

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: The Lakes 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 www.retirementbylendlease.com.au/the-lakes-bundaberg/
- 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 Parks Advice Service (QRVPAS) which provides free information and legal assistance for residents and prospective residents of retirement villages. 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 31 January 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

1.1 Retirement village location	Retirement Village Name: The Lakes Retirement Village Street address: 21 Walters Street Suburb Bundaberg North State QLD Postcode 4670
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: <i>Accommodation units:</i> Owned by residents <i>Common property:</i> The common property is owned by the owners of the lots in the community titles scheme as tenants in common in equal shares proportionate to the lot entitlements of their respective lots. <i>Lot 603 on SP199501 and the 'Balance Area' (Lot 550 on SP205493):</i> Lendlease RL WA and QLD Pty Ltd ACN 619 177 061 as trustee for the Lendlease RL WA and QLD Trust ABN 48 261 098 103 Australian Company Number: As above Address: Level 14, Tower 3 International Towers, Exchange Place Suburb Barangaroo State NSW Postcode 2000
1.3 Village operator	Name of entity that operates the retirement village (scheme operator): Lendlease RL WA and QLD Pty Ltd ACN 619 177 061 as trustee for the Lendlease RL WA and QLD Trust ABN 48 261 098 103 Australian Company Number: As above Address: Level 14, Tower 3 International Towers, Exchange Place Suburb Barangaroo State NSW Postcode 2000 Date entity became operator 31 December 2009

<p>1.4 Village management and onsite availability</p>	<p>Name of village management entity and contact details: Lendlease RL WA and QLD Pty Ltd ACN 619 177 061 as trustee for the Lendlease RL WA and QLD Trust ABN 48 261 098 103 Australian Company Number: As above Phone 07 4150 7500 Email TheLakes@lendlease.com An onsite manager (or representative) is available to residents:</p> <p><input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> By appointment only <input type="checkbox"/> None available <input type="checkbox"/> Other</p> <p>Onsite availability includes: Weekdays 8.30am to 4.30pm Weekends On call in the event of an emergency</p>
<p>Part 2 - Age limits</p>	
<p>2.1 What age limits apply to residents in this village?</p>	<p>The occupant, or in the case of joint occupants at least one of the occupants, must be at least 55 years of age.</p>
<p>ACCOMMODATION, FACILITIES AND SERVICES</p>	
<p>Part 3 - Accommodation units: Nature of ownership or tenure</p>	
<p>3.1 Resident ownership or tenure of the units in the village is:</p>	<p><input checked="" type="checkbox"/> Freehold (owner resident) <input type="checkbox"/> Lease (non-owner resident) <input type="checkbox"/> Licence (non-owner resident) <input type="checkbox"/> Share in company title entity (non-owner resident) <input type="checkbox"/> Unit in unit trust (non-owner resident) <input type="checkbox"/> Rental (non-owner resident) <input type="checkbox"/> Other</p>

Accommodation types

3.2 Number of units by accommodation type and tenure	There are 310 units in the village, comprising 310 single storey units; n/a units in multi-storey building with n/a levels			
Accommodation Unit	Freehold	Leasehold	Licence	Other
Independent living units				
- Studio				
- One bedroom	28			
- Two bedrooms	143			
- Three bedrooms	139			
Serviced units				
- Studio				
- One bedroom				
- Two bedrooms				
- Three bedrooms				
Other				
Total number of units	310			

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 <input type="checkbox"/> some 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 <input type="checkbox"/> some units <input checked="" type="checkbox"/> Width of doorways allow for wheelchair access in <input checked="" type="checkbox"/> all <input type="checkbox"/> some units <input checked="" type="checkbox"/> Toilet is accessible in a wheelchair in <input checked="" type="checkbox"/> all <input type="checkbox"/> some units <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?

- all units with own garage or carport attached or adjacent to the unit
- units with own garage or carport separate from the unit
- all units with own car park space adjacent to the unit
- units with own car park space separate from the unit
- General car parking for residents in the village
- Other parking e.g. caravan or boat: Caravan storage parking is available for a charge, which is payable quarterly
- units with no car parking for residents
- No car parking for residents in the village

Restrictions on resident's car parking include: Driveway areas form part of the Body Corporate common property and may only be used for short term parking.

4.2 Is parking in the village available for visitors?

If yes, parking restrictions include e.g. time limit, swipe card/code; [or are available on request]

Yes No

Visitor parking spaces are on Body Corporate common property. Residents with visitors seeking to use the parking space for a long period must inform the Body Corporate.

Part 5 - Planning and development

5.1 Is construction or development of the village complete?

Year village construction started 2000

- Fully developed / completed
- Partially developed / completed
- Construction yet to commence

5.2 Is there development approval or a development application pending for further development or redevelopment of the village?

If yes to either:
 • Provide details and timeframe of development or proposed development including the final number and types of units and any new facilities.

Development approval granted

Yes No

Development application pending

Yes No

Note: see notice at end of document regarding inspection of the development approval documents.

Part 6 - Facilities onsite at the village

6.1 The following facilities are currently available to residents:

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

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).

The pool must only be used between 5am and 9pm.

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

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

<p>7.1 What services are provided to all village residents (funded from the General Services Charge paid by residents)?</p>	<p>'General Services' provided to all residents are:</p> <ul style="list-style-type: none"> • Operating the retirement village for the benefit and enjoyment of residents. • Providing, operating and maintaining the community facilities. • Managing security at the retirement village. • Maintaining any security system, emergency help system and/or safety equipment in common areas. • Maintaining fire-fighting and protection equipment. • Maintaining safety and emergency procedures for the retirement village. • Cleaning, maintenance, repairs and replacements of and to the community facilities. • Pest control. • Engaging staff and contractors for the operation of the retirement village, which may include a village manager, cleaning, maintenance and security personnel, personal care and nursing personnel and/or relief personnel. • Arranging for administrative, book-keeping, accounting and legal services necessary for the operation of the retirement village. • Maintaining any licences required in relation to the retirement village and otherwise complying with all applicable laws. • Paying operating costs in connection with the ownership and operation of the retirement village. • Maintaining insurances relating to the retirement village, whether required by legislation, contemplated by a residence contract or otherwise deemed appropriate by the scheme operator. • Various other general services budgeted from time to time. <p>The General Services are provided subject to the scheme operator or its nominee remaining appointed as the caretaker and body corporate manager for the community titles scheme for the village from time to time.</p>
<p>7.2 Are optional personal services provided or made available to residents on a user-pays basis?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Emergency call system (see Part 8.2 below).</p>
<p>7.3 Does the retirement village operator provide government funded home care services under the <i>Aged Care Act 1997</i> (Cwth)?</p>	<p><input type="checkbox"/> Yes, the operator is an Approved Provider of home care under the <i>Aged Care Act 1997</i> (Registered Accredited Care Supplier - RACS ID number)</p> <p><input type="checkbox"/> Yes, home care is provided in association with an Approved Provider</p> <p><input checked="" type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services</p>

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?

Yes No

If yes:

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

8.2 Does the village have an emergency help system?

Yes - all residents Optional No

If yes or optional:

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

External service provider. The cost is \$14.10 (including GST) per month.

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?

Yes No

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

Defibrillator, first aid kits, disaster management kits and spill kits. Emergency call system in common area.

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	
	- One bedroom	\$130,000 to \$165,000
	- Two bedrooms	\$170,000 to \$240,000
	- Three bedrooms	\$240,000 to \$285,000
	Serviced units	
	- Studio	
	- One bedroom	
	- Two bedrooms	
	- Three bedrooms	
	Other	
	Full range of ingoing contributions for all unit types	\$130,000 to \$285,000
9.2 Are there different financial options available for paying the ingoing contribution and exit fee or other fees and charges under a residence contract?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
9.3 What other entry costs do residents need to pay?	<input checked="" type="checkbox"/> Transfer or stamp duty <input checked="" type="checkbox"/> Costs related to your residence contract <input checked="" type="checkbox"/> Costs related to any other contract e.g.: <ul style="list-style-type: none"> • costs relating to the purchase contract for the unit • adjustments required under the purchase contract <input type="checkbox"/> Advance payment of General Services Charge <input checked="" type="checkbox"/> Other costs: <ul style="list-style-type: none"> • titles office registration fees on the transfer of title and the scheme operator's caveat; • Lendlease Settlement Fee 	

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		
- Three bedrooms		
Serviced Units		
- Studio		
- One bedroom		
- Two bedrooms		
- Three bedrooms		
Other		
All units pay a flat rate	\$16.55	\$4.34

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 -)
2017/18	\$16.60	-4.8%	\$4.21	-15.5%
2016/17	\$17.43	+10.8%	\$4.98	+23.8%
2015/16	\$15.74	-19%	\$4.03	+13%

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	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)		
All units pay a flat rate	\$39.62	\$8.92

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 (weekly)	Overall % change from previous year (+ or -)
2017/18	\$38.85	2.6%	\$8.46	-4.4%
2016/17	\$37.88	4.6%	\$8.85	5.6%
2015/16	\$36.23	1.3%	\$8.38	-5.3%

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"/> Water
	<input checked="" type="checkbox"/> Home insurance (freehold units only)	<input checked="" type="checkbox"/> Telephone
<input checked="" type="checkbox"/> Electricity	<input checked="" type="checkbox"/> Internet	<input checked="" type="checkbox"/> Pay TV
<input type="checkbox"/> Gas	<input checked="" type="checkbox"/> Other: Council rates and charges	

<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>Residents are responsible for all maintenance, repairs and replacements of and to their units and the items in, on or attached to their units, except where this is the responsibility of the body corporate for the community titles scheme.</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?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</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?</p> <p>If yes: list all exit fee options that may apply to new contracts</p>	<p> <input checked="" type="checkbox"/> Yes - all residents pay an exit fee calculated using the same formula <input 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 <input type="checkbox"/> No exit fee <input type="checkbox"/> Other </p> <p>5% for each of the first, second and third years of residence, then 2.5% for each of the fourth, fifth, sixth, seventh, eighth and ninth years of residence, up to a maximum of 9 years (30%), calculated on a pro-rata daily basis for any partial years of residence, of the greater of:</p> <ul style="list-style-type: none"> • the resale value of the unit (i.e. the resale value of the unit as agreed or determined by the parties under the <i>Retirement Villages Act 1999</i>); • the resale price (i.e. the purchase price paid by the next resident of the unit); and • the purchase price (i.e. the purchase price originally paid by the resident for the unit).
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Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on the greater of: <ul style="list-style-type: none"> • the <i>resale value</i>; • the <i>resale price</i>; and • the <i>purchase price</i>.
1 year	5% of the greater of the <i>resale value</i> , the <i>resale price</i> and the <i>purchase price</i>
2 years	10% of the greater of the <i>resale value</i> , the <i>resale price</i> and the <i>purchase price</i>
3 years	15% of the greater of the <i>resale value</i> , the <i>resale price</i> and the <i>purchase price</i>
4 years	17.5% of the greater of the <i>resale value</i> , the <i>resale price</i> and the <i>purchase price</i>
5 years	20% of the greater of the <i>resale value</i> , the <i>resale price</i> and the <i>purchase price</i>
6 years	22.5% of the greater of the <i>resale value</i> , the <i>resale price</i> and the <i>purchase price</i>
7 years	25% of the greater of the <i>resale value</i> , the <i>resale price</i> and the <i>purchase price</i>
8 years	27.5% of the greater of the <i>resale value</i> , the <i>resale price</i> and the <i>purchase price</i>
9 years	30% of the greater of the <i>resale value</i> , the <i>resale price</i> and the <i>purchase price</i>
10 years	30% of the greater of the <i>resale value</i> , the <i>resale price</i> and the <i>purchase price</i>
<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 30% of the greater of the <i>resale value</i>, the <i>resale price</i> and the <i>purchase price</i>, after 9 years of residence.</p> <p>The minimum exit fee is (5% x 1/365) of the greater of the <i>resale value</i>, the <i>resale price</i> and the <i>purchase price</i> (for 1 day of residence).</p>	
11.2 What other exit costs do residents need to pay or contribute to?	<input checked="" type="checkbox"/> Sale costs for the unit <input checked="" type="checkbox"/> Legal costs <input checked="" type="checkbox"/> Other costs: <ul style="list-style-type: none"> • Caveat withdrawal fees • Lendlease Settlement Fee

Part 12 - Reinstatement and renovation of the unit

12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?

Yes No

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:

- *fair wear and tear; and*
- *renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.*

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.

Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.

12.2 Is the resident responsible for renovation of the unit when they leave the unit?

- Yes, all residents pay 100% of any renovation costs (in same proportion as the share of the capital gain on the sale of their unit)
- 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
- No

Renovation means replacements or repairs other than reinstatement work.

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.

Part 13 - Capital gain or losses

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?

Yes, the resident's share of the **capital gain** is 100%
the resident's share of the **capital loss** is 100%
~~OR is based on a formula (specify)~~

Optional- residents can elect to share in a capital gain or loss option
the resident's share of the **capital gain** is %
the resident's share of the **capital loss** is %
OR is based on a formula (specify)

No

Part 14 - Exit entitlement

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

<p>14.1 How is the exit entitlement which the operator will pay the resident worked out?</p>	<p>Not applicable, as there is no exit entitlement.</p> <p>When the resident sells the unit, the resident will be entitled to receive the <i>resale price</i> from the person who purchases their unit. At that time, the resident must pay the exit fee and other relevant amounts to the scheme operator.</p>
<p>14.2 When is the exit entitlement payable?</p>	<p>Not applicable, as there is no exit entitlement. The resident receives the <i>resale price</i> from the person who purchases their unit after they leave the village, at the time the unit is re-sold.</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"> <input type="checkbox"/> which is months after the termination of the residence contract OR <input type="checkbox"/> which may range from months to months after the termination of the residence contract, depending on your contract option OR <input type="checkbox"/> no date is stated in the residence contract <ul style="list-style-type: none"> • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator • 18 months after the termination date of the resident's right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT). <p>In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.</p>
<p>14.3 What is the turnover of units for sale in the village?</p>	<p>28 accommodation units were vacant as at the end of the last financial year</p> <p>7 accommodation units were resold during the last financial year</p> <p>20.9 months was the average length of time to sell a unit over the last three financial years</p>

Part 15 - Financial management of the village

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

General Services Charges for the last 3 years

Financial Year	Deficit/Surplus	Change from previous year
2017/18	\$27,901	-47%
2016/17	\$52,450	-27%
2015/16	\$71,554	-12%

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

\$207,844

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

\$99,765

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

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.

N/A (amounts are paid each year by the operator having regard to the quantity surveyor's report)

OR

the village is not yet operating

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
2017/18	\$13,485	\$133,012	-9%
2016/17	\$30,273	\$146,497	26%
2015/16	\$31,607	\$116,224	37%

Balance of **Sinking Fund** to cover spending of a capital or non-recurrent nature for the last financial year OR last quarter if no full financial year available

\$395,432

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?

Yes No

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

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

Contents insurance, public liability insurance and workers' compensation insurance covering their unit, and third-party insurance for any motor vehicle or mobility device.

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?

Yes No

Pets

17.2 Are residents allowed to keep pets?

Yes No

If yes, specify any restrictions or conditions on pet ownership

Pets are welcome, with the scheme operator's prior consent.

Visitors

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

Yes No

If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)

Residents must stay in the unit at the same time as their visitor. The scheme operator's prior consent must be obtained for any visitor to stay for longer than 1 month (in total) in any 12 month period. Longer stays are allowed with the scheme operator's prior consent.

Village by-laws and village rules

17.4 Does the village have village by-laws?

Yes No

By law, residents may, by special resolution at a residents meeting and with the agreement of the operator, make, change or revoke by-laws for the village.

Note: See notice at end of document regarding inspection of village by-laws

17.5 Does the operator have other rules for the village?

Yes 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*?

Yes No

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.

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

Part 18 - Accreditation

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

No, village is not accredited

Yes, village is voluntarily accredited through:
(specify)

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

Part 19 - Waiting list

19.1 Does the village maintain a waiting list for entry?

Yes No

If yes:

- what is the fee to join the waiting list?

No fee

Fee of \$ which is

refundable on entry to the village

non-refundable

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 available in the village
- Plans of any units or facilities under construction
- Development or planning approvals for any further development of the village
- The annual financial statements and report presented to the previous annual meeting of the retirement village
- Statements of the balance of the capital replacement fund or maintenance reserve fund or income and expenditure for general services at the end of the previous three financial years of the retirement village
- Statements of the balance of any Body Corporate administrative fund or sinking fund at the end of the previous three years of the retirement village
- Examples of contracts that residents may have to enter into
- Village dispute resolution process
- Village by-laws
- Village insurance policies and certificates of currency
- A current public information document (PID) continued in effect under section 2371 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 Parks 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

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 more cost effective to adapt when life's circumstances change.

Website: www.livablehousingaustralia.org.au