

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 February 2019

ABN: 86 504 771 740

Name of village: Baldwin Living Northside



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://brisbane.baldwinliving.com.au/>
- All amounts in this document are GST-inclusive, unless stated otherwise where that is permitted by law.

Notice for prospective residents

Before you decide whether to live in a retirement village, you should:

- Seek independent legal advice about the retirement village contract – there are different types of contracts and they can be complex
- Find out the financial commitments involved – in particular, you should understand and consider ingoing costs, ongoing fees and charges (which can increase) and how much it will cost you when you leave the village permanently
- Consider any impacts to any pensions, rate subsidies and rebates you currently receive
- Consider what questions to ask the village manager before signing a contract
- Consider whether retirement village living provides the lifestyle that is right for you. Moving into a retirement village is very different to moving into a new house. It involves buying into a village with communal facilities where usually some of the costs of this lifestyle are deferred until you leave the village. These deferred costs when you leave your unit may be significant.
- Seek further information and advice to help with making a decision that is right for you. Some useful contacts are listed at the end of this document, including:
 - Queensland Retirement Village and Park Advice Service (QRVPAS) which provides free information and legal assistance for residents and prospective residents of retirement village. See www.caxton.org.au or phone 07 3214 6333.
 - The Queensland Law Society which can provide a list of lawyers who practice retirement village law. See www.qls.com.au or phone: 1300 367 757.

More information

- If you decide to move into a retirement village, the operator will provide you with a Prospective Costs Document for your selected unit, a residence contract and other legal documents.
- By law, you must have a copy of the Village Comparison Document, the Prospective Costs Document, the village by-laws, your residence contract and all attachments to your residence contract for at least 21 days before you and the operator enter into the residence contract. This is to give you time to read these documents carefully and seek professional advice about your legal and financial interests. You have the right to waive the 21-day period if you get legal advice from a Queensland lawyer about your contract.

The information in this Village Comparison Document is correct as at 1 July 2021 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: Baldwin Living Northside Street Address: 259 Handford Road Suburb: Taigum State: QLD Post Code: 4018
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: Baldwin Care Retirement Pty Ltd Australian Company Number (ACN) 168 205 712 Address: Suite 3G, 4-10 Bridge Street Suburb: Pymble State: NSW Post Code: 2073
1.3 Village operator	Name of entity that operates the retirement village (scheme operator) Baldwin Care Retirement Pty Ltd Australian Company Number (ACN) 168 205 712 Address: Suite 3G, 4-10 Bridge Street Suburb: Pymble State: NSW Post Code: 2073 Date entity became operator: 17 March 2014
1.4 Village management and onsite availability	Name of village management entity and contact details Baldwin Care Retirement Pty Ltd Australian Company Number (ACN) 168 205 712 Phone 07 3414 9200 Email: nmcinnes@baldwinliving.com.au An onsite manager (or representative) is available to residents: <input checked="" type="checkbox"/> Full time Onsite availability includes:

	<p>Weekdays: 8.30 am to 5.00 pm</p> <p>Weekends: Not applicable</p>
1.5 Approved closure plan or transition plan for the retirement village	<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 Housing and Public Works is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.</i></p> <p>Is there an approved closure plan for the village? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>A written closure plan approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Housing and Public Works is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.</i></p>
1.6 Statutory Charge over retirement village land.	<p><i>Tenure in a leasehold or freehold scheme is secured by the registration of your interest on the certificate of title for the property. There is no statutory charge registered over leasehold schemes and freehold schemes.</i></p> <p><i>In relation to licence schemes, a statutory charge over the land is normally registered on the certificate of title by the chief executive of the department administering the Act. If there is no statutory charge registered on a licence scheme, which may be the case for some religious, charitable or community purpose organisations, you should check if the security of tenure offered meets your requirements.</i></p> <p>Is a statutory charge registered on the certificate of title for the retirement village land? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
Part 2 – Age limits	
2.1 What age limits apply to residents in this village?	<p>In the case of a single applicant, you must be at least 55 years old. In the case of joint applicants, both applicants must be at least 55 years old.</p> <p>The scheme operator reserves the right in the future to vary (by increasing or decreasing) the age limit for residents of the village. As well as meeting the age limit criteria, you must be able to live independently in the Unit.</p>
ACCOMMODATION, FACILITIES AND SERVICES	
Part 3 – Accommodation units: Nature of ownership or tenure	
3.1 Resident ownership or tenure of the units in the village is:	<p> <input type="checkbox"/> Freehold (owner resident) <input checked="" type="checkbox"/> Lease (non-owner resident) <input checked="" type="checkbox"/> Licence (non-owner resident) <input type="checkbox"/> Share in company title entity (non-owner resident) <input type="checkbox"/> Unit in unit trust (non-owner resident) <input type="checkbox"/> Rental (non-owner resident) </p>

		<input type="checkbox"/> Other			
Accommodation types					
3.2 Number of units by accommodation type and tenure		There are 88 units in the village, comprising 44 single story units; 44 units in multi-story building with 2 levels			
	Accommodation unit	Freehold	Leasehold	Licence	Other
	Independent living units				
	- Studio				
	- One bedroom		50	4	
	- Two bedroom		34		
	- Three bedroom				
	Serviced units				
	- Studio				
	- One bedroom				
	- Two bedroom				
	- Three bedroom				
	Other				
	Total number of units		84	4	
Access and design					
3.3 What disability access and design features do the units and the village contain?		<input checked="" type="checkbox"/> Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs) in <input checked="" type="checkbox"/> some units <input checked="" type="checkbox"/> Alternatively, a ramp, elevator or lift allows entry into <input checked="" type="checkbox"/> all units <input checked="" type="checkbox"/> Step-free (hobless) shower in <input checked="" type="checkbox"/> all units <input checked="" type="checkbox"/> Width of doorways allow for wheelchair access in <input checked="" type="checkbox"/> all units <input checked="" type="checkbox"/> Toilet is accessible in a wheelchair in <input checked="" type="checkbox"/> all units <input type="checkbox"/> Other key features in the units or village that cater for people with disability or assist residents to age in place <input type="checkbox"/> None			
Part 4 – Parking for residents and visitors					
4.1 What car parking in the village is		<input checked="" type="checkbox"/> All units with own garage or carport separate from the unit (secured basement parking for all units)			

available for residents?		
4.2 Is parking in the village available for visitors? If yes, parking restrictions include	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Parking is available near the community centre and the village has street parking available as well	
Part 5 – Planning and development		
5.1 Is construction or development of the village complete?	Year village construction started 2006 <input checked="" type="checkbox"/> Fully developed / completed <input type="checkbox"/> Partially developed / completed <input type="checkbox"/> Construction yet to commence	
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 <i>Planning Act 2016</i> Not applicable.	
5.3 Redevelopment plan under the Retirement Villages Act 1999	Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i> ? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>The Retirement Villages Act may require a written redevelopment plan for certain types of redevelopment of the village and this is different to a development approval. A redevelopment plan must be approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Housing and Public Works.</i> Note: see notice at end of document regarding inspection of the development approval documents.	
Part 6 – Facilities onsite at the village		
6.1 The following facilities are currently available to residents:	<input checked="" type="checkbox"/> Activities or games room <input type="checkbox"/> Arts and crafts room <input type="checkbox"/> Auditorium	<input type="checkbox"/> Medical consultation room <input type="checkbox"/> Restaurant <input type="checkbox"/> Shop <input checked="" type="checkbox"/> Swimming pool [outdoor / solar-heated]

	<input checked="" type="checkbox"/> BBQ area outdoors <input type="checkbox"/> Billiards room <input type="checkbox"/> Bowling green [indoor/outdoor] <input type="checkbox"/> Business centre (e.g. computers, printers, internet access) <input type="checkbox"/> Chapel / prayer room <input type="checkbox"/> Communal laundries <input checked="" type="checkbox"/> Community room or centre <input type="checkbox"/> Dining room <input checked="" type="checkbox"/> Gardens <input checked="" type="checkbox"/> Gym <input type="checkbox"/> Hairdressing or beauty room <input checked="" type="checkbox"/> Library	<input type="checkbox"/> Separate lounge in community centre <input checked="" type="checkbox"/> Spa [indoor / heated] <input type="checkbox"/> Storage area for boats / caravans <input type="checkbox"/> Tennis court [full/half] <input checked="" type="checkbox"/> Village bus or transport <input type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other <ul style="list-style-type: none"> • Recreation/social facilities • Level 1 Building F6 Communal Facilities comprising of: • Retirement village management and administration office • Televisions • DVD and music system • Game console and games • Library • Leather lounges and chairs and coffee table • Desks with computers, refrigeration, microwaves, gas oven, electric pizza oven, dishwasher, sinks. • Dining/activity tables and chairs • Male and female disabled toilets and showering facilities.
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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).

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

☐ Yes ☒ No

Note: Aged care facilities are not covered by the *Retirement Villages Act 1999 (Qld)*. The retirement village operator cannot keep places free or guarantee places in aged care for residents of the retirement village. To enter a residential aged care facility, you must be assessed as eligible by an Aged Care Assessment Team (ACAT) in accordance with the *Aged Care Act 1997 (Cwth)*. Exit fees may apply when you move from your retirement village unit to other accommodation and may involve entering a new contract.

Part 7 – Services

7.1 What services are provided to all village residents (funded from the General Services Charge fund paid by residents)?

- management and administration of the Village;
- gardening and lawn mowing of the common areas in the Village;
- recreation or entertainment facilities within the Village;
- insurance; and

	<ul style="list-style-type: none"> • other services as detailed each year in the operating budget for the Village.
7.2 Are optional personal services provided or made available to residents on a user-pays basis?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No The goods or services that may be supplied to you by the scheme operator may include the supply of: <ul style="list-style-type: none"> ○ food, beverages or liquor ○ housekeeping or domestic goods or services ○ transportation services ○ electricity goods or services ○ telephone goods or services ○ internet goods or services The charges vary with the particular personal service/s you may require.
7.3 Does the retirement village operator provide government funded home care services under the Aged Care Act 1997 (Cwth)?	<input type="checkbox"/> Yes, the operator is an Approved Provider of home care under the <i>Aged Care Act 1997</i> (Registered Accredited Care Supplier – RACS ID number) <input checked="" type="checkbox"/> Yes, home care is provided in association with an Approved Provider, Baldwin Living HomeServe – Service ID 26854 <input type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services
<p>Note: Some residents may be eligible to receive a Home Care Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment team (ACAT) under the <i>Aged Care Act 1997 (Cwth)</i>. These home care services are not covered by the <i>Retirement Villages Act 1999 (Qld)</i>.</p> <p>Residents can choose their own approved Home Care Provider and are not obliged to use the retirement village provider, if one is offered.</p>	
Part 8 – Security and emergency systems	
8.1 Does the village have a security system? If yes: <ul style="list-style-type: none"> • the security system details are: the security system is monitored between:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Alarmed and monitored by external service provider 2 patrols per night, seven days per week 4:30pm and 8:30am the next day, 7 days per week.

<p>8.2 Does the village have an emergency help system? If yes or optional:</p> <ul style="list-style-type: none"> the emergency help system details are: <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>Provided the resident makes their fixed land line or mobile available at all times</p> <p>24 hours all year round</p>
<p>8.3 Does the village have equipment that provides for the safety or medical emergency of residents? If yes, list or provide details e.g. first aid kit, defibrillator</p>	<p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>INS Services which provides a 24 hour coverage</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. It does not include ongoing charges such as rent or other recurring fees.

9.1 What is the estimated ingoing contribution (sale price) range for all types of units in the village	Accommodation Unit	Range of ingoing contribution
	Independent living units	
	- Studio	\$ to \$.....
	- One bedroom	\$210,500 to \$260,000
	- Two bedrooms	\$260,000 to \$300,000
	- Three bedrooms	\$ to \$.....
	Serviced units	
	- Studio	\$ to \$.....
	- One bedroom	\$ to \$.....
	- Two bedrooms	\$ to \$.....
	- Three bedrooms	\$ to \$.....
	Other	\$ to \$.....
	Full range of ingoing contributions for all unit types	<p>Full range of Ingoing Contributions for all unit types is \$210,500 to \$300,000.</p> <p>The Total Ingoing Contribution for the Upfront Payment Model starts at \$75,780. This option is only available for selected units and is offered at the absolute discretion of the scheme operator.</p>

9.2 Are there different financial options available for paying the ingoing contribution and exit fee or other fees and charges under a residence contract?

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

☒ Yes ☐ No

Half capital Appreciation Lease

The Exit Fee payable for this option is as set out in the calculation below.

Year	Length of Occupation	Exit fee payable
1	Less than 1 Year of occupation	6% of your ingoing contribution for the first year calculated daily
2	1 Year or more but less than 2 Years	6% of your ingoing contribution for the first year plus 6% per annum calculated daily during the 2nd year
3	2 Years or more but less than 3 Years	12% of your ingoing contribution for the first 2 years plus 6% per annum calculated daily during the 3rd year
4	3 Years or more but less than 4 Years	18% of your ingoing contribution for the first 3 years plus 6% per annum calculated daily during the 4th year
5	4 Years or more but less than 5 Years	24% of your ingoing contribution for the first 4 years plus 6% per annum calculated daily during the 5th year
6	5 Years or more but less than 6 Years	30% of your ingoing contribution for the first 5 years plus 6% per annum calculated daily during the 6th year
7	6 Years or more	Maximum of 36%

No capital Appreciation Lease

Lower ingoing contribution paid and weekly Accommodation Fee payable. The resident does not share in any capital gain and is not liable for any capital loss.

The Exit Fee payable for this option is as set out in the calculation below.

Year	Length of occupation	Exit fee payable
1	Less than 1 Year of occupation	6.0% for the first year calculated daily
2	1 Year or more but less than 2 Years	6.0% for the first year plus 6.0% per annum calculated daily during the 2nd year
3	2 Years or more but less than 3 Years	12.0% for the first 2 years plus 6.0% per annum calculated daily during the 3rd year
4	3 Years or more but less than 4 Years	18.0% for the first 3 years plus 6.0% per annum calculated daily during the 4th year
5	4 Years or more but less than 5 Years	24.0% for the first 4 years plus 6.0% per annum calculated daily during the 5th year
6	5 Years or more but less than 6 Years	30.0% for the first 5 years plus 6.0% per annum calculated daily during the 6th year
7	6 Years or more	Maximum of 36.0%

Upfront Payment Model (Licence)

Residents who enter the village under the Upfront Payment Model pay a Total Ingoing Contribution which is significantly less than market value. The amount of the Ingoing Contribution represents approximately 36% of the Market Value of The Unit.

Residents who enter the Village under this model pay an Upfront Entry Payment as part of the Ingoing Contribution. In consideration of the significant discount on the Ingoing Contribution, the Upfront Entry Payment is non-refundable after the expiration of the cooling off period.

The resident does not share in any capital gain and is not liable for any capital loss.

The Exit Fee payable is as set out in the calculation below based on the Total Ingoing Contribution less the Upfront Entry Payment.

Year	Length of Occupation	Exit fee payable
1	Less than 1 Year of occupation	Nil
2	1 Year or more but less than 2 Years	Nil
3	2 Years or more but less than 3 Years	40% calculated on a daily basis during the third year
4	3 Years or more but less than 4 Years	40% for the first 3 years and 40% calculated on a daily basis during the fourth year
5	4 Years or more but less than 5 Years	80% for the first four years and 10% calculated on a daily basis during the fifth year
6	5 Years or more but less than 6 Years	90% and 10% calculated on a daily basis during the sixth year
7	6 Years or more	Maximum of 100% of the Total Ingoing Contribution

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 :

- Scheme operator's legal costs and government registration fees for registration of lease total costs currently set at \$2,036.40 for either of the Lease options, or \$1,771 for the Upfront Payment Licence option.

- Advance payment of Accommodation Fee, if applicable.

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				
- One bedroom	\$ 78.02 to \$ 94.59	\$ 20.88 to \$ 25.29		
- Two bedrooms	\$ 98.15 to \$108.76	\$ 26.22 to \$ 29.05		

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 -)
2019/2020	\$73.92 to \$103.04	3.0%	\$19.50 to \$27.12	2.5%
2020/2021	\$75.02 to \$104.58	1.5%	\$19.89 to \$27.67	2.0%
2021/2022	\$78.02 to \$108.76	4.0%	\$20.88 to \$29.05	5.0%

10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)	<input checked="" type="checkbox"/> Contents insurance <input type="checkbox"/> Home insurance (freehold units only) <input checked="" type="checkbox"/> Electricity <input checked="" type="checkbox"/> Gas		<input type="checkbox"/> Water <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> Internet <input checked="" type="checkbox"/> Pay TV <input type="checkbox"/> Other <ul style="list-style-type: none"> Public liability Insurance for any claims occurring in your unit. Workers compensation Insurance for any claims brought by any employee or contract that you engage to carry out work or provide services in your unit. 	
10.3 What other ongoing or occasional costs for repair, maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?	<input type="checkbox"/> Unit fixtures <input type="checkbox"/> Unit fittings <input type="checkbox"/> Unit appliances <input checked="" type="checkbox"/> None Additional information Residents pay for the cost of the light globe.			
10.4 Does the operator offer a maintenance service or help residents arrange	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Onsite maintenance staff available. A maintenance logbook is available at the reception for residents to log any maintenance works required.			

repairs and maintenance for their unit? If yes: provide details, including any charges for this service.	
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Part 11 – Exit fees – when you leave the village

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

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

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

- ☐ Yes – all residents pay an exit fee calculated using the same formula
☒ Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract
☐ No exit fee
☐ Other
 The Exit Fee payable depends on the model which applies to the residence contract as described in the Information Table in the residence contract and as described below.

Half capital appreciation lease

Exit Fee Payable for Half Capital appreciation lease	Period of occupation	Exit Fee Payable
1	Less than 1 year	6.0% for the first year calculated daily
2	1 year or more but less than 2 years	6.0% for the first year plus 6.0% per annum calculated daily during the 2nd year
3	2 years or more but less than 3 years	12.0% for the first 2 years plus 6.0% per annum calculated daily during the 3rd year
4	3 years or more but less than 4 years	18.0% for the first 3 years plus 6.0% per annum calculated daily during the 4th year
5	4 years or more but less than 5 years	24.0% for the first 4 years plus 6.0% per annum calculated daily during the 5th year
6	5 years or more but less than 6 years	30.0% for the first 5 years plus 6.0% per annum calculated daily during the 6th year
7	6 years or more	Maximum of 36.0%

No capital appreciation Lease

Exit Fee Payable No Capital Appreciation Lease	Period of occupation	Exit Fee payable
1	Less than 1 year	6.0% for the first year calculated daily
2	1 year or more but less than 2 years	6.0% for the first year plus 6.0% per annum calculated daily during the 2nd year

3	2 years or more but less than 3 years	12.0% for the first 2 years plus 6.0% per annum calculated daily during the 3rd year
4	3 years or more but less than 4 years	18.0% for the first 3 years plus 6.0% per annum calculated daily during the 4th year
5	4 years or more but less than 5 years	24.0% for the first 4 years plus 6.0% per annum calculated daily during the 5th year
6	5 years or more but less than 6 years	30.0% for the first 5 years plus 6.0% per annum calculated daily during the 6th year
7	6 years or more	Maximum of 36.0%

Upfront Payment Model (Licence)

The Exit Fee payable is as set out in the calculation below based on the Total Ingoing Contribution less the Upfront Entry Payment

Exit Fee Payable for Upfront Payment Model (Licence)	Period of occupation	Exit Fee Payable
1	Less than 1 year	Nil
2	1 year or more but less than 2 years	Nil
3	2 years or more but less than 3 years	40% calculated on a daily basis during the third year
4	3 years or more but less than 4 years	40% for the first 3 years and 40% calculated on a daily basis during the fourth year
5	4 years or more but less than 5 years	80% for the first four years and 10% calculated on a daily basis during the fifth year
6	5 years or more but less than 6 years	90% and 10% calculated on a daily basis during the sixth year
7	6 years or more	Maximum of 100% of the Total Ingoing Contribution

Where the exit fee is worked out having regard to the length of time the resident has resided in the accommodation unit, the exit fee is calculated on a daily basis

11.2 What other exit costs do residents need to pay or contribute to?	<input checked="" type="checkbox"/> Sale costs for the unit (for Capital Appreciation and No Capital Appreciation options only) <input checked="" type="checkbox"/> Legal costs <input type="checkbox"/> Other costs
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Part 12 – Reinstatement and renovation of the unit

12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>Reinstatement work means replacements or repairs that are reasonably necessary to return the unit to the same condition it was in when the resident started occupation, apart from:</i> <ul style="list-style-type: none"> • fair wear and tear; and
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	<ul style="list-style-type: none"> • <i>renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.</i> <p><i>Fair wear and tear includes a reasonable amount of wear and tear associated with the use of items commonly used in a retirement village. However, a resident is responsible for the cost of replacing a capital item of the retirement village if the resident deliberately damages the item or causes accelerated wear.</i></p> <p>Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.</p>
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12.2 Is the resident responsible for renovation of the unit when they leave the unit?	<p><input checked="" type="checkbox"/> Optional, only applies to residents who share in the capital gain on the sale of their unit, and the resident pays 50% of any renovation costs</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

13.1 When the resident's interest or right to reside in the unit is sold, does the resident share in the capital <i>gain</i> or capital <i>loss</i> on the resale of their unit?	<p>Half Capital Appreciation Lease</p> <p><input checked="" type="checkbox"/> Yes, the resident's share of the capital gain is 50% the resident's share of the capital loss is 50%</p> <p>No Capital Appreciation Lease</p> <p><input checked="" type="checkbox"/> No</p> <p>Upfront Payment Licence option</p> <p><input checked="" type="checkbox"/> No</p>
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Part 14 – Exit entitlement or buyback of freehold units

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

<p>14.1 How is the exit entitlement which the operator will pay the resident worked out?</p>	<p>You will receive:</p> <ul style="list-style-type: none"> (a) your Ingoing Contribution; and (b) plus 50% of the Capital Gain (if any) as provided for in your Residence Contract (except if No Capital Gain Appreciation option or the Upfront Payment option is selected there will be no Capital Gain paid, even if any), <p>Less any/all of the following:</p> <ul style="list-style-type: none"> (a) 50% of the Capital Loss (if any), as provided for in your Residence Contract (except if No Capital Gain Appreciation option or the Upfront Payment Option is selected there will be no Capital Loss liability, even if any); (b) The Upfront Entry Payment (for Upfront Payment Model) (c) the Exit Fee; (d) your share of the cost of finding the new Resident, as provided for in your Residence Contract; (e) the General Services Charge (or part of it) as provided for in your Residence Contract; (f) the costs of, or associated with, Reinstatement Work to the Unit, as provided for in your Residence Contract; (g) the costs of, or associated with, Renovation Work to the Unit, as provided for in your Residence Contract; (h) any amounts you owe to us under any other agreements we have with you about the provision of services or goods to you in the Village; (i) the costs and expenses we incur with respect to the termination of your Residence Contract; (j) any outstanding Personal Services, General Services Charges or Accommodation Fee (if applicable) as provided for in your Residence Contract; and <p>any other amounts payable by you to the Scheme Operator as stated in your Residence Contract.</p>
<p>14.2 When is the exit entitlement payable?</p>	<p>By law, the operator must pay the exit entitlement to a former resident on or before the earliest of the following days:</p> <ul style="list-style-type: none"> • the day stated in the residence contract <ul style="list-style-type: none"> ➤ which is 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>3 accommodation units were vacant as at the end of the financial year</p> <p>6 accommodation units were resold during the last financial year</p> <p>24 months was the average length of time to sell a unit over the last three financial years</p>

Part 15 – Financial management of the village

15.1 What is the financial status for the funds that the operator is required to maintain under the Retirement Villages Act 1999?	General Services Charges Fund for the last 3 years			
	Financial Year	Deficit/ Surplus	Balance	Change from previous year
	2017/2018	(25,084)	77,144	-24.5%
	2018/2019	(13,491)	63,653	-17.5%
	2019/2020	10,771	74,424	+16.9%
	Balance of General Services Charges Fund for last financial year OR last quarter if no full financial year available			\$ 74,424 as at 30/06/2020
	Balance of Maintenance Reserve Fund for last financial year OR last quarter if no full financial year available			\$ 76,828 as at 30/06/2020
	Balance of Capital Replacement Fund for the last financial year OR last quarter if no full financial year available 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.			\$ 83,888 as at 30/06/2020 0.0%
OR <input type="checkbox"/> the village is not yet operating.				

Part 16 – Insurance

The village operator must take out general insurance, to full replacement value, for the retirement village, including for:

- communal facilities; and
- the accommodation units, other than accommodation units owned by residents.

Residents contribute towards the cost of this insurance as part of the General Services Charge.

16.1 Is the resident responsible for arranging any insurance cover?

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

☒ Yes ☐ No

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

- (a) your property in your Unit and Licensed Areas (if any);
- (b) for public liability claims brought as a result of any incident occurring in your Unit; and
- (c) for workers compensation claims brought by any employee or contractor that you engage to carry out work or provide services in your Unit.

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

Except for fish in a tank, pets on application

Refer to pet policy

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

You must not have a Visitor live in your Unit with you for longer than one month in any 12-month period without our consent which we may give or deny in our absolute discretion. If we consent to a Visitor staying for longer than one month then we can revoke that consent at any time at our absolute discretion. You must not allow a Visitor to use your Unit if you are not staying there at the same time.

Village by-laws and village rules

17.4 Does the village have village by-laws?

☐ Yes ☒ No

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

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

17.5 Does the operator have other rules for the village.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes: Rules may be made available on request
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Resident input

17.6 Does the village have a residents committee established under the <i>Retirement Villages Act 1999</i>?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.</i> <i>You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.</i>
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Part 18 – Accreditation

18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?	<input checked="" type="checkbox"/> No, village is not accredited <input type="checkbox"/> Yes, village is voluntarily accredited through:
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Note: Retirement village accreditation schemes are industry-based schemes. The *Retirement Villages Act 1999* does not establish an accreditation scheme or standards for retirement villages.

Part 19 – Waiting list

19.1 Does the village maintain a waiting list for entry?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes, • what is the fee to join the waiting list?	<input checked="" type="checkbox"/> No fee

Access to documents

The following operational documents are held by the retirement village scheme operator and a prospective resident or resident may make a written request to the operator to inspect or take a copy of these documents free of charge. The operator must comply with the request by the date stated by the prospective resident or resident (which must be at least seven days after the request is given).

- ☒ Certificate of registration for the retirement village scheme
- ☐ Certificate of title or current title search for the retirement village land
- ☒ Village site plan
- ☒ Plans showing the location, floor plan or dimensions of accommodation units in the village
- ☐ Plans of any units or facilities under construction
- ☐ Development or planning approvals for any further development of the village
- ☐ An approved redevelopment plan for the village under the *Retirement Villages Act*
- ☐ An approved transition plan for the village
- ☐ An approved closure plan for the village

- ☒ The annual financial statements and report presented to the previous annual meeting of the retirement village
- ☒ Statements of the balance of the capital replacement fund, or maintenance reserve fund or general services charges fund (or income and expenditure for general services) at the end of the previous three financial years of the retirement village
- ☐ Statements of the balance of any Body Corporate administrative fund or sinking fund at the end of the previous three years of the retirement village
- ☒ Examples of contracts that residents may have to enter into
- ☒ Village dispute resolution process
- ☐ Village by-laws
- ☒ Village insurance policies and certificates of currency
- ☐ A current public information document (PID) continued in effect under section 237I of the Act (this applies to existing residence contracts)

An example request form containing all the necessary information you must include in your request is available on the Department of Housing and Public Works website.

Further Information

If you would like more information, contact the Department of Housing and Public Works on 13 QGOV (13 74 68) or visit our website at www.hpw.qld.gov.au

General Information

General information and fact sheets on retirement villages: www.qld.gov.au/retirementvillages
 For more information on retirement villages and other seniors living options:
www.qld.gov.au/seniorsliving

Regulatory Services, Department of Housing and Public Works

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

Department of Housing and Public Works

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3008 3450

Email: regulatoryservices@hpw.qld.gov.au

Website: www.hpw.qld.gov.au/housing

Queensland Retirement Village and Park Advice Service (QRVPAS)

Specialist service providing free information and legal assistance for residents and prospective residents of retirement villages and manufactured home parks in Queensland.

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: www.caxton.org.au

Department of Human Services (Australian Government)

Information on planning for retirement and how moving into a retirement village can affect your pension

Phone: 132 300

Website: www.humanservices.gov.au/individuals/subjects/age-pension-and-planning-your-retirement

Seniors Legal and Support Service

These centres provide free legal and support services for seniors concerned about elder abuse, mistreatment or financial exploitation.

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: <https://caxton.org.au>

Queensland Law Society

Find a solicitor

Law Society House

179 Ann Street, Brisbane, QLD 4000

Phone: 1300 367 757

Email: info@qls.com.au

Website: www.qls.com.au

Queensland Civil and Administrative Tribunal (QCAT)

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/