

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: Heritage Gardens Lifestyle Village

Important information for the prospective resident

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

1.3 Village operator	Name of entity that operates the retirement village (scheme operator) Saul Financial Pty Ltd Australian Company Number (ACN): 151 585 974 Address: 6A Charles St Suburb: Birkdale State: QLD Post Code: 4159 Date entity became operator: 30/09/2011.....
1.4 Village management and onsite availability	Name of village management entity and contact details Saul Financial Pty Ltd trading as Heritage Gardens Lifestyle Village Australian Company Number (ACN) 151 585 974 Phone 07 4054 6504 Email heritagegardens@westnet.com.au An onsite manager (or representative) is available to residents: <input checked="" type="checkbox"/> Full time Onsite availability includes: Weekdays 8.30am to 5.00pm Monday to Friday Weekends On Call for emergency's and By Appointment for sales
1.5 Approved closure plan or transition plan for the retirement village	Is there an approved transition plan for the village? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Is there an approved closure plan for the village? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Part 2 – Age limits	
2.1 What age limits apply to residents in this village?	Over 50 years of age. Where there is a joint application one applicant must be over 50 years of age. The Operator has the discretion to accept or reject any application for residence in the village and must be satisfied that each applicant is a suitable resident.
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:	<input checked="" type="checkbox"/> Freehold (owner resident) <input checked="" type="checkbox"/> Lease (non-owner resident)

Accommodation types				
3.2 Number of units by accommodation type and tenure		There are 52 units in the village, comprising 39 single story units; 13 units in multi-story building with 2 levels		
Accommodation unit	Freehold	Leasehold	Licence	Other
Independent living units				
- One bedroom	10	2		
- Two bedroom	24	15		
- Three bedroom	1			
Total number of units	35	17		
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"/> some units <input checked="" type="checkbox"/> Step-free (hobless) shower in <input checked="" type="checkbox"/> some 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"/> some units			
Part 4 – Parking for residents and visitors				
4.1 What car parking in the village is available for residents?	<input checked="" type="checkbox"/> Some villas (14) with own garage attached or adjacent to the unit <input checked="" type="checkbox"/> Some villas and units (26) with own garage or carport separate from the unit <input checked="" type="checkbox"/> Some units (3) with own car park space adjacent to the unit <input checked="" type="checkbox"/> Some villas and units (11) with own car park space separate from the unit			
4.2 Is parking in the village available for visitors? If yes, parking restrictions include	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No 9 public car parking spaces are available in front of the Community Centre. Visitors cannot park in front of resident's homes unless picking up or dropping off.			
Part 5 – Planning and development				
5.1 Is construction or development of the village complete?	Year village construction started <input checked="" type="checkbox"/> Fully developed / completed <input type="checkbox"/> Partially developed / completed			

	<input type="checkbox"/> Construction yet to commence	
<p>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.</p>	<p>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></p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	
<p>5.3 Redevelopment plan under the Retirement Villages Act 1999</p>	<p>Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i>?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Short description of the redevelopment plan <i>[Note: Delete if this does not apply]</i></p> <p>.....</p> <p>.....</p> <p>Declaration date for the redevelopment plan <i>[Note: Delete if this does not apply]</i></p> <p>.....</p> <p><i>The Retirement Villages Act may require a written redevelopment plan for certain types of redevelopment of the village and this is different to a development approval. A redevelopment plan must be approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Communities, Housing and Digital Economy.</i></p> <p>Note: see notice at end of document regarding inspection of the development approval documents.</p>	
Part 6 – Facilities onsite at the village		
<p>6.1 The following facilities are currently available to residents:</p>	<p><input checked="" type="checkbox"/> Activities or games room</p> <p><input checked="" type="checkbox"/> BBQ area outdoors</p>	<p><input checked="" type="checkbox"/> Swimming pool [outdoor - not heated]</p>

	<input checked="" type="checkbox"/> Billiards room <input checked="" type="checkbox"/> Bowling green [indoor] <input checked="" type="checkbox"/> Community room or centre <input checked="" type="checkbox"/> Gardens <input checked="" type="checkbox"/> Hairdressing or beauty room <input checked="" type="checkbox"/> Library	<input checked="" type="checkbox"/> Separate lounge in community centre <input checked="" type="checkbox"/> Other Managers Office located inside the Community Hall and Manager lives onsite (above the hall) to handle after hours emergencies. Community Hall has fully equipped kitchen and the hall is available for resident's family functions.
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	
Part 7 – Services		
7.1 What services are provided to all village residents (funded from the General Services Charge fund paid by residents)?	Full time Management and Administration services (including security and emergency call out assistance) Weekly gardening services (Lawns and garden trimming and maintenance) Upkeep of Pool and Community Hall facilities	
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 Hairdressing service fortnightly – Prices depend on service provided Foot Care and Massage monthly - Prices depend on service provided Steady Steps program weekly - \$10 St Johns Home Assist, Meals on Wheels and other My Aged Care services	
7.3 Does the retirement village operator provide government funded home care services under the Aged Care Act 1997 (Cwth)?	<input checked="" type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services	
<p>Note: Some residents may be eligible to receive a Home Care Package, or a Commonwealth Home Support Program subsidised by the Commonwealth Government if assessed as eligible by an aged care assessment team (ACAT) under the <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?

Yes No

If yes:

- the security system details are:

CCTV operates at strategic locations within the village.
System records 24/7 and is backed up onto system hard drive for viewing if required

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:

An alarm pendant is supplied to all residents. When activated the alarm is received in Managers Office, Managers residence, Managers mobile phone as well as remote Monitoring Centre. Manager and local security company respond to alarms when activated.

the emergency help system is monitored between:

24 hours a day 7 days per week.

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

Yes No

A first Aid kit is located in the Community Hall
A defibrillator is located in the Community Hall

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 FREEHOLD		
- One bedroom	\$160,000	to \$200,000
- Two bedrooms	\$240,000	to \$300,000
Independent living units LEASEHOLD		
- One bedroom	\$220,000	to \$250,000
- Two bedrooms	\$350,000	to \$435,000
Full range of ingoing contributions for all unit types	\$160,000	to \$435,000

<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?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Leasehold Assist Package:</p> <p>Scheme Operator provided loan to assist with shortfall in the ingoing contribution. Principal and Interest repayments over 10 years.</p> <p>No options currently available for Freehold buyers.</p>
<p>9.3 What other entry costs do residents need to pay?</p>	<p><u>FREEHOLD</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Transfer or stamp duty <input checked="" type="checkbox"/> Costs related to your residence contract <input checked="" type="checkbox"/> Personal Legal expenses and normal settlement adjustments <p><u>LEASEHOLD</u></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Costs related to your residence contract <input checked="" type="checkbox"/> Personal Legal expenses and normal settlement adjustments

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. *Note: Invoiced by the Scheme Operator quarterly*

Type of Unit	General Services Charge (weekly)	Maintenance Reserve Fund contribution (weekly)
Independent living units FREEHOLD	<i>Note: Freehold owners receive 2 invoices quarterly: Scheme Operator and Body Corporate (detailed further down). Freehold owners also receive half yearly invoices directly from Cairns Regional Council for their rates, these are not included in these calculations.</i>	
- One bedroom	\$27.26 to \$32.08	\$1.70 to \$2.00
- Two bedrooms	\$43.36 to \$47.23	\$2.71 to \$2.95
Other Water contribution	\$3.85	\$0
Independent living units LEASEHOLD	<i>Note: Leasehold owners receive 1 invoice quarterly which includes Body Corporate charges. Cairns Regional Council rates charges are paid by the Scheme Operator and passed onto the Lessee half yearly as part of that quarters charge. These are not included in these calculations</i>	
- One bedroom	\$27.26 to \$32.08	\$1.53 to \$1.95
- Two bedrooms	\$43.36 to \$47.23	\$2.71 to \$2.85
Other Water contribution	\$3.85	\$0

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

Financial Year	General Services Charge (range) (weekly)	Overall % change from previous year	Maintenance Reserve Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
2024/25	\$27.26 to \$47.230.0%	\$1.70 to \$2.950.0%
2023/24	\$27.14 to \$47.027.4%	\$1.81 to \$3.147.4%
2022/23	\$25.15 to \$43.655%	\$1.68 to \$2.915%

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

Financial year	General Services Charge (range) (weekly)	Overall % change from previous year	Maintenance Reserve Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
2024/25	\$27.26 to \$47.230.0%	\$1.70 to \$2.950.0%
2023/24	\$27.14 to \$47.027.4%	\$1.81 to \$3.147.4%
2022/23	\$25.15 to \$43.655%	\$1.68 to \$2.915%

Units within a community title scheme only (FREEHOLD)

Body Corporate fees and contributions are payable by residents in units that are within a community title scheme only. Where the resident owns the freehold unit, the body corporate fees are payable by the resident to the body corporate. For leasehold units, the body corporate fees are passed on under the terms of the lease with the operator.

Current weekly rates of Body Corporate fees and sinking fund

Type of Unit	Body Corporate Administrative Fund fee (weekly)	Body Corporate Sinking Fund contribution (weekly)
Independent Living Units FREEHOLD/LEASEHOLD		
- One bedroom	\$45.97 to \$54.10	\$19.32 to \$21.04
- Two bedrooms	\$73.13 to \$79.65	\$25.06 to \$26.44

Last three years of Body Corporate Administrative Fund Fee and Sinking Fund contribution

Financial year	Body Corporate Administrative Fund fee (weekly)	Overall % change from previous year (+ or -)	Sinking Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
2024/25	\$45.97... to \$79.65	0.0%	\$9.71...to \$16.83	0.0%
2023/24	\$33.73.....to \$58.44	7.4%	\$9.39... to \$16.27	7.4%
2022/23	\$39.05.....to \$59.41	5%	\$1.41... to \$10.63	5%

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 <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

10.3 What other ongoing or occasional costs for repair,	<u>FREEHOLD</u> <input checked="" type="checkbox"/> Unit fixtures
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<p>maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?</p>	<p><input checked="" type="checkbox"/> Unit fittings <input checked="" type="checkbox"/> Unit appliances</p> <p><u>LEASEHOLD</u></p> <p><input checked="" type="checkbox"/> None</p> <p>Additional information: Malicious damage will be charged to the resident</p>
<p>10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Management can assist with minor repairs. E.g. Lights need replacing, smoke alarm batteries need replacing. Residents to pay for materials and labour is free.</p> <p>In cases where a licenced tradesperson is required (e.g. Electrical and Plumbing repairs) management recommends St John's Home Assist which is available as part of your My Aged Care package</p>

Part 11 – Exit fees – when you leave the village

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

<p>11.1 Do residents pay an exit fee when they permanently leave their unit?</p> <p>If yes: list all exit fee options that may apply to new contracts</p>	<p><input checked="" type="checkbox"/> Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract</p> <p>FREEHOLD: 6% year 1 capped at 25% after 10 years</p> <p>LEASEHOLD: 10% year 1 capped at 30% after 6 years</p> <p>Exit fees also referred to as Deferred Management Fee</p>
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Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on
1 year	6% of purchase price paid by the next resident
2 years	11% of purchase price paid by the next resident
3 years	14% of purchase price paid by the next resident
4 years	16% of purchase price paid by the next resident
5 years	18% of purchase price paid by the next resident
6 years	20% of purchase price paid by the next resident
7 years	22% of purchase price paid by the next resident

8 years	23% of purchase price paid by the next resident
9 years	24% of purchase price paid by the next resident
10 years	25% of purchase price paid by the next resident
<p>Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.</p> <p>The maximum (or capped) exit fee is 25% of purchase price paid by the next resident after 25 years of residence.</p> <p>The minimum exit fee is 6% of purchase price paid by the next resident x 1/365</p>	
Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on
1 year	10% of your ingoing contribution
2 years	16% of your ingoing contribution
3 years	21% of your ingoing contribution
4 years	25% of your ingoing contribution
5 years	28% of your ingoing contribution
6 years	30% of your ingoing contribution
<p>Note: if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.</p> <p>The maximum (or capped) exit fee is 30% of your ingoing contribution after 6 years of residence.</p> <p>The minimum exit fee is 10% of your ingoing contribution x 1/365</p>	
<p>11.2 What other exit costs do residents need to pay or contribute to?</p> <p>What other exit costs do residents need to pay or contribute to?</p>	<p>FREEHOLD</p> <p><input checked="" type="checkbox"/> Sale costs for the unit</p> <p><input checked="" type="checkbox"/> Legal costs</p> <p><input checked="" type="checkbox"/> Other costs Real Estate Agents fees/commission</p> <p>LEASEHOLD</p> <p><input checked="" type="checkbox"/> Other costs Termination Fee - \$1,000</p>

Part 12 – Reinstatement and renovation of the unit

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

Yes No

Reinstatement work means replacements or repairs that are reasonably necessary to return the unit to the same condition it was in when the resident started occupation, apart from:

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

Fair wear and tear includes a reasonable amount of wear and tear associated with the use of items commonly used in a retirement village. However, a resident is responsible for the cost of replacing a capital item of the retirement village if the resident deliberately damages the item or causes accelerated wear.

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

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

No

Renovation means replacements or repairs other than reinstatement work.

By law, the operator is responsible for the cost of any renovation work on a former resident’s unit, unless the residence contract provides for the resident to share in the capital gain on the sale of the resident’s interest in the unit. Renovation costs are shared between the former resident and operator in the same proportion as any capital gain is to be shared under the residence contract.

Part 13– Capital gain or losses

13.1 When the resident’s interest or right to reside in the unit is sold, does the resident share in the capital gain or capital loss on the resale of their unit?

FREEHOLD

Yes, the resident’s share of the
the resident’s share of the

capital gain is100 %
capital loss is100 %

LEASEHOLD

No

Part 14 – Exit entitlement or buyback of freehold units

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

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

FREEHOLD

The price you sell your property for, **less** Exit fee, **less** any quarterly fees payable to Body Corporate and Scheme Operator, **less** any costs associated with reinstatement work for damage caused by you, **less**

	<p>any amount owed to the operator under Residence Contract or agreement.</p> <p>LEASEHOLD</p> <p>Your ingoing contribution, less Exit fee, less Termination fee, less any general services or MRF contribution and Outgoings owing, less any costs associated with reinstatement work for damage caused by you, less any amount owed to the operator under Residence Contract or agreement.</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> <p>FREEHOLD</p> <ul style="list-style-type: none"> • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator • 18 months after the termination date of the resident's right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT). <p>In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.</p> <p>LEASEHOLD</p> <ul style="list-style-type: none"> • the day stated in the residence contract <ul style="list-style-type: none"> ➤ which is 10 months after the termination of the residence contract
<p>Freehold units only</p> <p>14.2 Operator buyback of freehold units</p>	<p><i>When a resident sells a freehold unit, the resident is entitled to receive the resale price from the person who purchases the unit. At that time the resident must pay any exit fee to the operator.</i></p> <p><i>By law, the operator must purchase the freehold unit from the former resident if it has not sold to a new resident within 18 months after the termination of the residence contract, unless the operator has been granted an extension for payment by QCAT</i></p>
<p>14.3 What is the turnover of units for sale in the village?</p>	<p>4 accommodation units were vacant as at the end of the last financial year.</p> <p>4 accommodation units were resold during the last financial year.</p> <p>5 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
	2024/25		\$107,827	48.1%
	2023/24		\$72,791	53.2%
	2022/23		\$47,506	7.2%
	Balance of General Services Charges Fund for last financial year (as at 30/06/25)			\$107827
	Balance of Maintenance Reserve Fund for last financial year (as at 30/06/25)			\$14,205
Balance of Capital Replacement Fund for the last financial year (as at 30/06/24)			\$3,512	
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund			0%	
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.				

Part 15– Financial management of the Body Corporate

Note: All freehold community title scheme residents who own their unit are members of the body corporate.

15.1 What is the financial status of the Body Corporate funds in a freehold village?	Administrative fund for the last 3 years			
	Financial Year	Deficit/Surplus	Balance	Change from previous year
	2024/25		\$102,454	50.1
	2023/24		\$68,216	262.9%
	2022/23		\$18,798	-37.7%
	Balance of the Sinking Fund to cover spending of a capital or non-recurrent nature for the last financial year			\$37,570

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>Resident is responsible for Contents and Public Risk insurance within the accommodation unit as well as Workers Compensation insurance for tradesmen performing work at the resident's request.</p> <p>Insurance for Motor Vehicles and Mobility devices at resident's expense.</p>
<p>Part 17 – Living in the village</p> <p><i>Trial or settling in period in the village</i></p>	
<p>17.1 Does the village offer prospective residents a trial period or a settling in period in the village?</p> <p>If yes: provide details including, length of period, relevant time frames and any costs or conditions</p>	<p>FREEHOLD</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>LEASEHOLD</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>There is a 3 month cooling off period after the resident moves in. No exit fee will be charged if the resident decides to leave within this time period.</p>
<p>Pets</p>	
<p>17.2 Are residents allowed to keep pets?</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>A proprietor or occupier of a lot shall with the consent in writing of the Body Corporate Committee be entitled to keep a small quiet pet upon their lot or common property provided the pet shall be restrained from creating undue noise and disturbing other proprietors and occupiers of the Village. Consent will not be unreasonably withheld.</p>
<p>Visitors</p>	
<p>17.3 Are there restrictions on visitors staying with residents or visiting?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Visitors are welcome but must abide by the Village By-laws. It is considered a courtesy to notify the Manager of visitors who are staying with you.</p>
<p>Village by-laws and village rules</p>	
<p>17.4 Does the village have village by-laws?</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.</i></p> <p><i>Note: See notice at end of document regarding inspection of village by-laws</i></p>
<p>17.5 Does the operator have other rules for the village.</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If yes: Rules may be made available on request</p>

Resident input	
<p>17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.</i></p> <p><i>You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.</i></p> <p>The village has a Body Corporate Committee that perform the same function as the Resident's Committee. However, Scheme Operator makes himself available to ALL residents if a resident wishes to speak with him directly.</p>
Part 18 – Accreditation	
<p>18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?</p>	<p><input checked="" type="checkbox"/> No, village is not accredited.</p>
<p>Note: Retirement village accreditation schemes are industry-based schemes. The <i>Retirement Villages Act 1999</i> does not establish an accreditation scheme or standards for retirement villages.</p>	
Part 19 – Waiting list	
<p>19.1 Does the village maintain a waiting list for entry?</p> <p>If yes,</p> <ul style="list-style-type: none"> • what is the fee to join the waiting list? 	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input checked="" type="checkbox"/> No fee</p>

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 2371 of the Act (this applies to existing residence contracts)

An example request form containing all the necessary information you must include in your request is available on the Department of Communities, Housing and Digital Economy website.

Further Information

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

General Information

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

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

www.qld.gov.au/seniorsliving

Regulatory Services, Department of Communities, Housing and Digital Economy

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

Department of Communities, Housing and Digital Economy

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3008 3450

Email: regulatoryservices@hpw.qld.gov.au

Website: www.chde.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: [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

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/