

## Village Comparison Document

*Retirement Villages Act 1999 (Section 74)*

This form is effective from 1 February 2019

ABN: 86 504 771 740

### Seasons Mango Hill



#### Important information for the prospective resident

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

<b>1.1 Retirement village location</b>	Retirement Village Name Seasons Mango Hill Supported Living Community Street Address 28 Akuna Way Suburb MANGO HILL State QLD Post Code 4509
<b>1.2 Owner of the land on which the retirement village scheme is located</b>	Name of land owner Pucsla Pty Ltd Australian Company Number (ACN): 131 581 416 Address: Tenancy 3, Level 1, Building 5, 205 Leitchs Road Suburb BRENDAL State QLD Post Code 4500
<b>1.3 Village operator</b>	Name of entity that operates the retirement village (scheme operator) Pucsla Pty Ltd Australian Company Number (ACN): 131 581 416 Address: Tenancy 3, Level 1, Building 5, 205 Leitchs Road Suburb BRENDAL State QLD Post Code 4500 Date entity became operator: 11/03/2010
<b>1.4 Village management and onsite availability</b>	Name of village management entity and contact details Seasons Living Australia Pty Ltd Australian Company Number (ACN): 108 866 904 Phone: 1300 732 766 Email: info@seasonsliving.com.au An onsite manager (or representative) is available to residents: <input checked="" type="checkbox"/> Full time Onsite availability includes: Weekdays: Monday to Friday 9.00am to 4.00pm Weekends: Not available

<b>1.5 Approved closure plan or transition plan for the retirement village</b>	<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>
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**Part 2 – Age limits**

<b>2.1 What age limits apply to residents in this village?</b>	65 years of age and over and have the requisite level of medical and care needs as determined by the Scheme Operator having regard to the fact that the Village is a supported living community.
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**ACCOMMODATION, FACILITIES AND SERVICES**

**Part 3 – Accommodation units: Nature of ownership or tenure**

<b>3.1 Resident ownership or tenure of the units in the village is:</b>	<input checked="" type="checkbox"/> Lease (non-owner resident) <input type="checkbox"/> Licence (non-owner resident) <input type="checkbox"/> Rental (non-owner resident) <input type="checkbox"/> Other
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**Accommodation types**

<b>3.2 Number of units by accommodation type and tenure</b>	There are 243 units in the village, comprising of 243 single storey units in multi-story building with 3 levels.
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Accommodation unit	Freehold	Leasehold	Licence	Other
Other: Supported Living Apartments				
- One bedroom		65		
- Two bedroom		146		
- Three bedroom		32		
<b>Total number of units</b>		<b>243</b>		

<b>Access and design</b>	
<b>3.3 What disability access and design features do the units and the village contain?</b>	<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 all units <input checked="" type="checkbox"/> Alternatively, a ramp, elevator or lift allows entry into all units <input checked="" type="checkbox"/> Step-free (hobless) shower in all units <input checked="" type="checkbox"/> Width of doorways allow for wheelchair access in all units <input checked="" type="checkbox"/> Toilet is accessible in a wheelchair in all units <input checked="" type="checkbox"/> Other key features in the units or village that cater for people with disability or assist residents to age in place  Lifts are available between all levels.
<b>Part 4 – Parking for residents and visitors</b>	
<b>4.1 What car parking in the village is available for residents?</b>	<input checked="" type="checkbox"/> General car parking for residents in the village  Restrictions on resident’s car parking include:  One vehicle only per Accommodation Unit in the parking area and/or precinct specifically allocated by the Scheme Operator. Residents and guests must not park or stand a vehicle on any other part of the community grounds. Where the Resident has been granted the right to use a specified area, subject to availability, for parking their vehicle, the Scheme Operator has the right to terminate or change the right to use that specified area at any time.
<b>4.2 Is parking in the village available for visitors?</b> If yes, parking restrictions include	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  Security gate code or contact with on-site staff is required for after hours’ access between 6:00pm and 6:00am. Security gate code is provided upon request.
<b>Part 5 – Planning and development</b>	
<b>5.1 Is construction or development of the village complete?</b>	Year village construction started: 2008 <input checked="" type="checkbox"/> Fully developed / completed <input type="checkbox"/> Partially developed / completed <input type="checkbox"/> Construction yet to commence
<b>5.2 Construction, development applications and development approvals</b> Provide details and timeframe of development or proposed development, including the final number and types of	Whilst the Scheme Operator currently has no plans or approvals in place to further develop the Village, the Scheme Operator reserves its rights to further develop the Village at its sole discretion in the future.  The Scheme Operator advises there is a potential future consolidation of dining services within the Village. Specifically, residents of Building A may be required to utilise the dining facilities located in Building B, should the Scheme Operator determine, in its sole discretion, that such consolidation is in the best interest of operational efficiency and resident wellbeing.

units and any new facilities.	<p>The Scheme Operator also advises that it is considering developing additional car parking and/or smokers' huts, in location/s determined by the Scheme Operator in its sole discretion.</p> <p>The Scheme Operator does not guarantee that it will proceed with any works referred to above. The timing and form of any such works is a matter for the Scheme Operator's sole discretion.</p>
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<p><b>5.3 Redevelopment plan under the Retirement Villages Act 1999</b></p>	<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 redevelopments 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><b>Note:</b> 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><b>6.1 The following facilities are currently available to residents:</b></p>	<p><input checked="" type="checkbox"/> Activities or games room</p> <p><input checked="" type="checkbox"/> Arts and crafts room</p> <p><input checked="" type="checkbox"/> Auditorium</p> <p><input checked="" type="checkbox"/> BBQ area outdoors</p> <p><input checked="" type="checkbox"/> Billiards room</p> <p><input type="checkbox"/> Bowling green</p> <p><input checked="" type="checkbox"/> Business centre (e.g. computers, printers, internet access)</p> <p><input checked="" type="checkbox"/> Chapel / prayer room</p> <p><input checked="" type="checkbox"/> Communal laundries</p> <p><input checked="" type="checkbox"/> Community room or centre</p> <p><input checked="" type="checkbox"/> Dining room</p> <p><input checked="" type="checkbox"/> Gardens</p> <p><input checked="" type="checkbox"/> Gym</p> <p><input checked="" type="checkbox"/> Hairdressing or beauty room</p> <p><input checked="" type="checkbox"/> Library</p>	<p><input 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> <p><input checked="" type="checkbox"/> Separate lounge in community centre</p> <p><input type="checkbox"/> Spa</p> <p><input type="checkbox"/> Storage area for boats / caravans</p> <p><input type="checkbox"/> Tennis court</p> <p><input checked="" type="checkbox"/> Village bus or transport</p> <p><input type="checkbox"/> Workshop</p> <p><input checked="" type="checkbox"/> Bar / cafe</p> <p><input type="checkbox"/> Day Respite Area</p> <p><input checked="" type="checkbox"/> Allied Health Consultation Room</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).

**Café:**

- The onsite café (if available) may or may not be operated by a third party (under a commercial arrangement with the Scheme Operator) or by the Scheme Operator.
- Some areas of the Village associated with the café may not be accessible to residents (e.g. back of house or behind counter).
- Employee wages and on costs (e.g. payroll tax, superannuation etc), cost of goods and compliance costs specific to the operation of the café are not included in the General Services Charge.
- Goods and services provided to residents from the café are on a user pays basis (e.g. food and beverages), separate to General Services Charges.
- Days and times of operation of the café will be determined by the Scheme Operator from time to time, based on factors such as user demand, and may change without notice. The Scheme Operator does not guarantee days and times the café may operate.

**Hair and beauty salon and allied health rooms**

- The hair and beauty salon and allied health rooms (if available) may be operated by a third party (under a commercial arrangement with the Scheme Operator).
- Some areas of the Village associated with the hair and beauty salon and allied health rooms may not be accessible to residents.
- Operating costs (excluding equipment and consumables provided by a third party service provider) for the hair and beauty salon and allied health rooms will be funded from the General Services Charges and any income to the Scheme Operator from a commercial arrangement with a third party in relation to these facilities will be payable to the General Services Charges fund.
- Goods and services provided to residents in respect of these facilities are on a user pays basis, separate to the General Services Charge.
- Days and times of operation of these facilities will be determined by the Scheme Operator from time to time, based on factors such as user demand, and may change without notice. The Scheme Operator does not guarantee days and times these facilities may operate.

**Care Suites (Residential Care Home) & Ex Day Respite Space**

- The Scheme Operator has a 30-bed co-located Residential Care Home called Care Suites as part of the Village (located in building C), which pays rent to the General Services Charges fund to cover a share of items such as rates, water, power, air conditioning. This rent also covers a share of those items for the ex-Day Respite space. Other operating costs for the Residential Care Home (employees, training, equipment, food, laundry, clinical services, program costs, etc) are not funded by the General Services Charges fund or the Village.
- Village residents may (in common with residents of the Residential Care Home) use certain common areas of the Residential Care Home as nominated by the Scheme Operator from time to time (lounge areas, chapel), but cannot use the dedicated dining and activity room of the Residential Care Home.
- Previously, Seasons Home Care operated a Day Respite program from a custom-built space (located behind building B) at the Village. This program was subject to user demand, on a user pays basis. Since Care Suites have opened at the Village, which provide respite and permanent care, this program has ceased due to lack of demand. The Scheme Operator reserves the right to determine the future use of the ex-Day Respite space, which may involve a commercial arrangement between the Scheme Operator and or a third-party. Any income to the Scheme Operator generated from any such commercial arrangement will be payable to the General Services Charges fund.

<p><b>6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?</b></p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>Name of Residential Care Home: Seasons Mango Hill</p> <p>Name of provider: Seasons Living Australia Pty Ltd</p> <p>Seasons Mango Hill is a unique provider of accommodation and services for older Australians, providing independent self-contained accommodation and fully integrated, on-site care and support services. Resident should seek legal and financial advice when considering moving to Care Suites (Residential Care Home).</p>
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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. 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><b>7.1 What services are provided to all village residents (funded from the General Services Charge fund paid by residents)?</b></p>	<ul style="list-style-type: none"> <li>• Management and Administration</li> <li>• Community areas gardening and minor maintenance</li> <li>• Community areas building maintenance (including swimming pool)</li> <li>• Community areas cleaning</li> <li>• Community waste management</li> <li>• Recreation or entertainment facilities</li> <li>• Insurance for the building and community facilities</li> <li>• Council rates and water charges</li> <li>• Community areas pest control</li> <li>• Community areas gas and electricity</li> <li>• Accommodation Unit electricity</li> <li>• General activities as nominated by the Scheme Operator</li> <li>• Courtesy Bus for scheduled local trips</li> <li>• Lifestyle and Leisure activities including the provision of staffing</li> <li>• Recruitment, selection, training and coordination of volunteer staff and activities</li> <li>• Monitoring, maintenance and management of Accommodation Unit Call/Response/Security technology system (including provision of staffing)</li> <li>• Installation, monitoring, maintenance and management of community fire system</li> <li>• Emergency care response 24 hours, 7 days a week in accordance with protocols developed by the Scheme Operator. Emergency care response may be monitored externally, at the Scheme Operator's discretion</li> <li>• Telephone (excluding International calls and subject to the Scheme Operator's fair use policy)</li> <li>• Internet (a basic wi-fi package to a standard determined by the Scheme Operator from time to time only and subject to the Scheme Operator's fair use policy - if the Resident wishes to access higher speed or other superior internet services, the Resident must pay the associated charges on a user pays basis).</li> </ul>
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<p><b>7.2 Are optional personal services</b></p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p>
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<b>provided or made available to residents on a user-pays basis?</b>	Refer to the list of Personal Services in the Care & Support Services Agreement annexed to the Application for Residence.
<b>7.3 Does the retirement village operator provide government funded home care services under the Aged Care Act 1997 (Cwth)?</b>	<input checked="" type="checkbox"/> Yes, the operator is a Registered Provider of support-at-home care under the <i>Aged Care Act 2024</i> (Registered Provider ID number: NAPS ID - 3257)

**Note:** Some residents may be eligible to receive a Support at Home Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment team under the Aged Care Act. 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><b>8.1 Does the village have a security system?</b>  If yes:</p> <ul style="list-style-type: none"> <li>the security system details are:</li> </ul> <p>the security system is monitored between:</p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>CCTV cameras are fitted throughout the community areas of the Village. Pedestrian and vehicle access between 6:00pm and 6:00am require a gate security code or contact with on-site staff to obtain access.</p> <p>The security system is operational 24 hours a day, 7 days per week.</p>
<p><b>8.2 Does the village have an emergency help system?</b>  If yes or optional:</p> <ul style="list-style-type: none"> <li>the emergency help system details are:</li> </ul> <p>the emergency help system is monitored between:</p>	<p><input checked="" type="checkbox"/> Yes - all residents   <input type="checkbox"/> Optional   <input type="checkbox"/> No</p> <p>The Village has an emergency call system which is monitored on-site by a responsible person. Residents are issued with one complementary wearable device per resident. All Accommodation Units are fitted with several alarm activation points and the Accommodation Unit's smoke alarm is integrated into the emergency call system. Alarm activation points are also located in communal toilets and throughout communal areas.</p> <p>24 hours a day, 7 days per week.</p>
<p><b>8.3 Does the village have equipment that provides for the safety or medical emergency of residents?</b>  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 kits, wheelchairs, hoists, fire indicator panel, fire extinguishers and hoses, defibrillator</p>

## 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. Does not include ongoing charges - 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
		Supported Living Apartments
	<b>One-bedroom Units</b> (Types A, B, BA, CA & CAA)	\$365,000 - \$475,000
	<b>Two bedrooms Units</b> (Type C, D, C Premium, D Premium, BB, BC & CB)	\$449,000 - \$650,000
	<b>Three bedrooms Units</b> (Type BD, CC, CD & CE)	\$729,000
	<b>Range of ingoing contributions for all units</b>	\$365,000 - \$729,000

The Scheme Operator is flexible when negotiating an Ingoing Contribution for a prospective resident however the starting price is set out. Ingoing Contributions are also based on the care assessment of residents and the Scheme Operator reserves its rights to request a higher Ingoing Contribution based on the outcome of the assessment and approval process upon submitting an Application for Residence.

**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

**Deferred Payment Agreement:** Whereby a portion of the Ingoing Contribution is paid on entry ("Initial Contribution") and payment of the balance of the Ingoing Contribution is deferred in order to allow the prospective resident early occupation of their Accommodation Unit. Under the terms of the agreement the resident has up to 6 months to pay the balance of the full Ingoing Contribution ("Deferred Payment Amount"), interest free. This allows time for the resident to sell their own property while being able to occupy their Accommodation Unit and start receiving care. This arrangement is subject to approval once an Application for Residence has been submitted by the prospective resident. A minimum Initial Contribution applies. A copy of the agreement is annexed to the Application for Residence.

**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
- Advance payment of General Services Charge
- Other costs** The Scheme Operator's Legal and Administration Costs as defined in the Application for Residence, currently \$1,825.00 including GST. This fee does not cover or include contract preparation which is a cost that is not passed on to a resident.

### 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, 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) capital items e.g. communal facilities, swimming pool. This fund may or may not cover items in your unit, depending on the terms of your 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 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 (weekly)
All units pay a flat rate	\$216.35 (\$171.83 after surplus & other income)	\$26.80

**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 -)
2022/2023	\$195.89	2.9%	\$21.28	-31.4%
2022/2023	\$203.20	3.7%	\$22.46	5.5%
2023/2024	\$213.72	5.2%	\$22.05	-1.8%

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

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

- Water
- Telephone
- Internet
- Pay TV
- Other:
  - Higher speed or other superior internet services, compared to the basic Wi-Fi package included in the General Services Charge – see item 7.1)
  - Food Services Charges – currently \$159 per week per resident (functions and special events, such as Melbourne Cup, may be catered and/or require payment of an additional

		<p><i>charge on a per head basis)</i></p> <ul style="list-style-type: none"> <li>• <i>Other insurance – see item 16.1</i></li> </ul>
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<p><b>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?</b></p>	<p> <input checked="" type="checkbox"/> Unit fixtures  <input checked="" type="checkbox"/> Unit fittings  <input checked="" type="checkbox"/> Unit appliances  <input type="checkbox"/> None </p> <p>Additional information:</p> <p>Residents are responsible for:</p> <ul style="list-style-type: none"> <li>• all items they own or bring into the Accommodation Unit;</li> <li>• keeping the Accommodation Unit tidy and free from rubbish, and in a state of good repair;</li> <li>• repair, maintenance and replacement of any alterations or additions they make (or which are made at their request) to the Accommodation Unit;</li> <li>• repair, maintenance and replacement of any alterations or additions made by or at the request of a previous occupant of the Accommodation Unit (any such items will be listed in the Lease);</li> <li>• repairs or replacements required due to damage or accelerated wear and tear caused by the Resident or their agent, contractor, licensee, invitee or visitor;</li> <li>• servicing and maintenance of any items provided in the Accommodation Unit by the Scheme Operator (e.g. appliances, equipment, fixtures and fittings), or items that the Resident owns or has brought into the Accommodation Unit;</li> <li>• replacing batteries (excluding batteries for smoke alarms), for example in the air conditioner remote control;</li> <li>• cleaning of any air conditioner, including the filter and coil.</li> </ul>
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<p><b>10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?</b></p> <p>If yes: provide details, including any charges for this service.</p>	<p> <input checked="" type="checkbox"/> Yes    <input type="checkbox"/> No </p> <p>Please refer to the list of Personal Services in the Care &amp; Support Services Agreement annexed to the Application for Residence.</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><b>11.1 Do residents pay an exit fee when they permanently leave their unit?</b></p> <p>If yes: list all exit fee options that may apply to new contracts</p>	<input 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 checked="" type="checkbox"/> Yes - Residents pay an exit fee but the way this is worked out varies depending on the applicable Unit Type of the Accommodation Unit.	
	<b>Exit Fee Unit Type A &amp; B</b>	\$85.00 (per day)
	<b>Exit Fee Unit Type CA &amp; CAA</b>	\$110.62 (per day)
	<b>Exit Fee Unit Type BA</b>	\$110.62 (per day)
	<b>Exit Fee Unit Type C&amp;D</b>	\$104.56(per day)
	<b>Exit Fee Unit Type C&amp;D Premium</b>	\$112.95(per day)
	<b>Exit Fee Unit Type BB, BC &amp; CB</b>	\$151.37(per day)
	<b>Exit Fee Unit Type BD, CC, CD &amp; CE</b>	\$169.77(per day)

<b>Date of occupation of unit to date the resident ceases to reside in unit</b>	<b>Exit fee calculation based on Unit Type at a daily rate as mentioned in able above. Exit Fee examples are as follows based on number of full years in column one</b>	
<b>1 year (1 full year)</b>	Unit Type A & B	\$31,025.00
	Unit Type CA & CAA	\$40,375.00
	Unit Type BA	\$40,375.00
	Unit Type C & D	\$38,165.00
	Unit Type C & D Premium	\$41,225.00
	Unit Type BB, BC & CB	\$55,250.00
	Unit Type BD, CC, CD & CE	\$61,965.00
<b>2 years (2 full years)</b>	Unit Type A & B	\$62,050.00
	Unit Type CA & CAA	\$80,750.00
	Unit Type BA	\$80,750.00
	Unit Type C & D	\$76,330.00
	Unit Type C & D Premium	\$82,450.00
	Unit Type BB, BC & CB	\$110,500.00
	Unit Type BD, CC, CD & CE	\$123,930.00
<b>5 years (5 full years)</b>	Unit Type A & B	\$124,100.00
	Unit Type CA & CAA	\$161,500.00
	Unit Type BA	\$161,500.00
	Unit Type C & D	\$152,660.00
	Unit Type C & D Premium	\$164,900.00
	Unit Type BB, BC & CB	\$221,000.00
	Unit Type BD, CC, CD & CE	\$247,860.00
<b>10 years (10 full years)</b>	Unit Type A & B	\$124,100.00
	Unit Type CA & CAA	\$161,500.00
	Unit Type BA	\$161,500.00
	Unit Type C & D	\$152,660.00
	Unit Type C & D Premium	\$164,900.00
	Unit Type BB, BC & CB	\$221,000.00
	Unit Type BD, CC, CD & CE	\$247,860.00
<p><b>Note:</b> if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.</p>		

The **maximum** (or capped) exit fee is:

\$124,100.00	for Unit Type A & B
\$161,500.00	for Unit Type CA & CAA
\$161,500.00	for Unit Type BA
\$152,660.00	for Unit Type C & D
\$164,900.00	for Unit Type C & D Premium
\$221,000.00	for Unit Type BB, BC & CB
\$247,860.00	for Unit Type BD, CC, CD & CE

The **minimum** exit fee is:

\$85.00	for Unit Type A & B
\$110.62	for Unit Type CA & CAA
\$110.62	for Unit Type BA
\$104.56	for Unit Type C & D
\$112.95	for Unit Type C & D Premium
\$151.37	for Unit Type BB, BC & CB
\$169.77	for Unit Type BD, CC, CD & CE

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

- Sale costs for the unit (including valuation costs, if applicable)
- Legal costs
- Other costs

- Termination Administration Costs, being all costs of and incidental to termination of the Lease, including costs in respect of the preparation, execution, stamping and lodgement of a surrender of the Lease or other document required to remove the Lease from the title.

## 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 include 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.

<p><b>12.2 Is the resident responsible for renovation of the unit when they leave the unit?</b></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><b>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?</b></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><b>14.1 How is the exit entitlement which the operator will pay the resident worked out?</b></p>	<p>The Exit Entitlement is calculated as follows:-</p> <p>The Ingoing Contribution paid by the Resident; Less the Exit Fee (calculated in accordance with Part 11.1 of this document)</p> <p>Less:</p> <ul style="list-style-type: none"> <li>• outstanding personal services charges, care service costs (including Support-at-Home costs);</li> <li>• outstanding General Services Charges;</li> <li>• outstanding Food Services Charges;</li> <li>• outstanding Maintenance Reserve Fund contributions;</li> <li>• continuing General Services Charges and Maintenance Reserve Fund contributions after the resident vacates the Accommodation Unit, as per the Retirement Villages Act;</li> <li>• costs for reinstatement work (see Part 12.1 of this document);</li> <li>• costs associated with removal and storage of resident's contents;</li> <li>• interest on overdue monies;</li> <li>• the resident's share of any costs (including valuation costs) incurred by the Scheme Operator in relation to the sale of the right to reside in the Accommodation Unit;</li> <li>• any other amounts the Scheme Operator is entitled to charge the resident under the Act, the Lease or other agreements;</li> <li>• other monies owing by the resident to the Scheme Operator under the Lease, the Act, the Deferred Payment Agreement (if applicable) or any other agreement that was entered into by the parties prior to or after the commencement of the Lease;</li> </ul>
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	<ul style="list-style-type: none"> <li>• Scheme Operators legal costs in relation to the sale, and</li> <li>• Termination Administration Costs.</li> </ul>
<b>14.2 When is the exit entitlement payable?</b>	<p>By law, the Scheme Operator must pay the exit entitlement to a former resident <b>on or before the earliest</b> of the following days:</p> <ul style="list-style-type: none"> <li>• The day stated in the residence contract, which is, if either party gives notice to the other during the period 6 to 9 months after the termination date requiring payment of the exit entitlement, 14 days after the date of that notice.</li> <li>• 14 days after settlement of the sale of the right to reside in the unit to the next resident or Scheme Operator.</li> <li>• 18 months after termination date of resident’s right to reside under residence contract, even if the unit has not been resold, unless the Scheme Operator has been granted an extension for payment by Queensland Civil and Administrative Tribunal.</li> </ul> <p>In addition, a Scheme Operator is entitled to see <b>Probate or Letters of Administration</b> before paying the exit entitlement of a former resident who has died.</p>
<b>14.3 What is the turnover of units for sale in the village?</b>	<ul style="list-style-type: none"> <li>• 21 accommodation units were vacant as at the end of the last financial year.</li> <li>• 30 accommodation units were resold during the last financial year.</li> <li>• 8 months was the average length of time to sell a unit over the last three financial years.</li> </ul>

## Part 15 – Financial management of the village

<b>15.1 What is the financial status for the funds that the operator is required to maintain under the Retirement Villages Act 1999?</b>	<b>General Services Charges Fund</b> for the last 3 years			
	<b>Financial Year</b>	<b>Deficit/ Surplus</b>	<b>Balance</b>	<b>Change from previous year</b>
	2021/2022	Deficit	-\$28,451	-166.35%
	2022/2023	Surplus	\$38,018	233.63%
	2023/2024	Surplus	\$203,464	435.18%
	Balance of <b>General Services Charges Fund</b> for last financial year <del>OR</del> last quarter if no full financial year available			\$488,666
	Balance of <b>Maintenance Reserve Fund</b> for last financial year <del>OR</del> last quarter if no full financial year available			\$856,652
Balance of <b>Capital Replacement Fund</b> for the last financial year <del>OR</del> last quarter if no full financial year available			\$653,261	

	<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>	0%
<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><b>16.1 Is the resident responsible for arranging any insurance cover?</b></p> <p>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> <p>Residents are responsible for the following insurance policies:</p> <ul style="list-style-type: none"> <li>• Contents insurance (contents of the Accommodation Unit, including any courtyard or balcony, owned by the resident or brought to the Accommodation Unit by the resident).</li> <li>• Public Liability insurance (incidents occurring in resident's Accommodation Unit).</li> <li>• Workers Compensation insurance (resident employees/contractors).</li> <li>• Third-party insurance (residents' vehicles or mobility devices).</li> </ul>
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**Part 17 – Living in the village**

***Trial or settling in period in the village***

<p><b>17.1 Does the village offer prospective residents a trial period or a settling in period in the village?</b></p> <p>If yes: provide details including, length of period, relevant time frames and any costs or conditions</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>A settling in period of <b>3 months</b> applies to new residents (referred to as a Peace of Mind Guarantee).</p> <p>If the Lease has not previously been terminated, the Resident may give the Scheme Operator a notice within three (3) months after the Commencement Date or the date the Resident commenced occupying the Accommodation Unit (whichever is the earlier), terminating the Lease.</p> <p>If the Resident does so, the termination date will be one (1) month after the date the Resident gives the Scheme Operator the notice and all provisions of the Lease relating to termination will apply, except that:</p>
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	<ul style="list-style-type: none"> <li>• the Resident will not be required to pay the exit fee;</li> <li>• the Resident's obligation to continue paying General Services Charges and Maintenance Reserve Fund contributions (or any portion thereof) will cease when the Resident gives the Scheme Operator vacant possession of the Accommodation Unit; and</li> <li>• the Scheme Operator will pay the exit entitlement to the Resident within 14 days after the Resident gives the Scheme Operator vacant possession of the Accommodation Unit</li> <li>• Peace of Mind Guarantee does not apply where the resident's right to reside ends as a result of resident's death.</li> </ul>
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**Pets**

<p><b>17.2 Are residents allowed to keep pets?</b></p> <p>If yes: specify any restrictions or conditions on pet ownership</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Pets are welcome to stay in the Accommodation Unit with the prior written consent of the Scheme Operator and subject to the strict guidelines and rules which are located in the Lease.</p> <p>Definition of the type of pets residents may apply to keep can be found in the Lease. These are limited to small fish tanks, small caged bird, cat, small-medium sized dog.</p>
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**Visitors**

<p><b>17.3 Are there restrictions on visitors staying with residents or visiting?</b></p> <p>If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Except for temporary visits of fourteen (14) days or less, the resident must not permit any other person to occupy the Accommodation Unit without the Scheme Operator's prior written consent, which may be given on such terms as the Scheme Operator thinks fit and can be withdrawn at any time in the absolute discretion of the Scheme Operator.</p> <p>The resident must continue living in the Accommodation Unit at all times when their visitors are staying in the Accommodation Unit unless the Scheme Operator otherwise consents.</p> <p>The resident must ensure all visitors comply with the by-laws, rules and obligations of the Village and that they do not interfere with the rights and enjoyment of the other residents at the Village.</p>
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**Village by-laws and village rules**

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

<b>17.6 Does the village have a residents committee established under the <i>Retirement Villages Act 1999</i>?</b>	<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. 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>
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**Part 18 – Accreditation**

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

<b>19.1 Does the village maintain a waiting list for entry?</b>	<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 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.hpw.qld.gov.au](http://www.hpw.qld.gov.au)

### General Information

General information and fact sheets on retirement villages: [www.qld.gov.au/retirementvillages](http://www.qld.gov.au/retirementvillages)  
For more information on retirement villages and other seniors living options:  
[www.qld.gov.au/seniorsliving](http://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 3008 3450

Email: [regulatoryservices@hpw.qld.gov.au](mailto:regulatoryservices@hpw.qld.gov.au)

Website: [www.hpw.qld.gov.au/housing](http://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](mailto:caxton@caxton.org.au)

Website: [www.caxton.org.au](http://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](http://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](mailto:caxton@caxton.org.au)

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

### Queensland Law Society

Find a solicitor

Law Society House

179 Ann Street, Brisbane, QLD 4000

Phone: 1300 367 757

Email: [info@qls.com.au](mailto:info@qls.com.au)

Website: [www.qls.com.au](http://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](mailto:enquiries@qcat.qld.gov.au)

Website: [www.qcat.qld.gov.au](http://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](http://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/](http://www.livablehousingaustralia.org.au/)