Retirement Villages Form 3

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 February 2019

Queensland Government

ABN: 86 504 771 740

Name of village: Laguna Retirement Estate

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.lagunaretirementestate.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 1st July 2025 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: Laguna Retirement Estate Street Address: 13 – 21 Lake Weyba Drive Noosaville QLD 4567
1.2 Owner of the land on which the retirement village scheme is located	Name of landowner: Laguna Estate (Aust) Pty Ltd ACN 618 075 826 as Trustee for the Barclay Hartnett Trust Address 232 Merrylands Road Merrylands NSW 2160
1.3 Village operator	Name of entity that operates the retirement village (scheme operator): Laguna Estate (Aust) Pty Ltd ACN 618 075 826 as trustee for the Barclay Hartnett Trust Address: 232 Merrylands Road Merrylands NSW 2160 Date entity became operator: 1 April 2003

1.4 Village management and onsite availability	Name of village management entity and contact details Laguna Estate (Aust) Pty Ltd ACN 618 075 826 as trustee for the Barclay Hartnett Trust Contact: Megan D'Elton Phone: 07 5449 7770 Email: manager@lagunaestate.com.au An onsite manager (or representative) is available to residents: ☒ Full time Onsite availability includes: Weekdays: 9:00am to 5:00pm Weekends: Emergency only
1.5 Approved closure plan or transition plan for the retirement village	Is there an approved transition plan for the village? ☐ Yes ☒ No Short description for the transition plan: *Not applicable* Declaration date for the transition plan: *Not applicable* *A written transition plan approved by the Department of Communities, Housing and Digital Economy is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.* Is there an approved closure plan for the village? ☐ Yes ☒ No Short description for the closure plan: *Not applicable* Declaration date for the closure plan: *Not applicable* *A written closure plan approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Communities, Housing and Digital Economy is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.*
1.6 Statutory Charge over retirement village land.	*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.*
Part 2 – Age limits	
2.1 What age limits apply to residents in this village?	Residents must be over fifty-five (55) years of age (if a couple, one must be over 55 years of age). They must hold the Lease as Joint Tenants.

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:	~~☐ Freehold (owner resident)~~ ☒ Lease (non-owner resident) ~~☐ Licence (non-owner resident)~~ ~~☐ Share in company title entity (non-owner resident)~~ ~~☐ Unit in unit trust (non-owner resident)~~ ~~☐ Rental (non-owner resident)~~ ~~☐ Other~~ …………………………………………………………………
Accommodation types	
3.2 Number of units by accommodation type and tenure	There are 224 units in the village, comprising 191 single story units; 33 units in multi-story building with 2 levels

Accommodation unit	Freehold	Leasehold	Licence	Other [name]
Independent living units				
- Studio				
- One bedroom				
- Two bedroom		87		
- Three bedroom		104		
Serviced units				
- Studio		30		
- One bedroom		3		
- Two bedroom				
- Three bedroom				
Other				
Total number of units		224		

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 ☒ some units ☒ Alternatively, a ramp, elevator or lift allows entry into ☐ all ☒ some units ☒ Step-free (hobless) shower in ☒ all ☐ some units ☒ Width of doorways allow for wheelchair access in ☐ all ☒ some units- 870mm wide (830mm clearance)

	☒ Toilet is accessible in a wheelchair in ☒ all ☐ some units ☒-Other key features in the units or village that cater for people with disability or assist residents to age in place: • Elevator in serviced apartments • Disability Toilet – The Hub Community Centre ☐ None
Part 4 – Parking for residents and visitors	
4.1 What car parking in the village is available for residents?	☒ All Independent Living units with own garage or carport attached or adjacent to the unit ☒ Some Serviced Apartment units with own garage or carport separate from the unit ☐ units with own car park space adjacent to the unit ☐-units with own car park space separate from the unit ☒ General car parking for residents in the village ☒ Other parking e.g. caravan or boat - 8 Caravan / Boat spaces available by allocation ☐ units with no car parking for residents ☐ No car parking for residents in the village Restrictions on resident's car parking include:
4.2 Is parking in the village available for visitors? If yes, parking restrictions include	☒ Yes ☐ No No restrictions on visitor parking
Part 5 – Planning and development	
5.1 Is construction or development of the village complete?	Year village construction started …………… ☒ Fully developed / completed ☐ Partially developed / completed ☐ Construction yet to commence
5.2 Construction, development applications and development approvals Provide details and timeframe of development or proposed development, including the final	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 *Planning Act 2016* ……………………………………………………………………………………

<table>
<tr><td>number and types of units and any new facilities.</td><td colspan="2">……………………………………………………………………………………</td></tr>
<tr><td>5.3 Redevelopment plan under the Retirement Villages Act 1999</td><td colspan="2">Is there an approved redevelopment plan for the village under the Retirement Villages Act?

☒ Yes No

Short description of the redevelopment plan

Renovation of older style Villas (30yrs+ age of villas)

Declaration date for the redevelopment plan

……………………………………………………………………………………

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.

Note: see notice at end of document regarding inspection of the development approval documents.</td></tr>
<tr><td colspan="3">Part 6 – Facilities onsite at the village</td></tr>
<tr><td>6.1 The following facilities are currently available to residents:</td><td>☒ Activities or games room

☐ Arts and crafts room

☐ Auditorium

☒ BBQ area outdoors

☒ Billiards room

☒ Bowling green [indoor and outdoor]

☒ Business centre (e.g. computers, printers, internet access)

☐ Chapel / prayer room

☒ Communal laundries

☒ Community room or centre

☒ Dining room

☒ Gardens</td><td>☒ Medical consultation room

☒ Restaurant

☐ Shop

☒ Swimming pool (x 3) [outdoor heated]

☒ Separate lounge in community centre

☐ Spa [indoor / outdoor]
[heated / not heated

☒ Storage area for boats / caravans

☐ Tennis court [full/half]

☒ Village bus or transport

☐ Workshop

☒ Other Management and Administration
Bar Facilities</td></tr>
</table>

	☒ Gym ☒ Hairdressing or beauty room ☒ Library	Emergency call access (24 hours) Cinema
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). User pays for services provided e.g. Hairdresser / medical services / meals.		
6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?	☐ Yes ☒ No	
Note: Aged care facilities are not covered by the *Retirement Villages Act 1999 (Qld).* The retirement village operator cannot keep places free or guarantee places in aged care for residents of the retirement village. To enter a residential aged care facility, you must be assessed as eligible by an Aged Care Assessment Team (ACAT) in accordance with the *Aged Care Act 1997 (Cwth)*. Exit fees may apply when you move from your retirement village unit to other accommodation and may involve entering a new contract.		
Part 7 – Services		
7.1 What services are provided to all village residents (funded from the General Services Charge fund paid by residents)?	• All rates and taxes (where not prohibited at law to be recovered from the residents), charges, assessments, duties, impositions and fees levied, assessed to charged by any public, municipal, governmental or semi-governmental agency in respect of the village; • All charges for water, gas, oil, electricity, telecommunications, sewage, waste disposal and other services supplied to the village common areas and facilities (any such services supplied directly to a resident or their accommodation unit, excluding cold water, are payable by the resident separately); • All payments made to or in respect of any manager, caretaker, employee or independent contractor employed or engaged by the scheme operator in connection with the village or the Scheme including wages and salaries, superannuation contributions, sick leave, holiday leave, long service leave, payroll tax, workers' compensation insurance premiums and other statutory taxes and charges; • All costs of management, secretarial, legal, audit, book-keeping, accounting and banking services provided in connection with the village and the Scheme; • All costs of complying with the requirement of any government or statutory authority in connection with the operation, management, and administration of the village and the Scheme;	

	• The fees of any auditor engaged to resolve any dispute in respect of the reasonableness or fairness of the calculation of the General Service Charge; • Any deficit carried forward from a previous accounting period; • Any costs associated with the refuse collection and disposal, including refuse collection from village bin enclosure and disposal off site; • Any other expenditure properly incurred in respect of the operation, management or administration of the village or the Scheme; • All costs of the day-to-day caretaking of gardens, repairs and minor maintenance to communal facilities; • All costs associated with the operation, maintenance and repairs and insurance of the village bus; • All insurance premiums (including buildings, public liability, fixtures, plant and machinery) (excluding resident's contents). But excluding amounts payable: • Directly by the Resident under the Lease or the Act, or other resident of the village under their leases or the Act; • For or towards repairing and maintenance of the village's capital items that are property payable out of the Maintenance Reserve Fund; • For or toward replacing the village's capital items that are properly payable out of the Capital Replacement Fund; • Towards costs awarded by the tribunal against the Scheme Operator; and • Legal costs incurred by the Scheme Operator in relation to a retirement village issue.
7.2 Are optional personal services provided or made available to residents on a user-pays basis?	☒ Yes ☐ No Heavy Laundry $79.38 per month Meals $941.04 per month Cleaning $222.43 per month Power and gas $98.77 per month **Personal services are non-negotiable for serviced apartments**. Personal services are optional for Independent Living Units and are charged on a single usage basis.
7.3 Does the retirement village operator provide government funded	~~☐ Yes, the operator is an Approved Provider of home care under the *Aged Care Act 1997* (Registered Accredited Care Supplier – RACS ID number ....)~~

home care services under the *Aged Care Act 1997 (Cwth)*?	☒ Yes, home care is provided in association with an Approved Provider Infinity Home Care Pty Ltd NAPS 26505 ☐ No, the operator does not provide home care services, residents can arrange their own home care services.
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? If yes: • the security system details are: the security system is monitored between:	☒ Yes ☐ No Complex security – Sunshine Coast Monitoring Centre 6 pm and 7 am seven days per week.
8.2 Does the village have an emergency help system? If yes or optional: • the emergency help system details are: • the emergency help system is monitored between:	☒ Yes - all residents ☐ Optional ☐ No Emergency call system in all Independent Living Units and Serviced Apartments, Gym and Community Centre Toilets, Monitored 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? If yes, list or provide details e.g. first aid kit, defibrillator	☒ Yes ☐ No 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	$700,000 to $1,300,000
	- Three bedrooms	$750,000 to $1,500,000
	Serviced units	
	- Studio	$250,000
	- One bedroom	$550,000 to $650,000
	- Two bedrooms	$ ………………… to $………………………
	- Three bedrooms	$ ………………… to $………………………
	Other	$ ………………… to $………………………
	Full range of ingoing contributions for all unit types	$250,000 to $1,500,000
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 Operators Legal Costs $2,200.00 Mortgagees Consent to Lease $150.00 Registration of Lease $294.60 Lodging Fee $44.00 Lease Plan $675	

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		
- Atrium	$137.76	$43.31
- Two bedrooms	$125.24	$43.31
- Three bedrooms	$137.76	$43.31
Serviced Units		
- Studio	$75.10	$43.31
- One bedroom	$93.99	$43.31

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 -)*
2025/2026	$66.19 to $121.42	-3.74%	$33.99	-3.9%
2024/2025	$77.79 to $128.90	0%	$35.31	3.85%
2023/2024	$116.18 to $132.59	0%	$34.00	1.1%

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

10.3 What other ongoing or occasional costs for repair,	☒ Unit fixtures (supplied by the resident) ☒ Unit fittings (supplied by the resident) ☒ Unit appliances (supplied by the resident) Additional Information The replacement of consumables (e.g. light bulbs and batteries) are the resident's responsibility. The repair and maintenance of any approved Alteration &//or Addition (which includes Air Conditioning both ducted and split, solar panels) is the residents responsibility. Residents are responsible for the cost of rectifying any damage or accelerated wear they cause to the villa / serviced apartment and appliances.
maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?	Additional information Laguna carry out annual pest control under the Maintenance Reserve Fund. Outside of the annual pest control, residents are responsible for Pest Control within the villa / serviced apartment.
10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit? If yes: provide details, including any charges for this service.	☒ Yes ☐ No Completed by the Scheme Operator and paid from the Maintenance Reserve Fund.

Part 11 – Exit fees – when you leave the village
A resident may have to pay an exit fee to the operator when they leave their unit or when the right to reside in their unit is sold. This is also referred to as a 'deferred management fee' (DMF).

11.1 Do residents pay an exit fee when they permanently leave their unit? If yes: list all exit fee options that may apply to new contracts	☒ Yes – all residents pay an exit fee calculated using the same formula ☐ Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract ☐ No exit fee ☐ Other …………………………………………………………

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on your ingoing contribution
1 year	10% of your ingoing contribution
2 years	15% of your ingoing contribution
3 years	20% of your ingoing contribution
4 years	25% of your ingoing contribution

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 25% of the ingoing contribution after 4 years of residence.The minimum exit fee is 10% of the ingoing contribution, worked out on a daily basis.

11.2 What other exit costs do residents need to pay or contribute to?	☐ Sale costs for the unit ☒ Legal costs ☒ Other costs • Any expenses relating to the resale of the right to reside (including any valuation fee, if applicable); • Any expenses relating to ongoing cleansing of the unit prior to the settlement for the sale; • The Scheme Operator's legal costs of and incidental to the execution, stamping and registration of the surrender of Lease or record of death required; • The costs of repairing any intentional or reckless damage to the resident's accommodation or another person's property cause by the resident; and • Any amount payable by the resident to the Scheme Operator under the residents' contract or the Act.

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?	~~☐ Yes, all residents pay .... % of any renovation costs (in same proportion as the share of the capital gain on the sale of their unit)~~ ☒ Optional, only applies to residents who share in the capital gain on the sale of their unit, ☐ No
	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?	~~☐ Yes~~ ~~☐ Optional~~ ☒ 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?	*The exit entitlement for your accommodation unit is calculated as follows:* ***Your ingoing contribution*** ***Less*** • the exit fee; • any outstanding general services charge and fund contributions; • any outstanding personal services charge [including personal services charges for a date not exceeding 28 days after the resident vacates the retirement village]; • any expenses relating to the resale of the right to reside [including any valuation fee]; • any expenses relating to ongoing cleaning of the unit prior to the settlement for the sale; • the scheme operator's legal costs of and incidental to the execution, stamping and registration of the surrender of lease or record of death as required; • the cost of repairing any accelerated wear and tear and any intentional or reckless damage to the resident's accommodation unit or another person's property caused by the resident; and • any amounts payable by the resident to the scheme operator under the resident's contract or the Act.
14.2 When is the exit entitlement payable?	By law, the operator must pay the exit entitlement to a former resident on or before the **earliest** of the following days: • the day stated in the residence contract no date is stated in the residence contract • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator • 18 months after the termination date of the resident's right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT). In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.

14.3 What is the turnover of units for sale in the village?	7 accommodation units were vacant as at the end of the last financial year 20 accommodation units were resold during the last financial year 5 months was the average length of time to sell a unit over the last three financial years

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
2023/2024	$183,499	$242,740	125.9%
2024/2025	($45,014)	$184,483	-24%
2025/2026	(173,293)	$61,496	-66.7%

Balance of **General Services Charges Fund** for last financial year *OR* last quarter if no full financial year available	$61,496
Balance of **Maintenance Reserve Fund** for last financial year *OR* last quarter if no full financial year available	$3,218
Balance of **Capital Replacement Fund** for the last financial year *OR* last quarter if no full financial year available	$355,293
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund	5%
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.	

OR ☐ the village is not yet operating.

~~**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~~
			~~…~~................ ~~%~~
			~~…~~................ ~~%~~
			~~…~~................ ~~%~~

	~~Balance of the **Sinking Fund** to cover spending of a capital or non-recurrent nature for the last financial year *OR last* quarter if no full financial year available~~	~~$..................~~
	~~OR ☐ the village is not yet operating.~~	

Part 16 – Insurance	
The village operator must take out general insurance, to full replacement value, for the retirement village, including for: • communal facilities; and • the accommodation units, other than accommodation units owned by residents. • Residents contribute towards the cost of this insurance as part of the General Services Charge.	
16.1 Is the resident responsible for arranging any insurance cover? If yes, the resident is responsible for these insurance policies:	☒ Yes ☐ No If yes, the resident is responsible for these insurance policies: Contents of the resident's accommodation unit
Part 17 – Living in the village ***Trial or settling in period in the village***	
17.1 Does the village offer prospective residents a trial period or a settling in period in the village?	☐ Yes ☒ No
Pets	
17.2 Are residents allowed to keep pets?	☒ Yes ☐ No A pet is allowed with prior written consent of the Scheme Operator on completion of a Pet Agreement. A copy of the Pet Agreement is available upon request. Management has discretion for special needs cases.
Visitors	
17.3 Are there restrictions on visitors staying with residents or visiting? If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)	☒ Yes ☐ No Residents may have friends or relatives (invitees) visit them at any time. You must not have a visitor stay in your villa / serviced apartment 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.

Village by-laws and village rules	
17.4 Does the village have village by-laws?	☒ Yes ☐ No *By law, residents may, by special resolution at a residents meeting and with the agreement of the operator, make, change or revoke by-laws for the village.* *Note: See notice at end of document regarding inspection of village by-laws*
17.5 Does the operator have other rules for the village.	☒ Yes ☐ No If yes: Rules may be made available on request Refer to Lease and latest version of the Resident Information Handbook.
Resident input	
17.6 Does the village have a residents committee established under the *Retirement Villages Act 1999*?	☒ Yes ☐ No *By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.* *You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.*
Part 18 – Accreditation	
18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?	☒ No, village is not accredited ☐ Yes, village is voluntarily accredited through:
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?	☒ Yes ☐ No ☒ No fee

Access to documents

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

☒ Certificate of registration for the retirement village scheme
☒ Certificate of title or current title search for the retirement village land
☒ Village site plan
☒ Plans showing the location, floor plan or dimensions of accommodation units in the village
☒ Plans of any units or facilities under construction
☐ Development or planning approvals for any further development of the village
☐ An approved redevelopment plan for the village under the *Retirement Villages Act*
☐ An approved transition plan for the village
☐ An approved closure plan for the village
☒ A capital replacement quantity surveyor report
☒ A maintenance and repair quantity surveyor report
☒ 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 Communities, Housing and Digital Economy on 13 QGOV (13 74 68) or visit our website at **www.housing.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 3013 2666
Email: regulatoryservices@housing.qld.gov.au
Website:www.housing.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

Services Australia (Australian Government)
Information on planning for retirement and how moving into a retirement village can affect your pension
Phone: 132 300
Website: www.servicesaustralia.gov.au

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: 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/