

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 Sequana



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://goldcoast.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 5 December 2019 and applies to prospective residents.

Some of the information in this document may not apply to existing residence contracts.

Part 1 – Operator and management details

1.1 Retirement village location

Retirement Village Name: Baldwin Living Sequana

Street Address: 2 Cater Street

Suburb: Upper Coomera State: QLD Post Code: 4209

1.2 Owner of the land on which the retirement village scheme is located

Name of land owner: Baldwin Care (Sequana) Retirement Pty Ltd

Australian Company Number (ACN) 602 445 849

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 (Sequana) Retirement Pty Ltd

Australian Company Number (ACN) 602 445 849

Address: Suite 3G, 4-10 Bridge Street

Suburb: Pymble State: NSW Post Code: 2073

Date entity became operator 18 December 2014

Is there an approved transition plan for the village?

Yes No

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.

Is there an approved closure plan for the village?

Yes No

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.

1.4 Village management and onsite availability	<p>Name of village management entity and contact details</p> <p>Baldwin Care (Sequana) Retirement Pty Ltd</p> <p>Australian Company Number (ACN) 602 445 849</p> <p>Phone: 07 5573 2424 Email: TFlower@baldwinliving.com.au</p> <p>An onsite manager (or representative) is available to residents:</p> <p><input checked="" type="checkbox"/> Full time</p> <p>Onsite availability includes:</p> <p>Weekdays: 8.00 am to 4.30 pm</p> <p>Weekends: Not applicable.</p>
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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>
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ACCOMMODATION, FACILITIES AND SERVICES

Part 3 – Accommodation units: Nature of ownership or tenure

3.1 Resident ownership or tenure of the units in the village is:	<p><input type="checkbox"/> Freehold (owner resident)</p> <p><input checked="" type="checkbox"/> Lease (non-owner resident)</p> <p><input type="checkbox"/> Licence (non-owner resident)</p> <p><input type="checkbox"/> Share in company title entity (non-owner resident)</p> <p><input type="checkbox"/> Unit in unit trust (non-owner resident)</p> <p><input type="checkbox"/> Rental (non-owner resident)</p> <p><input type="checkbox"/> Other</p>
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Accommodation types

3.2 Number of units by accommodation type and tenure	There are 79 units in the village, comprising 79 single story units
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	Accommodation unit	Freehold	Leasehold	Licence	Other
	Independent living units				
	- Studio				
	- One bedroom				
	- Two bedroom		43		
	- Three bedroom		36		

Serviced units				
- Studio				
- One bedroom				
- Two bedroom				
- Three bedroom				
Other				
Total number of units		79		

Access and design

3.3 What disability access and design features do the units and the village contain?

- 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
- Alternatively, a ramp, elevator or lift allows entry into all some units
- Step-free (hobless) shower in all units
- Width of doorways allow for wheelchair access in all units
- Toilet is accessible in a wheelchair in all units
- Other key features in the units or village that cater for people with disability or assist residents to age in place
- None

Part 4 – Parking for residents and visitors

4.1 What car parking in the village is available for residents?

- All units with own garage or carport attached or adjacent to the unit

4.2 Is parking in the village available for visitors?

If yes, parking restrictions include

- Yes No
- Must be guest of resident

Part 5 – Planning and development

5.1 Is construction or development of the village complete?

- Year village construction started 2003
- Fully developed / completed
- Partially developed / completed
- Construction yet to commence

5.2 Is there development approval or a development application pending for further development or

- Development approval granted
- Yes No
- Development application pending
- Yes No

<p>redevelopment of the village? If yes to either: Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities.</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 redevelopment of the village and this is different to a development approval. A redevelopment plan must be approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Housing and Public Works.</i></p> <p>Note: see notice at end of document regarding inspection of the development approval documents.</p>
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Part 6 – Facilities onsite at the village

<p>6.1 The following facilities are currently available to residents:</p>	<table border="0"> <tr> <td style="vertical-align: top;"> <input checked="" type="checkbox"/> Activities or games room <input type="checkbox"/> Arts and crafts room <input type="checkbox"/> Auditorium <input checked="" type="checkbox"/> BBQ area outdoors <input checked="" type="checkbox"/> Billiards room <input type="checkbox"/> Bowling green [indoor/outdoor] <input type="checkbox"/> Business centre (e.g. computers, printers, internet access) <input type="checkbox"/> Chapel / prayer room <input type="checkbox"/> Communal laundries <input type="checkbox"/> Community room or centre <input type="checkbox"/> Dining room <input checked="" type="checkbox"/> Gardens <input type="checkbox"/> Gym <input checked="" type="checkbox"/> Hairdressing or beauty room <input checked="" type="checkbox"/> Library </td> <td style="vertical-align: top;"> <input type="checkbox"/> Medical consultation room <input type="checkbox"/> Restaurant <input type="checkbox"/> Shop <input checked="" type="checkbox"/> Swimming pool [indoor] [heated] <input type="checkbox"/> Separate lounge in community centre <input type="checkbox"/> Spa [indoor / outdoor] [heated / not heated] <input type="checkbox"/> Storage area for boats / caravans <input type="checkbox"/> Tennis court [full/half] <input type="checkbox"/> Village bus or transport <input type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other <ul style="list-style-type: none"> • Indoor bowling mat • Recreation/social facilities • Community centre incorporating: <ul style="list-style-type: none"> ➢ Multi-function hall ➢ Lounge ➢ Change rooms ➢ Function kitchen </td> </tr> </table>	<input checked="" type="checkbox"/> Activities or games room <input type="checkbox"/> Arts and crafts room <input type="checkbox"/> Auditorium <input checked="" type="checkbox"/> BBQ area outdoors <input checked="" type="checkbox"/> Billiards room <input type="checkbox"/> Bowling green [indoor/outdoor] <input type="checkbox"/> Business centre (e.g. computers, printers, internet access) <input type="checkbox"/> Chapel / prayer room <input type="checkbox"/> Communal laundries <input type="checkbox"/> Community room or centre <input type="checkbox"/> Dining room <input checked="" type="checkbox"/> Gardens <input type="checkbox"/> Gym <input checked="" type="checkbox"/> Hairdressing or beauty room <input checked="" type="checkbox"/> Library	<input type="checkbox"/> Medical consultation room <input type="checkbox"/> Restaurant <input type="checkbox"/> Shop <input checked="" type="checkbox"/> Swimming pool [indoor] [heated] <input type="checkbox"/> Separate lounge in community centre <input type="checkbox"/> Spa [indoor / outdoor] [heated / not heated] <input type="checkbox"/> Storage area for boats / caravans <input type="checkbox"/> Tennis court [full/half] <input type="checkbox"/> Village bus or transport <input type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other <ul style="list-style-type: none"> • Indoor bowling mat • Recreation/social facilities • Community centre incorporating: <ul style="list-style-type: none"> ➢ Multi-function hall ➢ Lounge ➢ Change rooms ➢ Function kitchen
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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).

None.

6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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Note: Aged care facilities are not covered by the *Retirement Villages Act 1999 (Qld)*. The retirement village operator cannot keep places free or guarantee places in aged care for residents of the retirement village. To enter a residential aged care facility, you must be assessed as eligible by an Aged Care Assessment Team (ACAT) in accordance with the *Aged Care Act 1997 (Cwth)*. Exit fees may apply when you move from your retirement village unit to other accommodation and may involve entering a new contract.

Part 7 – Services

7.1 What services are provided to all village residents (funded from the General Services Charge fund paid by residents)?	<ul style="list-style-type: none"> • 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; • maintenance and repairs of the relevant capital items of the Village as allowed for in the Maintenance Reserve Fund; and • other services as detailed each year in the operating budget for the Village.
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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 <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 <p>The charges vary with the particular personal service/s you may require.</p>
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7.3 Does the retirement village operator provide government funded home care services under the <i>Aged Care Act 1997 (Cwth)</i>?	<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
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Note: Some residents may be eligible to receive a Home Care Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment team (ACAT) under the *Aged Care Act 1997 (Cwth)*. These home care services are not covered by the *Retirement Villages Act 1999 (Qld)*.

Residents can choose their own approved Home Care Provider and are not obliged to use the retirement village provider, if one is offered.

Part 8 – Security and emergency systems

8.1 Does the village have a security system?

Yes No

If yes:

- the security system details are:

Gated Community & CCTV

the security system is monitored between:

12:00 am and 11:59 pm 7 days per week.

8.2 Does the village have an emergency help system?

Yes - all residents Optional No

If yes or optional:

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

Provided the resident makes their own fixed land line or mobile available at all times.

24 hours all year round

8.3 Does the village have equipment that provides for the safety or medical emergency of residents?

Yes No

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

INS Services which provides a 24 hour coverage

First Aid Kit

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	\$ to \$.....
➤ Two bedrooms	\$280,000 to \$340,000
➤ Three bedrooms	\$345,000 to \$465,000
Serviced units	
➤ Studio	\$ to \$.....

	➤ One bedroom	\$ to \$.....
	➤ Two bedrooms	\$ to \$.....
	➤ Three bedrooms	\$ to \$.....
	Other	\$ to \$.....
	Full range of ingoing contributions for all unit types	\$ 280,000 to \$465,000

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

Yes No

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

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		
➤ Two bedrooms	\$128.12	\$30.46
➤ Three bedrooms	\$135.90	\$34.62

Last three years of General Services Charge and Maintenance Reserve Fund contribution

Financial year	General Services Charge (range) (weekly)	Overall % change from previous year	Maintenance Reserve Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
2016/2017	\$105.18 to \$144.55	2.3%	\$16.59 to \$29.56	+4%
2017/2018	\$107.03 to \$147.32	1.76%	\$17.33 to \$30.90	+4.46%
2018/2019	\$107.31 to \$144.55	1%	\$19.41 to \$34.62	+12%

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:
 - Public liability Insurance for any claims occurring in your unit.
 - Workers compensation Insurance for any claim 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?

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

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

- Yes No

Onsite maintenance staff available. A maintenance logbook is available at the reception for residents to log any maintenance works required

If yes: provide details, including any charges for this service.

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

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on
Less than 1 year of occupation	6% of your ingoing contribution for the first year calculated daily
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
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
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
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
5 years or more	Maximum of 30%

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

The maximum (or capped) exit fee is 30% of the ingoing contribution 6 years or more of residence.

The minimum exit fee is 6% of your ingoing contribution for the first year calculated on a daily pro rata basis.

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

Sale costs for the unit

Legal costs

Other costs

<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 Lease, <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 Lease; (b) the Exit Fee; (c) your share of the cost of finding the new Resident, as provided for in your Lease; (d) the General Services Charge (or part of it) as provided for in your Lease; (e) the costs of, or associated with, Reinstatement Work to the Unit, as provided for in your Lease; (f) the costs of, or associated with, Renovation Work to the Unit, as provided for in your Lease; (g) 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; (h) the costs and expenses we incur with respect to the termination of your Lease; (i) any outstanding Personal Services, General Services Charges as provided for in your Lease; and (j) any other amounts payable by you to the Scheme Operator as stated in your Lease.
<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). <p>In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.</p>

14.3 What is the turnover of units for sale in the village?	<p>6 accommodation units were vacant as at the end of the last financial year</p> <p>1 accommodation unit(s) were resold during the last financial year</p> <p>14 months was the average length of time to sell a unit over the last three financial years</p>
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Part 15– Financial management of the village

15.1 What is the financial status for the funds that the operator is required to maintain under the Retirement Villages Act 1999?	General Services Charges Fund for the last 3 years			
	Financial Year	Deficit/Surplus	Balance	Change from previous year
	2016/2017	703	45,765	+152%
	2017/2018	63,090	108,855	+8874%
	2018/2019	40,395	149,250	-35.97%
	Balance of Maintenance Reserve Fund for last financial year <i>OR</i> last quarter if no full financial year available		\$171,865	
	Balance of Capital Replacement Fund for the last financial year <i>OR</i> 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.		\$302,432 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.

<p>16.1 Is the resident responsible for arranging any insurance cover? If yes, the resident is responsible for these insurance policies:</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, the resident is responsible for these insurance policies:</p> <p>(a) your property in your Unit and Licensed Areas (if any);</p> <p>(b) for public liability claims brought as a result of any incident occurring in your Unit; and</p> <p>(c) for workers compensation claims brought by any employee or contractor that you engage to carry out work or provide services in your Unit.</p>
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Part 17 – Living in the village
Trial or settling in period in the village

<p>17.1 Does the village offer prospective residents a trial period or a settling in period in the village? If yes: provide details including, length of period, relevant time frames and any costs or conditions</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
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Pets

<p>17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>One small dog or cat. Refer to pet policy</p>
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Visitors

<p>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)</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>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.</p>
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Village by-laws and village rules

<p>17.4 Does the village have village by-laws?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>By law, residents may, by special resolution at a residents meeting and with the agreement of the operator, make, change or revoke by-laws for the village.</i></p> <p><i>Note: See notice at end of document regarding inspection of village by-laws</i></p>
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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 Retirement Villages Act 1999?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.</i> <i>You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.</i>
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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? If yes, • what is the fee to join the waiting list?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No fee <input checked="" type="checkbox"/> Fee of \$200 which is <input checked="" type="checkbox"/> refundable on entry to the village <input type="checkbox"/> non-refundable
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Access to documents

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

- Certificate of registration for the retirement village scheme
- Certificate of title or current title search for the retirement village land
- Village site plan
- Plans showing the location, floor plan or dimensions of accommodation units in the village
- Plans of any units or facilities under construction
- Development or planning approvals for any further development of the village

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

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

Further Information

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

General Information

General information and fact sheets on retirement villages: www.qld.gov.au/retirementvillages

For more information on retirement villages and other seniors living options:

www.qld.gov.au/seniorsliving

Regulatory Services, Department of Housing and Public Works

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

Department of Housing and Public Works

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3008 3450

Email: regulatoryservices@hpw.qld.gov.au

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

Queensland Retirement Village and Park Advice Service (QRVPAS)

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: www.caxton.org.au

Department of Human Services (Australian Government)

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

Phone: 132 300

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

Seniors Legal and Support Service

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

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

Queensland Law Society

Find a solicitor

Law Society House

179 Ann Street, Brisbane, QLD 4000

Phone: 1300 367 757

Email: info@qls.com.au

Website: www.qls.com.au

Queensland Civil and Administrative Tribunal (QCAT)

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/