

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 February 2019

ABN: 86 504 771 740



Name of village: Parklands Retirement Haven

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.parklandscare.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 27 March 2020 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

1.1 Retirement village location	Retirement Village Name: Parklands Retirement Haven Street Address: 74 Emerald Park Way Suburb: URANGAN State: QLD Post Code: 4655
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: Burswood Care Pty Ltd as trustee for the Roshana Family Trust Australian Company Number (ACN): 154 327 545 Address: Supervision Group, ground floor, 76 Mill Point Road Suburb: South Perth State: WA Post Code: 6951
1.3 Village operator	Name of entity that operates the retirement village (scheme operator): Burswood Care Pty Ltd as trustee for the Roshana Family Trust Australian Company Number (ACN): 154 327 545 Address: Supervision Group, ground floor, 76 Mill Point Road Suburb: South Perth State: WA Post Code: 6951 Date entity became operator: 3 March 2020
1.4 Village management and onsite availability	Name of village management entity and contact details: Burswood Care Pty Ltd as trustee for the Roshana Family Trust Australian Company Number (ACN): 154 327 545 Phone: 07 4184 1300 Email: parklands.reception@roshana.com.au

	<p>An onsite manager (or representative) is available to residents:</p> <p><input checked="" 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>Onsite availability includes:</p> <p>Weekdays: 8:00am to 4:00pm (excludes public holidays)</p> <p>Weekends: Manager can be contacted via telephone.</p>
<p>1.5 Approved closure plan or transition plan for the retirement village</p>	<p>Is there an approved transition plan for the village?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>A written transition plan approved by the Department of Housing and Public Works is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.</i></p> <p>Is there an approved closure plan for the village?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>A written closure plan approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Housing and Public Works is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.</i></p>
<p>1.6 Statutory Charge over retirement village land.</p>	<p><i>Tenure in a leasehold or freehold scheme is secured by the registration of your interest on the certificate of title for the property. There is no statutory charge registered over leasehold schemes and freehold schemes.</i></p> <p><i>In relation to licence schemes, a statutory charge over the land is normally registered on the certificate of title by the chief executive of the department administering the Act. It there is no statutory charge registered on a licence scheme, which may be the case for some religious, charitable or community purpose organisations, you should check if the security of tenure offered meets your requirements.</i></p> <p>Is a statutory charge registered on the certificate of title for the retirement village land?</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, provide details of the registered statutory charge</p> <p>Statutory Charge No. 712849865 on 09/11/2009 under Part 6 of the Retirement Villages Act 1999.</p>
<p>Part 2 – Age limits</p>	
<p>2.1 What age limits apply to residents in this village?</p>	<p>We must approve all persons who apply to be a resident of the village. We will approve person who satisfy the following criteria:</p>

	<p>a) In the case of a single resident, the Resident must be aged 55 years or over;</p> <p>b) In the case of two residents, at least one Resident must be aged 55 years or over; and</p> <p>c) The Resident must be able to live independently.</p> <p>We reserve the right to vary any age limit or criteria as set above or accept a person who does not satisfy the criteria, but who we believe is a suitable Resident for the village.</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:	<input type="checkbox"/> Freehold (owner resident) <input type="checkbox"/> Lease (non-owner resident) <input checked="" 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)
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Accommodation types

3.2 Number of units by accommodation type and tenure	There are 34 units in the village, comprising of 34 separate single story units.
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	Accommodation unit	Freehold	Leasehold	Licence	Other
	Independent living units				
	- Studio				
	- One bedroom			5	
	- Two bedroom			20	
	- Three bedroom			9	
	Total number of units			34	

Access and design

3.3 What disability access and design features do the units and the village contain?	<input checked="" 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 checked="" type="checkbox"/> all units <input type="checkbox"/> Alternatively, a ramp, elevator or lift allows entry into <input type="checkbox"/> all <input type="checkbox"/> some units <input checked="" type="checkbox"/> Step-free (hobless) shower in <input checked="" type="checkbox"/> all units <input checked="" type="checkbox"/> Width of doorways allow for wheelchair access in <input checked="" type="checkbox"/> all units <input checked="" type="checkbox"/> Toilet is accessible in a wheelchair in <input checked="" type="checkbox"/> all units
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	<input type="checkbox"/> Other key features in the units or village that cater for people with disability or assist residents to age in place <input type="checkbox"/> None
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Part 4 – Parking for residents and visitors

4.1 What car parking in the village is available for residents?	<input checked="" type="checkbox"/> All units with own garage or carport attached or adjacent to the unit <input checked="" type="checkbox"/> General car parking for residents in the village <input checked="" type="checkbox"/> Other parking e.g. caravan or boat There is a secured compound available for residents to park their caravan or boat. The cost of the maintenance of this secured compound is included in the General Service Charge. Restrictions on resident’s car parking include: As car parking spaces are limited, you may park your vehicle only in your own garage, driveway, carport or other parking area allocated to you. Your visitor may park on your driveway or in the public car park. For security reasons, residents are requested to keep their garage doors closed except when there is a reasonable cause for having them open. Vehicles must not be parked on grassed areas.
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4.2 Is parking in the village available for visitors? If yes, parking restrictions include	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Your visitors may park on the driveway of your unit or in the general car parks.
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Part 5 – Planning and development

5.1 Is construction or development of the village complete?	Year village construction started 2010 <input type="checkbox"/> Fully developed / completed <input checked="" type="checkbox"/> Partially developed / completed <input type="checkbox"/> Construction yet to commence Stage one development (34 units) have been completed. There is development approval for further development of up to another 100 units.
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5.2 Construction, development applications and development approvals Provide details and timeframe of development or	Development approval granted <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No The Scheme Operator holds a development approval for the construction of a further 100 independent living units. However, there are no immediate plans to continue with the development of the village.
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proposed development, including the final number and types of units and any new facilities.	
5.3 Redevelopment plan under the Retirement Villages Act 1999	<p>Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i>?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>The Retirement Villages Act may require a written redevelopment plan for certain types of redevelopment of the village and this is different to a development approval. A redevelopment plan must be approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Housing and Public Works.</i></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 type="checkbox"/> Activities or games room <input type="checkbox"/> Arts and crafts room <input type="checkbox"/> Auditorium <input checked="" type="checkbox"/> BBQ area outdoors <input checked="" 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 checked="" type="checkbox"/> Gym <input checked="" type="checkbox"/> Hairdressing or beauty room <input checked="" type="checkbox"/> Library	<input type="checkbox"/> Medical consultation room <input type="checkbox"/> Restaurant <input type="checkbox"/> Shop <input checked="" type="checkbox"/> Swimming pool [outdoor] [heated] <input 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 type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other: mail service, emergency call access facilities, café and outdoor sports area.
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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).

Nil.

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

Parklands Residential Aged Care

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 fund paid by residents)?

The General services provided with your accommodation unit include:

- Management and administration;
- Gardening and minor maintenance (excluding any gardening or maintenance relating to a personal garden or area for which residents are responsible);
- Shop or other facilities for supplying goods to residents;
- Recreation or entertainment facilities;
- Other services as detailed each year in the operating budget for the scheme;
- rates, charges, taxes and levies (including fire levy) the village operator has to pay to a government, council or public authority in respect of the village;
- all insurance premiums payable by the Scheme Operator in respect of the Village including but not limited to public risk and liability, fire, lightning, storm, tempest, water, earthquake, malicious act, explosion, impact, riot or civil commotion workers compensation, professional indemnity and office bearers liability;
- the cost of services supplied to the village for communal facilities including all charge for electricity, gas, power, fuel, water, telephone, swimming pool maintenance, air conditioning, heating or other services furnished or supplied for the general purposes or benefit of the village;
- the cost of all water, sewerage and facilities provided by us for the general use and enjoyment of the residents and visitors to the village including the cost of cleaning, servicing and maintaining the common property;
- the costs of operating the bus or other transport supplied to residents including but not limited to petrol, oil and other consumables, registration, repair, maintenance, cleaning and insurance costs;
- all costs in relation to the day to day maintenance, renovation, upkeep and cleaning of the village and its communal buildings, including the costs of communal gardens and landscaping;
- all reasonable management, control and security costs in connection with the village including but not limited to, salaries, wages, superannuation, pension payments, workers compensation insurance

	<p>premiums, accountancy fees, legal fees (except legal fees incurred by the operator with respect to a retirement village issue) and any interest paid on any overdraft related to the operation of the village;</p> <ul style="list-style-type: none"> • the costs of any auditor engaged for the purposes of the Retirement Villages Act or otherwise; • all costs in relation to us complying with the requirements of any government or statutory authority concerning the operation and management of the village (except legal fees incurred by the operator with respect to a retirement village issue and costs ordered against the operator by the tribunal); and • the costs of maintaining, monitoring and responding to the resident's emergency alarm system.
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<p>7.2 Are optional personal services provided or made available to residents on a user-pays basis?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
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<p>7.3 Does the retirement village operator provide government funded home care services under the <i>Aged Care Act 1997 (Cwth)</i>?</p>	<p><input checked="" type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services</p>
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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

<p>8.1 Does the village have a security system? If yes:</p> <ul style="list-style-type: none"> • the security system details are: • the security system is monitored between: 	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>CCTV cameras throughout the Village – footage available on request.</p> <p>24 hours a day, 7 days per week.</p>
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<p>8.2 Does the village have an emergency help system? If yes or optional:</p> <ul style="list-style-type: none"> • the emergency help system details are: • the emergency help system is monitored between: 	<p><input checked="" type="checkbox"/> Yes - all residents <input type="checkbox"/> Optional <input type="checkbox"/> No</p> <p>Every Unit has an Emergency Call phone connected to and monitored by an external monitoring centre (Blue Force).</p> <p>24 hours a day, 7 days per week.</p>
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<p>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</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>First Aid Kit available in the Recreation Centre.</p>
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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.

<p>9.1 What is the estimated ingoing contribution (sale price) range for all types of units in the village</p>	Accommodation Unit	Range of ingoing contribution
	Independent living units	
	- Studio	\$ to \$.....
	- One bedroom	\$ 260,000 to \$ 270,000
	- Two bedrooms	\$ 300,000 to \$ 320,000
	- Three bedrooms	\$ 340,000 to \$ 410,000
	Serviced units	
	- Studio	\$ to \$.....
	- One bedroom	\$ to \$.....
	- Two bedrooms	\$ to \$.....
	- Three bedrooms	\$ to \$.....
	Other	\$ to \$.....
	Full range of ingoing contributions for all unit types	\$ 260,000 to \$ 410,000

<p>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.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>The resident will pay either the Standard Ingoing Contribution for the Unit set by the Scheme Operator (as detailed in item 9.1), or an Ingoing Contribution that is lower or higher than the Standing Ingoing Contribution for the Unit, as determined by the Scheme Operator.</p> <p>The modules detailed below explain the different options for paying the ingoing contribution, and the exit fees that apply to each option.</p> <p><u>Module 1</u></p> <p>If Module 1 applies to your residence contract, you must pay the Standard Ingoing Contribution, and the Exit Fee is calculated based on the percentage of the Standard Ingoing Contribution.</p> <p><u>Module 2</u></p>
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	<p>If Module 2 applies to your residence contract, you must pay a reduced Ingoing Contribution, and the Exit Fee is calculated based on an increased percentage of the Standard Ingoing Contribution than would apply under Module 1.</p> <p><u>Module 3</u></p> <p>If Module 3 applies to your residence contract, you must pay a higher Ingoing Contribution, and the Exit Fee is calculated on a decreased percentage of the Standard Ingoing Contribution than would apply under Module 1.</p> <p><u>Module 4</u></p> <p>If Module 4 applies to your residence contract, you must pay a significantly reduced Ingoing Contribution of \$100,000 and the Exit Fee will be fixed at \$100,000 regardless of when you leave the Unit.</p> <p>The minimum and maximum Exit Fee for each Module type is set out in the table in section 11.1 below.</p>
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9.3 What other entry costs do residents need to pay?	<input checked="" type="checkbox"/> Transfer or stamp duty (if applicable) <input checked="" type="checkbox"/> Costs related to your residence contract: all costs you incur in complying with the obligations of the residence contract <input type="checkbox"/> Costs related to any other contract e.g. <input type="checkbox"/> Advance payment of General Services Charge <input checked="" type="checkbox"/> Other costs: the Operator's Legal costs currently set at \$1,320.00 (GST inclusive)
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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 Charges Fund 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	\$101.43	\$10.29

- Two bedrooms	\$101.43	\$10.29
- Three bedrooms	\$101.43	\$10.29
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 -)
2016/2017	\$89.94	1.3%	\$10.29	1.3%
2017/2018	\$91.14	1.33%	\$10.29	0%
2018/2019	\$99.22	8.9%	\$10.29	0%

10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)	<input checked="" type="checkbox"/> Contents insurance <input checked="" type="checkbox"/> Electricity <input checked="" type="checkbox"/> Gas	<input type="checkbox"/> Water (if Unit is separately metered) <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> Internet <input checked="" type="checkbox"/> Pay TV <input type="checkbox"/> Other
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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?	<input checked="" type="checkbox"/> Unit fixtures <input checked="" type="checkbox"/> Unit fittings <input checked="" type="checkbox"/> Unit appliances <input type="checkbox"/> None <p>You must keep the Unit clean, well maintained and in good repair. You have the responsibility for the maintenance and repair of the following items if it is installed in the Unit:</p> <ul style="list-style-type: none"> • Garage door remote control system; • Water tank or filters and stands; • Air conditioners; • Curtains, blinds or awnings; • Dishwasher; and • Any other items installed by you.
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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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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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).

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

The Exit Fee is the Exit Fee Percentage set out below of the Total Ingoing Contribution that you paid us for the licence of The Unit calculated as set out below (for a maximum of 10 years) from the Commencement Date until the Exit Date. Where the Exit Fee is worked out having regard to the length of time the resident has resided in The Unit, the Exit Fee is calculated on a daily basis.

The Exit Fee payable depends on which Module applies to your residence contract as described in the Information Table.

Exit Fee Percentage for Module 1	Period from the Commencement Date to the Exit Date	Exit Fee Percentage that applies
	Less than 1 year	6% calculated on a daily basis
	1 year or more but less than 2 years	12% calculated on a daily basis
	2 years or more but less than 3 years	18% calculated on a daily basis
	3 years or more but less than 4 years	24% calculated on a daily basis
	4 years or more but less than 5 years	30% calculated on a daily basis
	5 years or more but less than 6 years	31% calculated on a daily basis
	6 years or more but less than 7 years	32% calculated on a daily basis
	7 years or more but less than 8 years	33% calculated on a daily basis
	8 years or more but less than 9 years	34% calculated on a daily basis
	9 years or more but less than 10 years	35% calculated on a daily basis
	10 years or more	35%

For Module 2 the Exit Fee is not calculated on the Ingoing Contribution you paid but the "Standard Ingoing Contribution" as described in your residence contract being the ingoing contribution that would otherwise apply to the Unit if Module 1 was selected (which is higher than the actual Total Ingoing Contribution you are required to pay).

If Module 2 applies to your residence contract the Exit Fee is the Exit Fee percentage set out below multiplied by the Standard Ingoing Contribution.

Exit Fee Percentage for Module 2	Period from the Commencement Date to the Exit Date	Exit Fee Percentage that applies
	Less than 1 year	8% calculated on a daily basis
	1 year or more but less than 2 years	16% calculated on a daily basis
	2 years or more but less than 3 years	24% calculated on a daily basis

	3 years or more but less than 4 years	32% calculated on a daily basis
	4 years or more but less than 5 years	40% calculated on a daily basis
	5 years or more	40%
<p>For Module 3 the Exit Fee is not calculated on the Ingoing Contribution you paid but the "Standard Ingoing Contribution" as described in your residence contract being the ingoing contribution that would otherwise apply to the Unit if Module 1 was selected (which is higher than the actual Total Ingoing Contribution you are required to pay).</p> <p>If Module 3 applies to your residence contract the Exit Fee is the Exit Fee percentage set out below multiplied by the Standard Ingoing Contribution.</p>		
Exit Fee Percentage for Module 3	Period from the Commencement Date to the Exit Date	Exit Fee Percentage that applies
	Less than 1 year	3% calculated on a daily basis
	1 year or more but less than 2 years	6% calculated on a daily basis
	2 years or more but less than 3 years	9% calculated on a daily basis
	3 years or more but less than 4 years	12% calculated on a daily basis
	4 years or more but less than 5 years	15% calculated on a daily basis
	5 years or more	15%
Exit Fee Percentage for Module 4	If Module 4 applies to your residence contract the Exit Fee will be an amount equal to the Ingoing Contribution you paid.	100% of the Ingoing Contribution you paid
	<i>Where the exit fee is worked out having regard to the length of time the resident has resided in the accommodation unit, the exit fee is calculated on a daily basis.</i>	

11.2 What other exit costs do residents need to pay or contribute to?	<input type="checkbox"/> Sale costs for the unit <input checked="" type="checkbox"/> Legal costs <input checked="" type="checkbox"/> Other costs: Administration Fee of \$660.00
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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.
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	<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"/> 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 <i>gain</i> or capital <i>loss</i> on the resale of their unit?</p>	<p><input checked="" type="checkbox"/> No</p>
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Part 14 – Exit entitlement or buyback of freehold units

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>If Module 4 applied you will not receive any repayment of the ingoing contribution paid. If the costs for Reinstatement Works exceed \$6,000.00 you will be obliged to pay such costs under Module 4.</p> <p>For all other Modules:</p> <p>Plus Your Ingoing Contribution paid</p> <p>Less Exit Fee applicable to your Module</p> <p>Less any general service charges, personal service charges or maintenance reserve fund levies outstanding</p> <p>Less any amounts payable by you to the operator under the residence contract or the Act including for Reinstatement Works</p> <p>Less Administration Fee</p>
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<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"> ➤ 5 months after the termination date of the resident's right to reside under the residence contract; • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator; or • 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 unit was vacant as at the end of the last financial year</p> <p>1 accommodation unit was resold during the last financial year</p> <p>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

<p>15.1 What is the financial status for the funds that the operator is required to maintain under the Retirement Villages Act 1999?</p>	<p>General Services Charges Fund for the last 3 years</p>			
	Financial Year	Deficit/ Surplus	Total general service charges collected for the financial year	Change from previous year
	2016/2017	(\$20,924)	\$37,437	(75%)
	2017/2018	(\$6,077)	(\$43,514)	18%
	2018/2019	\$34,787	(\$8,727)	672%
	Balance of General Services Charges Fund for last financial year <i>OR</i> last quarter if no full financial year available			-\$918.13
	Balance of Maintenance Reserve Fund for last financial year <i>OR</i> last quarter if no full financial year available			\$19,131
Balance of Capital Replacement Fund for the last financial year <i>OR</i> last quarter if no full financial year available			\$593,251	

	<p>Percentage of a resident ingoing contribution applied to the Capital Replacement Fund</p> <p>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.</p>	3%
<p>OR <input type="checkbox"/> the village is not yet operating.</p>		

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.

<p>16.1 Is the resident responsible for arranging any insurance cover? If yes, the resident is responsible for these insurance policies:</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, the resident is responsible for these insurance policies:</p> <ul style="list-style-type: none"> • contents insurance for your property in the Unit; • public liability claims brought as a result of any incident occurring in the Unit; and • for workers compensation claims brought by any employee or contractor that you engage to carry out works or provide services to the Unit.
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Part 17 – Living in the village

Trial or settling in period in the village

<p>17.1 Does the village offer prospective residents a trial period or a settling in period in the village?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
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Pets

<p>17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>(a) You may not have pets in the Village without our consent. We may give or refuse this consent at our absolute discretion. If we consent to a pet then:</p> <ul style="list-style-type: none"> (i) that consent is particular to the approved pet only, and does not extend to a replacement of that pet. (ii) you must comply with conditions of that consent; and (iii) we may revoke the consent if the pet is a nuisance, in which case you must remove the pet from the Village.
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	(b) We may introduce a pet policy, which will set out general guidelines for the ownership and control of pets in the Village. You must comply with the provisions of any pet policy we have in place.
Visitors	
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 You must register all guests who stay overnight or longer at the unit, at the administrative office of the village. With our prior approval you may: <ul style="list-style-type: none"> (a) have guests stay in the Unit for up to three (3) or more consecutive nights up to a maximum of 14 consecutive nights; (b) allow a visitor to use the Unit if you are not staying there at the same time; and (c) have more than four (4) guests stay overnight in the Unit on any one night However, you may not have a visitor live in the Unit or use the Unit for longer than 30 days in any 12 month period without our written consent which we may give or deny in our absolute discretion. If we consent to a visitor staying in the Unit for any period of time then we can revoke that consent at any time in our absolute discretion.
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 checked="" type="checkbox"/> Yes <input 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-	<input checked="" type="checkbox"/> No, village is not accredited

based accreditation scheme?	<input type="checkbox"/> Yes, village is voluntarily accredited through:
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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?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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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
- An approved redevelopment plan for the village under the *Retirement Villages Act*
- An approved transition plan for the village
- An approved closure plan for 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 general services charges 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: <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)

Retirement Villages Act 1999 • Section 74 • Form 3 • V7 • December 2019

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/