



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: **NORTHRIDGE HAVEN RETIREMENT 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 <http://northridgehaven.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 NORTHRIDGE HAVEN RETIREMENT VILLAGE</p> <p>Street Address 42B Holberton Street</p> <p>Suburb Toowoomba State Qld Post Code 4350</p>
<p>1.2 Owner of the land on which the retirement village scheme is located</p>	<p>Name of land owner The Redeemver Evangelical Lutheran Congregation, Neil Street, Toowoomba, Queensland and Good Shepherd Evangelical Lutheran Church, Harristown</p> <p>Australian Company Number (ACN) Not applicable</p> <p>Address 16 Harth Street</p> <p>Suburb Toowoomba State Qld Post Code 4350</p>
<p>1.3 Village operator</p>	<p>Name of entity that operates the retirement village (Village operator)</p> <p>The Redeemer Evangelical Lutheran Congregation, Neil Street, Toowoomba, Queensland and Good Shepherd Evangelical Lutheran Church, Harristown</p> <p>Australian Company Number (ACN) Not applicable</p> <p>Address 16 Harth Street</p> <p>Suburb Toowoomba State Qld Post Code 4350</p> <p>Date entity became operator Registered on 27 July 2006</p>
<p>1.4 Village management and onsite availability</p>	<p>Name of village management entity and contact details</p> <p>Northridge Haven Retirement Village Management Committee, and its appointed Village Manager.</p> <p>Australian Company Number (ACN) Not applicable</p>

	<p>Phone 07 4634 1802 Email northridgehaven@bigpond.com</p> <p>An onsite manager (or representative) is available to residents:</p> <p><input type="checkbox"/> Full time</p> <p><input type="checkbox"/> Part time</p> <p><input type="checkbox"/> By appointment only</p> <p><input type="checkbox"/> None available</p> <p><input checked="" type="checkbox"/> Other</p> <p>Onsite availability includes:</p> <p>Weekdays 8.00 am to 5.00 pm</p> <p>Weekends For emergency purposes only</p>
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Part 2 – Age limits

2.1 What age limits apply to residents in this village?	55 years of age
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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)</p> <p><input type="checkbox"/> Lease (non-owner resident)</p> <p><input checked="" type="checkbox"/> Licence (non-owner resident)</p> <p><input type="checkbox"/> Share in company title entity (non-owner resident)</p> <p><input type="checkbox"/> Unit in unit trust (non-owner resident)</p> <p><input type="checkbox"/> Rental (non-owner resident)</p> <p><input type="checkbox"/> Other</p>
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Accommodation types				
3.2 Number of units by accommodation type and tenure	There are 26* units in the village, comprising 26 single story units; there are no units in any multi-story building with levels as there is no multi-story building in the village.			
Accommodation Unit	Freehold	Leasehold	Licence	Other
Independent living units – 2 bedroom			26*	1 Rental Unit occupied by the Village Manager
Studio	NIL	NIL	NIL	NIL
- One bedroom	NIL	NIL	NIL	NIL
- Two bedrooms	NIL	NIL	26	NIL
- Three bedrooms	NIL	NIL	NIL	NIL
Serviced units	NIL	NIL	NIL	NIL
- Studio	NIL	NIL	NIL	NIL
- One bedroom	NIL	NIL	NIL	NIL
- Two bedrooms	NIL	NIL	NIL	NIL
- Three bedrooms	NIL	NIL	NIL	NIL
Other	NIL	NIL	NIL	NIL
Total number of units	Not applicable	Not applicable	26	1
*This excludes one (1) rental unit occupied by and for the sole use of the Village Manager				

Access and design

3.3 What disability access and design features do the units and the village contain?

[Note: Delete either 'all' or 'some' which ever does not apply]

Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs) in all some units

Alternatively, a ramp, elevator or lift allows entry into all some units

Step-free (hobless) shower in all some units

Width of doorways allow for wheelchair access in all some units

Toilet is accessible in a wheelchair in all some units

Other key features in the units or village that cater for people with disability or assist residents to age in place

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None

Part 4 – Parking for residents and visitors

<p>4.1 What car parking in the village is available for residents?</p>	<p><input checked="" type="checkbox"/> Some units with own garage or carport attached or adjacent to the unit</p> <p><input checked="" type="checkbox"/> Some units with own garage or carport separate from the unit</p> <p><input checked="" type="checkbox"/> Some units with own car park space adjacent to the unit</p> <p><input checked="" type="checkbox"/> Some units with own car park space separate from the unit</p> <p><input checked="" type="checkbox"/> General car parking for residents in the village</p> <p><input checked="" type="checkbox"/> Restrictions on resident's car parking include:</p> <p>These restrictions are outlined in the By-laws of the Village.</p>
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<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>Visitors must part in the regulated parking spaces provided throughout the Village. Roadways must be kept clear for emergency vehicles and others at all times. Lawns and roadways are not to be used for parking. Caravans, boats, etc. must be kept outside the Village. Time limits may apply to some car parks in the Village.</p>
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Part 5 – Planning and development

<p>5.1 Is construction or development of the village complete?</p>	<p>Year village construction started 1991</p> <p><input checked="" type="checkbox"/> Fully developed / completed</p> <p><input type="checkbox"/> Partially developed / completed</p> <p><input type="checkbox"/> Construction yet to commence</p>
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<p>5.2 Is there development approval or a development application pending for further development or redevelopment of the village?</p> <p><i>[Note: Delete the following if this does not apply]</i></p> <p>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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>.....</p> <p>.....</p> <p>Development application pending</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>.....</p> <p>.....</p> <p>Note: see notice at end of document regarding inspection of the development approval documents.</p>
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Part 6 – Facilities onsite at the village

6.1 The following facilities are currently available to residents:

- | | |
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| <input checked="" type="checkbox"/> Activities or games room
<input checked="" type="checkbox"/> Arts and crafts room
<input type="checkbox"/> Auditorium
<input type="checkbox"/> BBQ area outdoors
<input type="checkbox"/> Billiards room
<input 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 type="checkbox"/> Dining room
<input checked="" type="checkbox"/> Gardens
<input type="checkbox"/> Gym
<input type="checkbox"/> Hairdressing or beauty room
<input type="checkbox"/> Library | <input type="checkbox"/> Medical consultation room
<input type="checkbox"/> Restaurant
<input type="checkbox"/> Shop
<input type="checkbox"/> Swimming pool [indoor / outdoor] [heated / not heated]
<input type="checkbox"/> Separate lounge in community centre
<input type="checkbox"/> Spa [indoor / outdoor] [heated / not heated]
<input type="checkbox"/> Storage area for boats / caravans
<input type="checkbox"/> Tennis court [full/half]
<input type="checkbox"/> Village bus or transport
<input checked="" type="checkbox"/> Workshop
<input checked="" type="checkbox"/> Other – Use of Community Hall at Northridge Salem
Recreation & social activities as organised by the Village Manager from time to time. |
|--|--|

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).

Use of Community Hall at Northridge Salem

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

- Yes No
- Name of residential aged care facility and name of the approved provider
- Northridge Salem Aged Care Toowoomba provided by Lutheran Services is located adjacent to the Village but is not connected or associated in any way with the Village and there is no guarantee that residents of the Village may attain a place in the aged care facility known as Northridge Salem Aged Care Toowoomba.

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 minor maintenance.
 Recreation & social facilities as organised by management from time to time.
 Workshop for woodwork and craft.
 Use of a Community Hall at Northridge Salem.
 Insurance (this does not cover residents' contents in accommodation units).
 Operation of the emergency call system (see item 8.2).
 Security Costs (if required).
 Services and facilities provided by the Village for the general use and enjoyment of the residents and visitors to the Village.
 Costs of any auditor engaged for the purposes of the Act or otherwise.
 Certain lifestyle and social activities including social club.
 Services associated with any outgoings, costs and expenses which the Village operator properly incurs in connection with the ownership, operation, management and administration of the Village.

The following items are not included in the General Services Charge:

- amounts payable directly by a resident under or in connection with a Residence Contract or the Act or by other residents of the Village under or in connection with their Residence Contract or the Act;
- amounts payable for or towards replacing the Village's capital items that are properly payable out of the Capital Replacement Fund;
- amounts payable for or towards maintaining or repairing the Village's capital items that are properly payable out of the Maintenance Reserve Fund;
- amounts payable for or towards costs awarded by QCAT against the Village Operator.

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

Yes No

No personal services are provided by the Village Operator however the Village Manager may assist in making arrangements for personal services to be provided to residents on a user-pays basis if required.

Unless otherwise agreed, the Residence Contract does not entitle the resident to any personal services and the Village Operator does not represent that any personal services will be provided by it to a resident. A resident may arrange care and other services at the retirement village from third parties, on a user pays basis if required and subject to the Village Operator's requirements.

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

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 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.

Closed circuit television security is located at the front gate of the Village on Holberton Street, Toowoomba and a system is installed in the adjacent community hall.

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

Emergency Call Access Facilities. Residents are required to have a landline phone which may be directly dialled to emergency services.

24 hours per 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

- Fire alarm
- Fire extinguisher
- Security Screen door
- First Aid Kit

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	
	- Studio	\$ to \$.....
	- One bedroom	\$ to \$.....
	- Two bedrooms	\$200,000.00 to \$220,000.00
	- Three bedrooms	\$ to \$.....
	Serviced units	
	- Studio	\$ to \$.....
	- One bedroom	\$ to \$.....
	- Two bedrooms	\$ to \$.....
	- Three bedrooms	\$ to \$.....
	Other	\$ to \$.....
	Full range of ingoing contributions for all unit types	\$200,000.00 to \$220,000.00

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?
 If yes: specify or set out in a table how the contract options work e.g. pay a higher ingoing contribution and less or no exit fee.

Yes No

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9.3 What other entry costs do residents need to pay?

Costs related to your Residence Contract

Advance payment of General Services Charge including Maintenance Reserve Fund contribution (the Maintenance Reserve Fund contribution is included in the General Services Charge, which must be paid one (1) month in advance)

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)
Independent Living Units		
- Studio	\$	\$
- One bedroom	\$	\$
- Two bedrooms	\$84.00 pw payable monthly in advance	\$19.08 pw (which is part of the General Services Charge)
- Three bedrooms	\$	\$
Serviced Units		
- Studio	\$	\$
- One bedroom	\$	\$
- Two bedrooms	\$	\$
- Three bedrooms	\$	\$
Other [<i>specify e.g. based on number of occupants or unit size. Add rows if required</i>]	\$	\$
All units pay a flat rate	\$	\$

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 -)
2018/2019	\$84.00	0%	\$19.08 (Part of General Services Charge)	0%
2017/2018	\$84.00	10.53%	\$17.29 (Part of General Services Charge)	+16.94%
2016/2017	\$76.00	N/A	\$7.97 (Part of General Services Charge)	N/A

[Note: Delete the following if does not apply]

Units within a community title scheme only

Body Corporate fees and contributions are payable by residents in units that are within a community title scheme only. Where the resident owns the freehold unit, the body corporate fees are payable by the resident to the body corporate. For leasehold units, the body corporate fees may be passed on under the terms of the lease with the operator.

Current weekly rates of Body Corporate fees and sinking fund

Type of Unit [Note: Delete all types of units that do not apply]	Body Corporate Administrative Fund fee (weekly)	Body Corporate Sinking Fund contribution (weekly)
Independent Living Units		
— Studio	\$	\$
— One bedroom	\$	\$
— Two bedrooms	\$	\$
— Three bedrooms	\$	\$
Serviced Units		
— Studio	\$	\$
— One bedroom	\$	\$
— Two bedrooms	\$	\$
— Three bedrooms	\$	\$
Other [specify]	\$	\$

Last three years of Body Corporate Administrative Fund Fee and Sinking Fund contribution

Financial year	Body Corporate Administrative Fund fee (weekly)	Overall % change from previous year (+ or -)	Sinking Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
	\$.....to \$.....%	\$..... to \$.....%
	\$.....to \$.....%	\$..... to \$.....%
	\$.....to \$.....%	\$..... to \$.....%

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:

<p>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?</p>	<p><input checked="" type="checkbox"/> Unit fixtures <input checked="" type="checkbox"/> Unit fittings <input checked="" type="checkbox"/> Unit appliances <input type="checkbox"/> None</p> <p>Additional information The Maintenance Reserve Fund, which is part of the General Services Charge, covers the cost of maintenance of capital items within the unit or Village only. Residents will be responsible for the cost of rectifying any damage or accelerated wear they cause to the unit, including replacing capital items within the unit or Village deliberately damaged by a resident.</p>
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<p>10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit? If yes: provide details, including any charges for this service.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>The Village Operator provides maintenance service for the cost of maintenance of capital items only, and can help residents arrange for repairs and maintenance of unit appliances but is not responsible for the replacement, repair or maintenance of non-capital items.</p>
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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).

<p>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</p>	<p><input checked="" type="checkbox"/> Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident’s Residence Contract</p>
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<p>Time period from date of occupation of unit to the date the resident ceases to reside in the unit</p>	<p>Exit fee calculation based on</p> <ul style="list-style-type: none"> Ingoing contribution paid by the next resident
<p>1 year</p>	<p>5% of the ingoing contribution paid by the next resident</p>
<p>2 years</p>	<p>10% of the ingoing contribution paid by the next resident</p>
<p>3 years</p>	<p>15% of the ingoing contribution paid by the next resident</p>
<p>4 years</p>	<p>20% of the ingoing contribution paid by the next resident</p>
<p>5 years</p>	<p>20% of the ingoing contribution paid by the next resident</p>

10 years	20% of the ingoing contribution paid by the next resident
<p>Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.</p> <p>The maximum (or capped) exit fee is 20% of the ingoing contribution after 3 years of residence.</p> <p>The minimum exit fee is $1 \div 365$ ($1 \div 366$ in a leap year) of 5% of the ingoing contribution paid by the next resident, plus or minus any adjustments to be made for outstanding exit charges as described in Item 14.1, if the licence term is only 1 day.</p>	

<p>11.2 What other exit costs do residents need to pay or contribute to?</p>	<p><input checked="" type="checkbox"/> Sale costs for the unit</p> <p><input checked="" type="checkbox"/> Legal costs</p> <p><input checked="" type="checkbox"/> Other costs See Item 14.1</p> <p>If the resident does not agree with the Village Operator's proposed resale value of the right to reside in the unit, the resident may be required to contribute to the cost of engaging a registered valuer. In addition, the resident may be required to pay other costs as outlined in item 14.1.</p> <p>Exit fees are calculated as a percentage of the Ingoing Contribution paid by the next resident of your unit, depending on the period between your Agreed Date of Entry and the date you cease occupying the accommodation unit pursuant to the terms of your Residence Contract.</p> <p>In this document, Agreed Date of Entry means the earlier of the date you commence occupying the accommodation unit or the date you are entitled to commence occupying the accommodation unit.</p> <p>The percentage is detailed in the table below. The exit fee percentage which apply to you will be shown in the schedule of your Residence Contract.</p> <p>The Village Operator may agree with a resident at the time of entering into a residence contract that the manner of calculating the exit fee may differ from that outlined below. In that event, the exit fee table which applies to that resident will be shown in their Residence Contract.</p> <p>The Village Operator reserves the right at any time to vary the method of calculating the exit fee (including the applicable percentages) which may apply to any other resident of the Village and including any subsequent resident of your unit.</p> <p>Any such variation will not affect the method of calculating your exit fee.</p>
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Part 12 – Reinstatement and renovation of the unit

<p>12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
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	<p><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></p> <ul style="list-style-type: none"> • <i>fair wear and tear; and</i> • <i>renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.</i> <p><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></p> <p>Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.</p>
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<p>12.2 Is the resident responsible for renovation of the unit when they leave the unit?</p>	<p><input checked="" type="checkbox"/> Yes, all residents pay 50% of any renovation costs (being the same proportion as any capital gain on the sale of their unit is to be shared under the Residence Contract)</p> <p><input type="checkbox"/> Optional, only applies to residents who share in the capital gain on the sale of their unit, and the resident pays% 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>
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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, the resident's share of the capital gain is 50% the resident's share of the capital loss is 100%</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.

14.1 How is the exit entitlement which the operator will pay the resident worked out?

The exit entitlement is calculated based on the Ingoing Contribution paid by you and subject to the following adjustments:

1. Less your exit fee; and
2. Less exit charges where applicable which include:
 - any outstanding personal services or general services charges;
 - any expenses we have incurred in relation to the resale of your unit provided that such expenses deducted shall be in the same proportion as our share of the ingoing contribution;
 - 50% of the costs of reinstatement work of your unit or its fixtures and fittings (if any);
 - the solar panel levy;
 - any costs of storage of your contents;
 - any legal costs incurred by us to surrender the licence;
 - any interest payable on overdue monies;
 - any other monies which are owing to us by you.
3. Plus 50% of any Capital Appreciation

Your exit entitlement is calculated with reference to the Capital Appreciation or Capital Depreciation, which are calculated on the Ingoing Contribution paid by the next resident for the right to reside in the accommodation unit, as follows:

- “Capital Appreciation” means the amount by which the Ingoing Contribution paid by the next resident of the right to reside in your accommodation unit (as determined in accordance with the Residence Contract) exceeds the Ingoing Contribution paid by you. The proportion in which the Resident and Village Operator are to share the Capital Appreciation is:
 - Resident – 50%; and
 - Village Operator – 50%.
- “Capital Depreciation” means the amount by which the Ingoing Contribution paid by you exceeds the amount of the Ingoing Contribution paid by the next resident for the right to reside in your accommodation unit (as determined in accordance with the Residence Contract). The proportion in which the Resident and Village Operator are to share the Capital Depreciation is:
 - Resident – 100%; and
 - Village Operator – 0%.

The new ingoing contribution will usually be the amount paid by the next resident of your accommodation unit when a new Residence Contract is entered into with a new resident of the accommodation unit. However, the new ingoing contribution will be a different amount if any of the following circumstances apply:

	<p>(a) <u>Destruction of accommodation unit or the retirement village</u></p> <p>If either the accommodation unit or the Retirement Village are destroyed or damaged so significantly so as the Village Operator elects not to repair the accommodation unit or the Retirement Village, the new ingoing contribution will be an amount equal to the ingoing contribution paid by you.</p> <p>(b) <u>Other circumstances</u></p> <p>If the exit entitlement is payable in any other circumstances, the new ingoing contribution will be an amount equal to the amount agreed between you and the Village Operator as the value for the right to reside in the accommodation unit. If the parties cannot agree the amount, the internal dispute resolution process set out in the Residence Contract will apply.</p> <p>Note: If the amount calculated above is a negative amount, you must pay that negative amount to the Village Operator on the same date as the Village Operator would otherwise have paid you an exit entitlement.</p>
<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"> • the day stated in the Residence Contract <ul style="list-style-type: none"> ➤ which is 14 days after settlement of the sale of the right to reside in the accommodation unit to the next resident or the operator. • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the Village 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, the Village 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>NIL accommodation units were vacant as at the end of the last financial year</p> <p>1 accommodation units were resold during the last financial year</p> <p>1 month is 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	Total of General Services Charges for the Year	Change from previous year
2018/2019	\$112,540.00	0%
2017/2018	\$111,608.13	10.53%
2016/2017	\$100,183.36	N/A
Balance of Maintenance Reserve Fund for last financial year <i>OR</i> last quarter if no full financial year available		\$1,228.68
Balance of Capital Replacement Fund for the last financial year <i>OR</i> last quarter if no full financial year available		\$60,328.10
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund		1%
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.		

OR

the village is not yet operating.

[Note: Delete if a Body Corporate does not apply]

Part 15 – Financial management of the Body Corporate

Note: All freehold community title scheme residents who own their unit are members of the body corporate.

15.1 What is the financial status of the Body Corporate funds in a freehold village?

Administrative Fund for the last 3 years			
Financial Year	Deficit / Surplus	Balance	Change in balance from previous year
	\$	\$	— %
	\$	\$	— %
	\$	\$	— %
Balance of the Sinking Fund to cover spending of a capital or non-recurrent nature for the last financial year <i>OR</i> last quarter if no full financial year available			\$.....

OR

the village is not yet operating.

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?

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

Yes No

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

Contents.

Part 17 – Living in the village

Trial or settling in period in the village

17.1 Does the village offer prospective residents a trial period or a settling in period in the village?

If yes: provide details including, length of period, relevant time frames and any costs or conditions

Yes No

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Pets

17.2 Are residents allowed to keep pets?

If yes: specify any restrictions or conditions on pet ownership

Yes No

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Visitors

17.3 Are there restrictions on visitors staying with residents or visiting?

If yes: specify any restrictions or conditions

Yes No

Family and friends are only permitted to stay in the unit by arrangement with, and the prior consent of, the Village Manager.

on visitors (e.g. length of stay, arrange with manager)	
Village by-laws and village rules	
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.</i> <i>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
Resident input	
17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?	<input type="checkbox"/> Yes <input checked="" 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> <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.</i>
Part 18 – Accreditation	
18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?	<input checked="" type="checkbox"/> No, village is not accredited <input type="checkbox"/> Yes, village is voluntarily accredited through: <i>[specify]</i>
Note: Retirement village accreditation schemes are industry-based schemes. The <i>Retirement Villages Act 1999</i> 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? If yes, <ul style="list-style-type: none"> what is the fee to join the waiting list? 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> 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 entered 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: <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

Liveable Housing Australia (LHA)

The Liveable 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