

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 Village Manly

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 <https://thevillage.com.au/manly>
- 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 20 September 2024 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 Village Manly Street Address: 162 Oceana Terrace Suburb: Lota State: Queensland Post Code: 4179
1.2 Owner of the land on which the retirement village scheme is located	Name of landowner: The Corporation of the Synod of the Diocese of Brisbane ABN 39 906 010 979 Australian Company Number (ACN): Not applicable. Address: Level 15, 31 Duncan Street Suburb: Fortitude Valley State: Queensland Post Code: 4006
1.3 Village operator	Name of entity that operates the retirement village (scheme operator): The Corporation of the Synod of the Diocese of Brisbane ABN 39 906 010 979 Australian Company Number (ACN): Not applicable.

	<p>Address: Level 15, 31 Duncan Street</p> <p>Suburb: Fortitude Valley</p> <p>State: Queensland</p> <p>Post Code: 4006</p> <p>Date entity became operator: 7 October 2002</p>
<p>1.4 Village management and onsite availability</p>	<p>Name of village management entity and contact details: Retirement Village Managers Pty Ltd as trustee for RV Managers Unit Trust</p> <p>Australian Company Number (ACN): 117 850 843 (ABN: 70 110 251 679)</p> <p>Phone: 07 3854 3737</p> <p>Email: info@thevillage.com.au</p> <p>An onsite manager (or representative) is available to residents:</p> <p><input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> By appointment only <input type="checkbox"/> None available <input type="checkbox"/> Other:</p> <p>Onsite availability includes:</p> <p>Weekdays: 8:30am – 4:30pm Weekends: No availability</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? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>A written transition plan approved by the Department of Communities, Housing and Digital Economy 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? <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 Communities, Housing and Digital Economy 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>

Part 2 – Age limits

2.1 What age limits apply to residents in this village?

Occupants must be at least 65.

The scheme operator reserves the right to decline an application and to change the age criteria.

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:

- Freehold (owner resident)
 Lease (non-owner resident)
 Licence (non-owner resident)
 Share in company title entity (non-owner resident)
 Unit in unit trust (non-owner resident)
 Rental (non-owner resident)
 Other

Accommodation types

3.2 Number of units by accommodation type and tenure

On completion of stages 1 to 4 of development, there will be approximately 187 units in the village, comprising 6 x multi-storey buildings ranging from 4 to 6 levels.

Note from the scheme operator: While there are currently no accommodation units at the retirement village, approximately 187 new accommodation units are intended to be constructed by the scheme operator over 4 stages. Please refer to part 5 for an outline of the development.

Accommodation Unit	Freehold	Leasehold	Licence	Other
Independent living units				
- Studio	-		-	-
- One bedroom	-	1	-	-
- Two bedrooms	-	19	-	-
- Three bedrooms	-	167	-	-
Serviced units				
- Studio	-		-	-
- One bedroom	-		-	-
- Two bedrooms	-		-	-
- Three bedrooms	-		-	-
Other				
Total number of units	-	187	-	-

Access and design

<p>3.3 What disability access and design features do the units and the village contain?</p>	<p><input type="checkbox"/> Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs) in <input type="checkbox"/>all <input type="checkbox"/>some units</p> <p><input checked="" type="checkbox"/> Alternatively, a ramp, elevator or lift allows entry into <input checked="" type="checkbox"/>all <input type="checkbox"/>some units</p> <p><input checked="" type="checkbox"/> Step-free (hobless) shower in <input type="checkbox"/>all <input checked="" type="checkbox"/>some units</p> <p><input checked="" type="checkbox"/> Width of doorways allow for wheelchair access in <input checked="" type="checkbox"/>all <input type="checkbox"/>some units</p> <p><input checked="" type="checkbox"/> Toilet is accessible in a wheelchair in <input type="checkbox"/>all <input checked="" type="checkbox"/> some units</p> <p><input type="checkbox"/> Other key features in the units or village that cater for people with disability or assist residents to age in place:</p> <p>.....</p> <p><input type="checkbox"/> None</p>
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Part 4 – Parking for residents and visitors

<p>4.1 What car parking in the village is available for residents?</p>	<p><input type="checkbox"/> All units with own garage or carport attached or adjacent to the unit</p> <p><input type="checkbox"/> All / Some [unit type] units with own garage or carport separate from the unit</p> <p><input type="checkbox"/> All / Some [unit type] units with own car park space adjacent to the unit</p> <p><input checked="" type="checkbox"/> All units with own car park space separate from the unit</p> <p><input type="checkbox"/> General car parking for residents in the village</p> <p><input checked="" type="checkbox"/> Other parking: Community centre parking</p> <p><input type="checkbox"/> [insert number/unit type] units with no car parking for residents</p> <p><input type="checkbox"/> No car parking for residents in the village</p> <p>Restrictions on resident’s car parking include: n/a</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>Available on request.</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: 2024</p> <p><input type="checkbox"/> Fully developed / completed</p> <p><input type="checkbox"/> Partially developed / completed</p> <p><input checked="" type="checkbox"/> Construction yet to commence</p>
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5.2 Construction, development applications and development approvals

Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities.

Provide detail of any construction, development or redevelopment relating to the retirement village land, including details of any related development approval or development applications in accordance with the *Planning Act 2016*

Development Approval

A Development Permit for Material Change of Use for Retirement Facility and a Development Permit for Building Work on a Queensland Heritage Place was approved by His Honour Judge Everson in the Planning and Environment Court (Appeal Number 1201 of 2019) on 13 December 2019 (**Development Approval**).

An application for "Other Change" to the Development Approval for a retirement facility (A006311610) was approved by Brisbane City Council on 20 February 2024. This Development Approval permits the construction of 187 units in four stages comprising six multi-storey buildings ranging from 4 to 6 levels in height.

Construction in Stages

The scheme operator will progressively develop the village in up to four stages.

Stage 1

Stage 1 will include construction of:

- A six (6) storey (excluding basement) building, with approximately 38 accommodation apartments;
- Community facilities;
- Basement car parking together with vehicular access and porte cochere; and
- Internal access road (Lota Court).

Stage 2

Stage 2 includes construction of:

- A six (6) storey (excluding basement) building with approximately 39 accommodation apartments;
- Basement car parking; and
- Community facilities.

Stage 3

Stage 3 includes construction of:

- Two six (6) storey (excluding basement) buildings, each with approximately 32 accommodation apartments;
- basement car parking;
- bowling green;
- swimming pool; and
- BBQ area.

Stage 4

Stage 4 will include construction of:

- Two four (4) storey (excluding basement) buildings, each with

- approximately 23 accommodation apartments;
- basement car parking; and
- access ramp from the basement to facilitate connection with Lota Court / Oceana Terrace.

Completed village

When construction is complete the village is intended to comprise of:

- A mix of 1, 2 and 3 bedroom apartments;
- New recreational and lifestyle facilities which are proposed to include the following:
 - dining areas (dining room and café - goods and services provided on a user-pays basis);
 - recreational areas (for example, library, craft room, lounge, billiards area, cinema, gym, yoga);
 - outdoor BBQ;
 - bowling green;
 - swimming pool;
 - allocated area/s for third party services (for example, beauty and hair salon and medical suites - services provided on a user-pays basis).

The scheme operator notes that the facilities above may be located in multifunctional areas. The location, size and configuration of each facility is indicative only and the final location, size and configuration of these facilities are subject to change.

Dealing with Village Land

Subject to Council approval, the village land may be subdivided into two or more lots, generally as follows:

1. one lot on which The Village Manly retirement village accommodation units and facilities are located; and
2. one or more lots on which the EM Tooth Memorial Residential Aged Care Home is located.

Timing for subdivision is dependent on a number of factors, including Council approval, however it is anticipated that if subdivision occurs, it will be around the date for completion of the redevelopment.

Residence contract

Residents of the village will be required to acknowledge the following in the residence contract:

- construction activity may be ongoing when the resident moves into the village;
- amenity impacts may arise as a result of or in connection with all or parts of the construction; and
- the scheme operator reserves the right at its discretion to:
 - construct the village in stages;
 - construct further accommodation units, including as part of future stages at the village;
 - alter the type, size, configuration or design of the units;

	<ul style="list-style-type: none"> ○ relocate, reconfigure, renovate, redevelop, extend and/or improve any facilities; ○ subdivide or further subdivide a lot comprising the Village Land; ○ construct additional rooms or areas in the village to be used for the purpose of office, temporary accommodation or administration; and ○ alter the size of the village, by incorporating additional or adjoining land into the Village or disposing of, or removing, land forming part of the village. <p>See 'Access to documents' notice at end of document regarding inspection of the development approval documents.</p> <p>The construction of all accommodation units will be determined by the scheme operator at its discretion based on demand, economic and other factors such as the availability of finance and general market conditions.</p>
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<p>5.3 Redevelopment plan under the Retirement Villages Act 1999</p>	<p>Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i>?</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Short description of the redevelopment plan:</p> <p>On 20 March 2024, a Form 9 Redevelopment Plan was approved by special resolution of residents at a residents meeting. Prospective residents can obtain a copy of this document on request.</p> <p>Declaration date for the redevelopment plan:</p> <p>20 March 2024.</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 Communities, Housing and Digital Economy.</i></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

<p>6.1 The following facilities are currently available to residents:</p>	<p><input type="checkbox"/> Activities or games room</p> <p><input checked="" type="checkbox"/> Arts and crafts room</p> <p><input type="checkbox"/> Auditorium</p> <p><input checked="" type="checkbox"/> BBQ area outdoors</p> <p><input checked="" type="checkbox"/> Billiards room</p>	<p><input checked="" type="checkbox"/> Medical consultation room</p> <p><input type="checkbox"/> Restaurant</p> <p><input type="checkbox"/> Shop</p> <p><input checked="" type="checkbox"/> Swimming pool</p>
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	<input checked="" type="checkbox"/> Bowling green [outdoor] <input type="checkbox"/> Business centre (e.g. computers, printers, internet access) <input type="checkbox"/> Chapel /prayer room <input type="checkbox"/> Communal laundries <input type="checkbox"/> Community room or centre <input checked="" type="checkbox"/> Dining room <input checked="" type="checkbox"/> Gardens <input checked="" type="checkbox"/> Gym <input checked="" type="checkbox"/> Hairdressing or beauty room <input checked="" type="checkbox"/> Library	<input checked="" type="checkbox"/> 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 type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other: <ul style="list-style-type: none"> • Café; • Cinema; and • Yoga room. <p>Note from the scheme operator: <i>The majority of these facilities will be available when stage 2 of the development is completed. See part 5 for details of future facilities and development of the village.</i></p>
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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).

When accessing the community facilities, residents' visitors must be supervised at all times.

6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Name of residential aged care facility and name of the approved provider: Edwin Marsden Tooth Residential Aged Care Home, which is operated by the Anglicare Southern Queensland.
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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 fund 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. • Managing the community areas and facilities. • Managing security at the retirement village. • Maintaining the security system, emergency help system and/or safety equipment (if any). • Maintaining firefighting and protection equipment. • Maintaining and updating safety and emergency procedures for the retirement village. • Cleaning, maintaining and repairing the community areas and facilities. • Maintaining, repairing and replacing units and items in, on or attached to the units (except where this is a resident's responsibility). • Monitoring and eradicating pests. • Engaging staff and contractors necessary for the operation of the retirement village, which may include a village manager, cleaning and maintenance personnel, security personnel, personal care and nursing personnel and/or relief personnel. • Arranging for administrative, secretarial, book-keeping, accounting and legal services necessary for the operation of the retirement village. • Maintaining any licences required in relation to the retirement village. • Paying operating costs in connection with the ownership and operation of the retirement village. • Maintaining insurances relating to the retirement village that are required by the <i>Retirement Villages Act 1999</i> or contemplated by a residence contract or that the scheme operator otherwise deems appropriate. • Complying with the <i>Retirement Villages Act 1999</i>. • Any other general service funded via a general services charges budget for a financial year.
<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>Handyman maintenance services are available on a fee for service basis. Please refer to village management for further details, including details of the costs associated with these services.</p>
<p>7.3 Does the retirement village operator provide government funded home care services</p>	<p><input checked="" 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: 23401) (Anglicare Southern Queensland Service)</p>

<p>under the Aged Care Act 1997 (Cwth)?</p>	<p><input type="checkbox"/> Yes, home care is provided in association with an Approved Provider:</p> <p><input 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?</p> <p>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>Secure access to the village is via swipe card access. The cost of this services is included in the general services charge.</p> <p>24 hours per day, seven days per week.</p>
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<p>8.2 Does the village have an emergency help system?</p> <p>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>Call points are installed in units and common areas to be triggered by residents in the event of an emergency. The emergency call system is operated and administered by an external provider who will call an ambulance for the resident (if required). The cost of this service is included in the general services charge.</p> <p>24 hours per day, seven 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?</p> <p>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, defibrillator and fire alarm monitored by the Queensland Fire Service</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.

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	-
- Two bedrooms	-
- <i>Under construction:</i> Three bedrooms	\$1,283,800 to \$1,608,000
Serviced units	
- Studio	-
- One bedroom	-
- Two bedrooms	-
- Three bedrooms	-
Other – penthouse (3 bedrooms)	\$1,646,000 to \$2,500,000
Full range of ingoing contributions for all unit types	\$1,283,800 to \$2,500,000

Note from the scheme operator: *The above range of ingoing contributions are subject to change.*

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

Please contact the scheme operator if more information is required.

9.3 What other entry costs do residents need to pay?

- Transfer or stamp duty
 Costs related to your residence contract

- Costs related to any other contract e.g.
- Advance payment of General Services Charge
- Other costs: Lease registration costs, surveying costs for lease plan

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	-	-
- Two bedrooms	-	-
- <i>Under construction:</i> Three bedrooms	\$165.70	\$34.00
Serviced Units		
- Studio	-	-
- One bedroom	-	-
- Two bedrooms	-	-
- Three bedrooms	-	-
Other	-	-
All units pay a flat rate	-	-

Note from scheme operator: *The amounts in the table at part 10.1 above for the 'under construction' independent living units are the estimated amounts based on the general services charge budget and maintenance reserve fund budget for the 2026/2027 financial year and may be subject to change. The amounts are based on the total number of units anticipated to be constructed in the first two stages at the retirement village (i.e. approximately 77 units). The scheme operator notes that one bedroom and two bedroom units will not be constructed until later stages, so those amounts are not yet available.*

The general services charge and maintenance reserve fund contributions will increase from time to time in the manner allowed under the Act.

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 -)
N/A				
N/A				
N/A				

Note from scheme operator: The general services charge and maintenance reserve fund contributions for the last three years have not been detailed as those amounts relate to low-set two bedroom bungalows which have since been demolished.

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 type="checkbox"/> Water |
| <input type="checkbox"/> Home insurance (freehold units only) | <input checked="" type="checkbox"/> Telephone |
| <input checked="" type="checkbox"/> Electricity | <input checked="" type="checkbox"/> Internet |
| <input type="checkbox"/> Gas (existing bungalows) | <input checked="" type="checkbox"/> Pay TV |
| | <input type="checkbox"/> Other: |

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

- Unit fixtures
 Unit fittings
 Unit appliances
 None
- Additional information:

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

- Yes No
- Handyman and maintenance services are available for \$30 per minimum half hour (not including materials).

Part 11 – Exit fees - when you leave the village

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

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

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

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

7.25% of the ingoing contribution for the first year of residence, plus 6% for the second year, plus 6% for the third year, plus 4.75% for the fourth year, plus 4% for the fifth year, plus 4% for the sixth year, plus 2% for the first six months of the seventh year up to a maximum of six years and six months (34%).

Daily basis

All exit fee components are calculated on a pro-rata daily basis for partial years of residence.

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on your ingoing contribution
1 year	7.25% of your ingoing contribution
2 years	13.25% of your ingoing contribution
3 years	19.25% of your ingoing contribution
4 years	24% of your ingoing contribution
5 years	28% of your ingoing contribution
6 years	32% of your ingoing contribution
7 years	34% of your ingoing contribution
10 years	34% of your ingoing contribution

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

The maximum (or capped) exit fee is 34% of your ingoing contribution after six years and six months of residence.

The minimum exit fee is 7.25% of your ingoing contribution x 1/365.

Note from the scheme operator: The minimum exit fee is for 1 day of residence.

11.2 What other exit costs do residents need to pay or contribute to?

- Sale costs for the unit
- Legal costs
- Other costs: Surrender of Lease registration costs

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 50% 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 50%
the resident's share of the **capital loss** is 100%
OR is based on a formula
- 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
- No

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.

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

- The ingoing contribution (paid to the scheme operator on entry) is repaid to the resident.
When the ingoing contribution is repaid to the resident:
- the scheme operator must pay the resident 50% of the capital gain (if any); and
 - the resident must pay:
 - the exit fee
 - 100% of the capital loss (if any)
 - the costs of the reinstatement work (if any)
 - 50% of the costs of the renovation work (if any)
 - the resident's share of costs of sale
 - any other costs the resident is liable to pay under the residence contract

14.2 When is the exit entitlement payable?

- By law, the operator must pay the exit entitlement to a former resident on or before the **earliest** of the following days:
- the day stated in the residence contract
 - which is 18 months after the termination of 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
 - 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).
- 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.

14.3 What is the turnover of units for sale in the village?	<p>Zero accommodation units were vacant as at the end of the last financial year</p> <p>Zero accommodation units were resold during the last financial year</p> <p>Note from scheme operator: <i>Due to the village being under construction, there has been no turnover of units for sale in the village.</i></p>
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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?	<table border="1" style="width: 100%;"> <thead> <tr> <th colspan="4">General Services Charges Fund for the last 3 years</th> </tr> <tr> <th>Financial Year</th> <th>Deficit/Surplus</th> <th>Balance</th> <th>Change from previous year</th> </tr> </thead> <tbody> <tr> <td>2023/24</td> <td>\$5,447</td> <td>(\$7,833)</td> <td>150%</td> </tr> <tr> <td>2022/23</td> <td>(\$10,801)</td> <td>(\$13,280)</td> <td>(372%)</td> </tr> <tr> <td>2021/22</td> <td>(\$2,289)</td> <td>(\$2,479)</td> <td>342%</td> </tr> </tbody> </table> <p>Note from scheme operator: <i>The above General Services Charges Fund information relates to bungalows which have been demolished. The deficit/surplus amount for the General Services Charges Fund shown above for the 2023/2024 financial year is an estimate only and is subject to audit.</i></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 70%;">Balance of General Services Charges Fund for last financial year OR last quarter if no full financial year available</td> <td style="width: 30%;">(\$7,833)</td> </tr> <tr> <td>Balance of Maintenance Reserve Fund for last financial year OR last quarter if no full financial year available</td> <td>\$158,350</td> </tr> <tr> <td>Balance of Capital Replacement Fund for the last financial year OR last quarter if no full financial year available</td> <td>\$544,759</td> </tr> <tr> <td> 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. </td> <td>N/A (the scheme operator undertakes to make sufficient funds available to meet all capital replacement costs using the quantity surveyor's report as a guide for likely expenditure)</td> </tr> </table> <p>OR</p> <p><input type="checkbox"/> the village is not yet operating.</p>	General Services Charges Fund for the last 3 years				Financial Year	Deficit/Surplus	Balance	Change from previous year	2023/24	\$5,447	(\$7,833)	150%	2022/23	(\$10,801)	(\$13,280)	(372%)	2021/22	(\$2,289)	(\$2,479)	342%	Balance of General Services Charges Fund for last financial year OR last quarter if no full financial year available	(\$7,833)	Balance of Maintenance Reserve Fund for last financial year OR last quarter if no full financial year available	\$158,350	Balance of Capital Replacement Fund for the last financial year OR last quarter if no full financial year available	\$544,759	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 (the scheme operator undertakes to make sufficient funds available to meet all capital replacement costs using the quantity surveyor's report as a guide for likely expenditure)
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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 insurance (for the resident's property in the unit)
- Public liability insurance (for incidents occurring in the resident's unit)
- Workers' compensation insurance (for the resident's employees or contractors)
- Third-party insurance (for the resident's motor vehicles or mobility devices)

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?

If yes: specify any restrictions or conditions on pet ownership

Yes No

Pets are welcome, subject to conditions and scheme operator consent.

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)

Yes No

Visitors may stay with a resident for up to one 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

<p>17.4 Does the village have village by-laws?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><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></p> <p><i>Note: See notice at end of document regarding inspection of village by-laws</i></p>
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<p>17.5 Does the operator have other rules for the village.</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If yes: Rules may be made available on request.</p>
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Resident input

<p>17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><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></p> <p><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></p>
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Part 18 – Accreditation

<p>18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?</p>	<p><input checked="" type="checkbox"/> No, village is not accredited</p> <p><input type="checkbox"/> Yes, village is voluntarily accredited through:</p>
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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

<p>19.1 Does the village maintain a waiting list for entry?</p> <p>If yes, what is the fee to join the waiting list?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input checked="" type="checkbox"/> No fee</p> <p><input type="checkbox"/> Fee of \$..... which is</p> <p style="padding-left: 20px;"><input type="checkbox"/> refundable on entry to the village</p> <p style="padding-left: 20px;"><input type="checkbox"/> non-refundable</p>
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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 Communities, Housing and Digital Economy website.

Further Information

If you would like more information, contact the Department of Communities, Housing and Digital Economy on 13 QGOV (13 74 68) or visit our website at www.chde.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 Communities, Housing and Digital Economy

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

Department of Communities, Housing and Digital Economy

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3013 2666

Email: regulatoryservices@chde.qld.gov.au

Website: www.chde.qld.gov.au/regulatoryservices

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: 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: caxton.org.au

Queensland Law Society

Find a solicitor

Law Society House

179 Ann Street, Brisbane, QLD 4000

Phone: 1300 367 757
Email: info@qls.com.au
Website: www.qls.com.au

Queensland Civil and Administrative Tribunal (QCAT)

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

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

Department of Justice and Attorney-General

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

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

Livable Housing Australia (LHA)

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

Website: www.livablehousingaustralia.org.au/