

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from September 2024

ABN: 14 060 129 357

Name of village: Sunny Ridge Gardens Retirement Village



Sunny Ridge Gardens

470 Pine Ridge Road
Runaway Bay QLD 4216

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.sunnyridgegardens.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 [28.03.2023](#) 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 SUNNY RIDGE GARDENS RETIREMENT VILLAGE Street Address 466-474 PINE RIDGE ROAD Suburb COOMBABAH State QLD Post Code 4216
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner BODY CORPORATE FOR SUNNY RIDGE GARDENS COMMUNITY TITLES SCHEME 19295 AND SRG MANAGEMENT SERVICES PTY LTD (OWNER OF LOT 1 CLUBHOUSE) Australian Company Number (ACN) 060 129 357 Address 470 PINE RIDGE ROAD Suburb COOMBABAH State QLD Post Code 4216
1.3 Village operator	Name of entity that operates the retirement village (scheme operator) SRG MANAGEMENT SERVICES PTY LTD Australian Company Number (ACN) 060 129 357 Address 470 PINE RIDGE ROAD Suburb COOMBABAH State QLD Post Code 4216 Date entity became operator 27 JANUARY 1994
1.4 Village management and onsite availability	Name of village management entity and contact details SRG MANAGEMENT SERVICES PTY LTD

	<p>Australian Company Number (ACN) 060 129 357</p> <p>Phone 07 5529 0586 Email admin@sunnyridgegardens.com.au</p> <p>An onsite manager (or representative) is available to residents:</p> <p><input checked="" type="checkbox"/> By appointment only</p> <p>Onsite availability includes:</p> <p>Weekdays 9:00 AM - 5:00 PM</p> <p>Weekends ON CALL FOR EMERGENCIES</p>
1.5 Approved closure plan or transition plan for the retirement village	<p>Is there an approved transition plan for the village?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Is there an approved closure plan for the village?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>1.6 Statutory Charge over retirement village land.</p> <p><i>[Note: Delete this section where village does not contain accommodation units with a license tenure]</i></p>	<p>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.</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?</p> <p><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?	65 YEARS OF AGE
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)
Accommodation types	
3.2 Number of units by accommodation type and tenure	There are 37 single storey units in the village

Accommodation unit	Freehold	Leasehold	Licence	Other [name]
Independent living units				
- One bedroom	1			
- Two bedroom	36			
Total number of units	37			
Access and design				
3.3 What disability access and design features do the units and the village contain?	<input checked="" type="checkbox"/> Other key features in the units or village that cater for people with disability or assist residents to age in place RESIDENTS COULD MAKE PRIOR OPERATOR APPROVED DISABILITY MODIFICATIONS TO THEIR UNITS AT THEIR OWN COST			
Part 4 – Parking for residents and visitors				
4.1 What car parking in the village is available for residents?	<input checked="" type="checkbox"/> All units with own garage or carport attached or adjacent to the unit <input checked="" type="checkbox"/> General car parking for residents in the village			
4.2 Is parking in the village available for visitors?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
Part 5 – Planning and development				
5.1 Is construction or development of the village complete?	Year village construction started - about 1992 <input checked="" type="checkbox"/> Fully developed / completed			
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 <p><i>The Retirement Villages Act may require a written redevelopment plan for certain types of redevelopment of the village and this is different to a development approval. A redevelopment plan must be approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Communities, Housing and Digital Economy.</i></p> <p>Note: see notice at end of document regarding inspection of the development approval documents.</p>
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Part 6 – Facilities onsite at the village

<p>6.1 The following facilities are currently available to residents:</p>	<input checked="" type="checkbox"/> Activities or games room <input checked="" type="checkbox"/> BBQ area outdoors <input checked="" type="checkbox"/> Billiards room <input checked="" type="checkbox"/> Communal laundries <input checked="" type="checkbox"/> Community room or centre <input checked="" type="checkbox"/> Dining room <input checked="" type="checkbox"/> Gardens room <input checked="" type="checkbox"/> Library	<input checked="" type="checkbox"/> Swimming pool [outdoor] [not heated] <input checked="" type="checkbox"/> Separate lounge in community centre <input checked="" type="checkbox"/> Village bus or transport <input checked="" type="checkbox"/> Other <i>[specify]</i> TWO GUEST ROOMS FOR SHORT STAY OF RESIDENT GUESTS AT NOMINAL OR MODEST CHARGE
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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).

NOT APPLICABLE

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

<p>7.1 What services are provided to all village residents (funded from</p>	VILLAGE ON-SITE MANAGER GARDEN & CLUBHOUSE MAINTENANCE & CLEANING
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<p>the General Services Charge fund paid by residents)?</p>	<p>LAWN MOVING OF COMMON GROUNDS & EXCLUSIVE USE AREAS EMERGENCY CALL OUT ASSISTANCE BY ON-SITE MANAGER</p>
<p>7.2 Are optional personal services provided or made available to residents on a user-pays basis?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>7.3 Does the retirement village operator provide government funded home care services under the <i>Aged Care Act 1997 (Cwth)</i>?</p>	<p><input checked="" type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services</p>
<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>. 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

<p>8.1 Does the village have a security system?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>8.2 Does the village have an emergency help system?</p>	<p><input type="checkbox"/> Yes - all residents <input type="checkbox"/> Optional <input checked="" type="checkbox"/> No</p>
<p>8.3 Does the village have equipment that provides for the safety or medical emergency of residents?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</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.

<p>9.1 What is the estimated ingoing</p>	<p>Accommodation Unit</p>	<p>Range of ingoing contribution</p>
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contribution (sale price) range for all types of units in the village	Independent resident owned freehold living units	
	- One bedroom	\$300,000.00 to \$450,000.00
	- Two bedrooms	\$500,000.00 to \$600,000.00
	Full range of ingoing contributions for all unit types	\$300,000.00 to \$600,000.00

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. unit purchase contract
 Advance payment of General Services Charge
 Other costs **Body Corporate Levies**

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	\$50.00	\$5.00
- Two bedrooms	\$53.46	\$5.72

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 -)
2024	\$51.00 to \$53.46	18%	\$5.00 to \$5.72	18%
2023	\$40.00 to \$51.00	42%	\$4.00 to \$5.50	37.5%
2022	\$27.00 to \$36.00	2.75%	\$0.00 to \$4.00	2.75%

Units within a community title scheme only

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 may be 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 Insurance (weekly)	Body Corporate Sinking Fund contribution (weekly)
Independent Living Units			
- 3 Unit entitlements	\$42.00	\$15.00	\$19.00
- 4 Unit entitlements	\$55.89	\$20.00	\$25.16

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

Financial year	Body Corporate Administrative Fund fee & Insurance (weekly)	Overall % change from previous year (+ or -)	Sinking Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
2024	\$42.00 to \$56.00	10%	\$19.00 to \$25.00	300%
2023	\$38.00 to \$51.00	0%	\$6.00 to \$8.00	0%
2022	\$38.00 to \$51.00	3%	\$9.00 to \$12.00	3%

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

- | | |
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| <input checked="" type="checkbox"/> Contents insurance
<input checked="" type="checkbox"/> Home insurance (freehold units only - payable via Body Corporate levies)
<input checked="" type="checkbox"/> Electricity
<input checked="" type="checkbox"/> Gas | <input checked="" type="checkbox"/> Water
<input checked="" type="checkbox"/> Telephone
<input checked="" type="checkbox"/> Internet
<input checked="" type="checkbox"/> Pay TV
<input checked="" type="checkbox"/> Body Corporate levies |
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10.3 What other ongoing or occasional

- Unit fixtures

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 checked="" type="checkbox"/> Unit fittings <input checked="" type="checkbox"/> Unit appliances Additional information Unit repairs, maintenance and reinstatement costs
10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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?	<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
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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 the sale price for the Unit after termination of the right to reside
1 year	5% of the Unit sale price
2 years	10% of the Unit sale price
3 years	13% of the Unit sale price
4 years	16% of the Unit sale price
5 years	19% of the Unit sale price
6 years	22% of the Unit sale price
7 years	25% of the Unit sale price
<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 the Unit sale price after 7 years of residence.</p>	

<p>11.2 What other exit costs do residents need to pay or contribute to?</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"/> Unit valuation and reinstatement costs</p>
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Part 12 – Reinstatement and renovation of the unit

<p>12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>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:</p> <ul style="list-style-type: none"> • fair wear and tear; and • renovations and other changes to the condition of the unit carried out with agreement of the resident and operator. <p>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.</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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<p>12.2 Is the resident responsible for renovation of the unit when they leave the unit?</p>	<p><input checked="" type="checkbox"/> No</p> <p><i>Renovation means replacements or repairs other than reinstatement work.</i></p> <p>By law, the operator is responsible for the cost of any renovation work on a former resident’s unit, unless the residence contract provides for the resident to share in the capital gain on the sale of the resident’s interest in the unit. Renovation costs are shared between the former resident and operator in the same proportion as any capital gain is to be shared under the residence contract.</p>
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Part 13– Capital gain or losses

<p>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>	<p><input checked="" type="checkbox"/> Yes, the resident’s share of the capital gain or the capital loss is based on a formula: Unit sale price less DMF payable to the operator</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>Exit entitlement = Unit sale price less cost of Unit sale less Unit reinstatement cost less DMF payable to Operator</p>
<p>14.2 When is the exit entitlement payable?</p>	<p>By law, the operator must have the exit entitlement paid to a former resident on settlement of the sale of the right to reside in the unit.</p> <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>14.2 Operator buyback of freehold units</p>	<p>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.</p> <p>By law, the operator must purchase the freehold unit from the former resident if it has not been sold to a new resident within the statutory buy-back period, unless the operator has been granted an extension of the buy-back period by QCAT.</p>
<p>14.3 What is the turnover of units for sale in the village?</p>	<p>Up to nil accommodation units were vacant as at the end of the last financial year.</p> <p>Up to nil accommodation unit(s) were resold during the last financial year.</p> <p>About 18 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

<p>15.1 What is the financial status for the funds that the operator is required to maintain under the Retirement Villages Act 1999?</p>	<p>General Services Charges Fund for the last 3 years</p>			
	<p>Financial Year</p>	<p>Deficit/ Surplus</p>	<p>Balance</p>	<p>Change from previous year</p>
	<p>2024</p>	<p>\$nil</p>	<p>\$nil</p>	<p>0%</p>
	<p>2023</p>	<p>\$nil</p>	<p>\$nil</p>	<p>0%</p>
	<p>2022</p>	<p>\$nil</p>	<p>\$nil</p>	<p>0%</p>
	<p>Balance of General Services Charges Fund for last financial year <i>OR</i> last quarter if no full financial year available</p>			<p>\$nil</p>
<p>Balance of Maintenance Reserve Fund for last financial year <i>OR</i> last quarter if no full financial year available</p>			<p>\$nil</p>	

	Balance of Capital Replacement Fund for the last financial year <i>OR</i> last quarter if no full financial year available	\$67,000.00
	Percentage of a resident ingoing contribution applied to the Capital Replacement Fund	0%
	The operator pays its funds, as determined by a quantity surveyor's report, to the Capital Replacement Fund. This fund is used for replacing the village's capital items.	

[Note: Delete if a Body Corporate does not apply]

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
	<i>Refer informa-</i>	<i>tion provided</i>	<i>by Body</i>	<i>Corporate Strate</i>
	<i>manager via</i>	<i>the Section</i>	<i>206 Certifi-</i>	<i>Cate.</i>
	Balance of the Sinking Fund to cover spending of a capital or non-recurrent nature for the last financial year <i>OR last quarter</i> if no full financial year available			

Part 16 – Insurance

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

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:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, the resident is responsible for these insurance policies: Insurance covering the property comprising and property contained within the Lot of the Unit; Private home contents and associated public liability insurance cover; and Private vehicle related insurance cover.
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Part 17 – Living in the village

Trial or settling in period in the village

17.1 Does the village offer prospective	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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residents a trial period or a settling in period in the village?	
Pets	
17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Pet ownership is by agreement between residents and operator and subject to any Tribunal decisions that may be required.
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)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Only persons who are legally entitled to appear in public and who are invited by residents with full legal capacity via signed and dated written invitations can stay with residents for a maximum period of two weeks per annum.
Village by-laws and village rules	
17.4 Does the village have village by-laws?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>By law, residents may, by special resolution at a residents' Body Corporate meeting change or revoke any by-laws forming part of the CMS.</i> <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> <i>Note: See notice at end of document regarding inspection of village by-laws</i>
17.5 Does the operator have other rules for the village.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes: Rules may be made available on request
Resident input	
17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?	<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>

You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.

Part 18 – Accreditation

18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?

No, village is not accredited

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?

Yes No

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).

[Note: Mark which applies with an X]

- 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 3013 2666

Email: regulatoryservices@chde.qld.gov.au

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

Queensland Retirement Village and Park Advice Service (QRVPAS)

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

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: caxton.org.au

Department of Human Services (Australian Government)

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

Phone: 132 300

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

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/