
17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.</i>

You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.

Part 18 – Accreditation

18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?

- No, village is not accredited
- Yes, village is voluntarily accredited through:
[specify].....
.....

Note: Retirement village accreditation schemes are industry-based schemes. The *Retirement Villages Act 1999* does not establish an accreditation scheme or standards for retirement villages.

Part 19 – Waiting list

19.1 Does the village maintain a waiting list for entry?

Yes No

If yes,

- what is the fee to join the waiting list?

No fee

Access to documents

The following operational documents are held by the retirement village scheme operator and a prospective resident or resident may make a written request to the operator to inspect or take a copy of these documents free of charge. The operator must comply with the request by the date stated by the prospective resident or resident (which must be at least seven days after the request is given).

- Certificate of registration for the retirement village scheme
- Certificate of title or current title search for the retirement village land
- Village site plan
- Plans showing the location, floor plan or dimensions of accommodation units in the village
- Plans of any units or facilities under construction
- Development or planning approvals for any further development of the village
- The annual financial statements and report presented to the previous annual meeting of the retirement village
- Statements of the balance of the capital replacement fund or maintenance reserve fund or Income and expenditure for general services at the end of the previous three financial years of the retirement village
- ~~Statements of the balance of any Body Corporate administrative fund or sinking fund at the end of the previous three years of the retirement village~~
- Examples of contracts that residents may have to enter into
- Village dispute resolution process
- Village by-laws
- Village insurance policies and certificates of currency
- A current public information document (PID) continued in effect under section 237I of the Act (this applies to existing residence contracts)

An example request form containing all the necessary information you must include in your request is available on the Department of Housing and Public Works website.

Further Information

If you would like more information, contact the Department of Housing and Public Works on 13 QGOV (13 74 68) or visit our website at www.hpw.qld.gov.au

General Information

General information and fact sheets on retirement villages: www.qld.gov.au/retirementvillages

For more information on retirement villages and other seniors living options: www.qld.gov.au/seniorsliving

Regulatory Services, Department of Housing and Public Works

Regulatory Services administers the *Retirement Villages Act 1999*. This includes investigating complaints and alleged breaches of the Act.

Department of Housing and Public Works

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3008 3450

Email: regulatoryservices@hpw.qld.gov.au

Website: www.hpw.qld.gov.au/housing

Queensland Retirement Village and Park Advice Service (QRVPAS)

Specialist service providing free information and legal assistance for residents and prospective residents of retirement villages and manufactured home parks in Queensland.

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: www.caxton.org.au

Department of Human Services (Australian Government)

Information on planning for retirement and how moving into a retirement village can affect your pension

Phone: 132 300

Website: www.humanservices.gov.au/individuals/subjects/age-pension-and-planning-your-retirement

Seniors Legal and Support Service

These centres provide free legal and support services for seniors concerned about elder abuse, mistreatment or financial exploitation.

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: [Error! Hyperlink reference not valid. https://caxton.org.au](https://caxton.org.au)

Queensland Law Society

Find a solicitor
Law Society House
179 Ann Street, Brisbane, QLD 4000
Phone: 1300 367 757
Email: info@qls.com.au
Website: www.qls.com.au

Queensland Civil and Administrative Tribunal (QCAT)

This independent decision-making body helps resolve disputes and reviews administrative decisions.

GPO Box 1639, Brisbane, QLD 4001
Phone: 1300 753 228
Email: enquiries@qcat.qld.gov.au
Website: www.qcat.qld.gov.au

Department of Justice and Attorney-General

Dispute Resolution Centres provide a free, confidential and impartial mediation service to the community.

Phone: 07 3006 2518
Toll free: 1800 017 288
Website: www.justice.qld.gov.au

Livable Housing Australia (LHA)

The Livable Housing Guidelines and standards have been developed by industry and the community to provide assurance that a home is easier to access, navigate and live in, as well as more cost effective to adapt when life's circumstances change.

Website: www.livablehousingaustralia.org.au/