Retirement Villages Form 3

QUEENSLAND GOVERNMENT

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 February 2019

ABN: 86 504 771 740

ESTIA ON ARLINGTON
LIFESTYLE APARTMENTS

Name of village: Estia on Arlington

Important information for the prospective resident

- The Village Comparison Document gives general information about the retirement village accommodation, facilities and services, including the general costs of moving into, living in and leaving the retirement village. This makes it easier for you to compare retirement villages.
- The *Retirement Villages Act 1999* requires a retirement village scheme operator to:
  - provide a copy of the Village Comparison Document to a prospective resident of the retirement village within seven days of receiving a request
  - include a copy of the Village Comparison Document with any promotional material given to a person, other than through a general distribution (e.g. mail-out)
  - publish the Village Comparison Document on the village's website so that the document, or a link to it appears prominently on each page of the website that contains, or has a link to, marketing material for the village
- You can access a copy of this Village Comparison Document on the village website at https://estiaonarlington.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 *8 August 2024* 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 …… Estia on Arlington…… Street Address ……89-91 Arlington Esplanade …… …… Suburb ……Clifton Beach …… State QLD Post Code …4878
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner …Greek Orthodox Archdiocese of Australia Consolidated Trust Australian Company Number (ACN) …… Address ……PO Box 186…… Suburb ……Strawberry Hills…… State …NSW…Post Code 2012
1.3 Village operator	Name of entity that operates the retirement village (scheme operator) Greek Orthodox Archdiocese of Australia Consolidated Trust …… Australian Business Number (ABN) 96 586 306 379 Address ……PO Box 44…… Suburb ……Redlynch…… State QLD Post Code 4870 Date entity became operator……At commencement
1.4 Village management and onsite availability	Name of village management entity and contact details St John's Community Care Limited……

	Australian Company Number (ACN) 080 135 986…… Phone 07 40399700…Email …clifton@sjccl.org.au… An onsite manager (or representative) is available to residents: ☐ Full time ☐ Part time ☐ By appointment only ☐ None available ☒ Other See below hours…… Onsite availability includes: Weekdays ……normal business hours Monday to Friday……. Weekends ……Not available…….
1.5 Approved closure plan or transition plan for the retirement village	Is there an approved transition plan for the village? ☐ Yes ☒ No Is there an approved closure plan for the village? ☐ Yes ☒ No
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.* *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. It 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.* Is a statutory charge registered on the certificate of title for the retirement village land? ☐ Yes ☒ No If yes, provide details of the registered statutory charge …….
Part 2 – Age limits	
2.1 What age limits apply to residents in this village?	Prospective residents, or in the case of a couple residing in the same unit, one member of the couple, must be aged at least 65 years on taking up residence in the village. The operator expressly reserves the right to decline any application for residence and to vary age limitation criteria at is discretion.
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

Upon completion there will be 32 units in the village**,** comprising 32 two bedroom units in multi-story building with four levels

Accommodation unit	**Freehold**	**Leasehold**	**Licence**	**Other**
Independent living units				
- Studio				
- One bedroom				
- Two bedroom			32	
- Three bedroom				
Serviced units				
- Studio				
- One bedroom				
- Two bedroom				
- Three bedroom				
Other				
Total number of units			32	

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 ☐ 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 …… ☐ None
Part 4 – Parking for residents and visitors	
4.1 What car parking in the village is available for residents?	☐ units with own garage or carport attached or adjacent to the unit ☐ units with own garage or carport separate from the unit ☐ units with own car park space adjacent to the unit ☒ All 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 …… ☐ units with no car parking for residents ☐ No car parking for residents in the village Restrictions on resident's car parking include: Car parks must only be used for parking of registered, roadworthy motor vehicles……
4.2 Is parking in the village available for visitors?	☒ Yes ☐ No Visitor car parks may only be used by bona fide visitors to residents in the village, and only for the duration of the visit. ……
Part 5 – Planning and development	
5.1 Is construction or development of the village complete?	Year village construction started …2022… ☒ 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 number and types of	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* Development approval for material change of use for a retirement facility has been obtained, and is contained within a decision notice issued by the Cairns Regional Council on 25 July 2022. The approval provides for the development of 32 two bedroom units, and associated facilities in a building consisting of five levels. The associated facilities will include a swimming pool, gardens,

units and any new facilities.	BBQ area, arts and crafts room, gym, games room, medical consultation room, library, hairdresser and coffee shop.
5.3 Redevelopment plan under the *Retirement Villages Act 1999*	Is there an approved redevelopment plan for the village under the *Retirement Villages Act*? ☐ Yes ☒ No **Note:** see notice at end of document regarding inspection of the development approval documents.

Part 6 – Facilities onsite at the village

6.1 The following facilities are currently available to residents:	☒ Activities or games room ☒ Arts and crafts room ☐ Auditorium ☒ BBQ area outdoors ☐ Billiards room ☐ Bowling green [indoor/outdoor] ☐ Business centre (e.g. computers, printers, internet access) ☐ Chapel / prayer room ☐ Communal laundries ☒ Community room or centre ☐ Dining room ☒ Gardens ☒ Gym ☒ Hairdressing or beauty room ☒ Library	☒ Medical consultation room ☐ Restaurant ☐ Shop ☒ Swimming pool 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 - coffee shop …… ……
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). ……Nil. ……		
6.2 Does the village have an onsite, attached, adjacent or	☐ Yes ☒ No Name of residential aged care facility and name of the approved provider	

co-located residential aged care facility?	……

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

Part 7 – Services

7.1 What services are provided to all village residents (funded from the General Services Charge fund paid by residents)?	• Management, administration, promotion and marketing of the village; • Payment of rates, taxes, charges and assessments payable to any government, local government or statutory authority and the cost of compliance with statutory requirements • Communal gardening and grounds maintenance (except where either is the responsibility of residents) • Other minor maintenance (except where the responsibility of residents) • External pest control; • Common area lighting • Building and other insurances relating to the village (excluding resident's contents) • General operational support as required.
7.2 Are optional personal services provided or made available to residents on a user-pays basis?	☒ Yes ☐ No Hairdressing and beauty treatments are proposed to be available on site, provided by an independent business which will be operated by others. Provision is also made within the village for a therapy and consulting room, in which medical, physiotherapy and other treatments are proposed to be made available by others, on a user pays basis.
7.3 Does the retirement village operator provide government funded home care services under the *Aged Care Act 1997 (Cwth)*?	☐ Yes, the operator is an Approved Provider of home care under the *Aged Care Act 1997* (Registered Accredited Care Supplier – RACS ID number ……) ☒ Yes, home care is provided in association with an Approved Provider …St John's Community Care Limited. NAPS Service ID CHSP-HCP25……. ☐ 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 The village will be a secured community. A swipe card or code will be needed for entry. There will be an intercom with one way display to the gate, and CCTV of some external areas.…… The security system records activity, but is not monitored by anyone on a regular basis. …… am and …….pm …….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 The operator has a preferred provider of emergency alarm systems. All residents will be provided with details of this provider on entry. If you wish to have an emergency call system installed in your unit, you must bear the cost of installation, maintenance and monthly monitoring fees. 24 hours, 7 days per week.

8.3 Does the village have equipment that provides for the safety or medical emergency of residents?	☒ Yes ☐ No First aid kit, defibrillator …… ……

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	$375,000 to $1,000,000
- Three bedrooms	$ …… to $……
Serviced units	
- Studio	$ …….. to $……
- One bedroom	$ …… to $……
- Two bedrooms	$ …… to $……
- Three bedrooms	$ …… to $……
Other	$ …… to $……
Full range of ingoing contributions for all unit types	$375,000 to $1,000,000

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

☒ Yes ☐ No

The operator offers a dynamic pricing model, where residents are able to offer to pay above or below the base ingoing contribution, which then is a factor, along with the period of residence, in determining the percentage of the ingoing contribution paid as an exit fee. See the table below.

Option	Percentage of base ingoing contribution paid by the resident	Percentage of ingoing contribution for each year of residence The total exit fee will be calculated using the aggregate of the percentages for each year of residence						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total or maximum percentage
1	150%	3.0%	3.0%	3.0%	3.0%	3.0%	3.0%	18.0%
2	140%	3.5%	3.3%	3.3%	3.3%	3.3%	3.3%	20.0%
3	130%	4.0%	3.5%	3.5%	3.5%	3.5%	3.5%	21.5%
4	120%	5.0%	3.8%	3.8%	3.8%	3.8%	3.8%	24.0%
5	110%	7.0%	3.9%	3.9%	3.9%	3.9%	3.9%	26.5%
6	100%	10.0%	4.0%	4.0%	4.0%	4.0%	4.0%	30.0%
7	90%	12.0%	4.4%	4.4%	4.4%	4.4%	4.4%	34.0%
8	85%	13.0%	4.7%	4.7%	4.7%	4.7%	4.7%	36.5%
9	80%	14.0%	5.2%	5.2%	5.2%	5.2%	5.2%	40.0%
10	75%	15.0%	5.7%	5.7%	5.7%	5.7%	5.7%	43.5%

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 resident's own legal costs associated with residence contract and any other arrangements the resident chooses to enter into.

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)*
All units pay a flat rate	$81.00	$80.00

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 -)*
	$…… to $……	.....%	$…… to $……	.....%
	$…… to $……	.....%	$…… to $……	.....%
	$…… to $……	.....%	$……to $……	.....%

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, maintenance and replacement of items in, on or attached to the units are residents responsible for and pay for while residing in the unit?	☒ Unit fixtures ☒ Unit fittings ☒ Unit appliances ☐ None Additional information The resident must pay for annual pest control treatment within the unit. If the village operator reasonably determines that the unit requires painting, the resident must cause it to be painted at the resident's cost.	
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 The village operator's onsite maintenance staff are available to provide assistance as and where practicable, including assistance in engaging external contactors where necessary. A charge may be payable for this service, depending on its nature and extent. …… …… …… ……	

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 residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract ☐ No exit fee ☐ Other …… The exit fee is a percentage of the ingoing contribution, and varies, depending on the percentage of the base ingoing contribution paid at commencement, and the period of residence. The percentages are shown in the following table

Option	Percentage of base ingoing contribution paid by the resident	Percentage of ingoing contribution for each year of residence The total exit fee will be calculated using the aggregate of the percentages for each year of residence						
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Total or maximum percentage
1	150%	3.0%	3.0%	3.0%	3.0%	3.0%	3.0%	18.0%
2	140%	3.5%	3.3%	3.3%	3.3%	3.3%	3.3%	20.0%
3	130%	4.0%	3.5%	3.5%	3.5%	3.5%	3.5%	21.5%
4	120%	5.0%	3.8%	3.8%	3.8%	3.8%	3.8%	24.0%
5	110%	7.0%	3.9%	3.9%	3.9%	3.9%	3.9%	26.5%
6	100%	10.0%	4.0%	4.0%	4.0%	4.0%	4.0%	30.0%
7	90%	12.0%	4.4%	4.4%	4.4%	4.4%	4.4%	34.0%
8	85%	13.0%	4.7%	4.7%	4.7%	4.7%	4.7%	36.5%
9	80%	14.0%	5.2%	5.2%	5.2%	5.2%	5.2%	40.0%
10	75%	15.0%	5.7%	5.7%	5.7%	5.7%	5.7%	43.5%

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 43.5% of the ingoing contribution if you paid only 75% of the base ingoing contribution when you moved in. That amount will apply after 6 years of residence.

The minimum exit fee is 3.0%

11.2 What other exit costs do residents need to pay or contribute to?	☐ Sale costs for the unit ☒ Legal costs ☒ Other costs: • Any general services charge, personal services charges, maintenance reserve fund contributions or other money owing under the residence contract at the exit entitlement date. • The cost of reinstatement works in the unit (if any);
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 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?	☒ 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 is equal to the ingoing contribution paid by the resident, less: • the exit fee; • outstanding personal services or general services charges; • outstanding maintenance reserve fund contributions; • any reinstatement costs payable by the resident; • any other costs payable under the residence agreement (such as storage costs for the resident's property, or damage repair costs)
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?	☒ Retirement village has been registered for less than one year so average length of time to sell a unit cannot be provided

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
			…….....%
			…….....%

			……..…..%

Balance of **General Services Charges Fund** for last financial year *OR* last quarter if no full financial year available	$.....
Balance of **Maintenance Reserve Fund** for last financial year *OR* last quarter if no full financial year available	$.....
Balance of **Capital Replacement Fund** for the last financial year *OR* last quarter if no full financial year available Percentage of a resident ingoing contribution applied to the Capital Replacement Fund The operator pays a percentage of a resident's ingoing contribution, as determined by a quantity surveyor's report, to the Capital Replacement Fund. This fund is used for replacing the village's capital items.	$..... .....%

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 insurance for the 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

If yes: specify any restrictions or conditions on pet ownership	Prior written approval of the village operator is required. The village operator my grant or withhold approval, and may impose conditions on approval, with which the resident must comply.
Visitors	
17.3 Are there restrictions on visitors staying with residents or visiting?	☒ Yes ☐ No Visitors must not stay overnight for more than 7 consecutive nights, or more than 7 nights in any period of 28 days, without the prior approval of the village operator. Visitors must comply with the village rules.
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
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: The village is voluntarily accredited through a code of conduct with the Property Council of Australia and Leading Age Services Australia.
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
If yes, • what is the fee to join the waiting list?	☒ No fee

Access to documents

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

☒ Certificate of registration for the retirement village scheme
☒ Certificate of title or current title search for the retirement village land
☒ Village site plan
☐ Plans showing the location, floor plan or dimensions of accommodation units in the village
☒ Plans of any units or facilities under construction
☐ Development or planning approvals for any further development of the village
☐ An approved redevelopment plan for the village under the *Retirement Villages Act*
☐ An approved transition plan for the village
☐ An approved closure plan for the village
☐ The annual financial statements and report presented to the previous annual meeting of the retirement village
☐ Statements of the balance of the capital replacement fund, or maintenance reserve fund or general services charges fund (or income and expenditure for general services) at the end of the previous three financial years of the retirement village
☐ Statements of the balance of any Body Corporate administrative fund or sinking fund at the end of the previous three years of the retirement village
☒ Examples of contracts that residents may have to enter into
☐ Village dispute resolution process
☐ Village by-laws
☒ Village insurance policies and certificates of currency
☐ A current public information document (PID) continued in effect under section 237I of the Act (this applies to existing residence contracts)

An example request form containing all the necessary information you must include in your request is available on the Department of 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

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/