Retirement Villages Form 3

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

This form is effective from 1 February 2019

ABN: 86 504 771 740

Name of village: Highview by Teman

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.highviewbyteman.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 22 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: Highview by Teman Street Address: 41 High Street Suburb: Forest Lake State: Qld Post Code: 4078
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: Highview by Teman Pty Ltd (ACN 640 075 341) as trustee for Highview by Teman Unit Trust (ABN 49 204 631 719) Address: 41 High Street Suburb: Forest Lake State: QLD Post Code: 4078
1.3 Village operator	Name of entity that operates the retirement village (scheme operator): Highview by Teman Pty Ltd (ACN 640 075 341) as trustee for Highview by Teman Unit Trust (ABN 49 204 631 719 Address: 41 High Street Suburb: Forest Lake State: QLD Post Code:4078 Date entity became operator: 30 June 2020

1.4 Village management and onsite availability	Name of village management entity and contact details: Highview Operation Pty Ltd (ACN 640 073 847) as trustee for Highview Operations Unit Trust (ABN 80 587 825 981) Phone: 07 3879 6577 Email: enquiry@highviewbyteman.com.au An onsite manager (or representative) is available to residents: ☐ Full time ☐ Part time ☐ By appointment only ☐ None available ☒ Other …… Onsite availability includes: Weekdays: Monday – Friday 8:30am to 4:30pm
1.5 Approved closure plan or transition plan for the retirement village	Is there an approved transition plan for the village? ☐ Yes ☒ No *A written transition plan approved by the Department of Housing and Public Works is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.* Is there an approved closure plan for the village? ☐ Yes ☒ No *A written closure plan approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Housing and Public Works is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.*
Part 2 – Age limits	
2.1 What age limits apply to residents in this village?	Occupants must be at least 55 years of age. The scheme operator must be satisfied that the type of unit is suitable for the occupant/s.

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 74 units in the village**,** comprising semi-detached independent living units / villas.

Accommodation unit	Freehold	Leasehold	Rental	Other
Independent living units				
- Studio		12	8	
- One bedroom		46	6	
- Two bedroom		14		
- Three bedroom				
Serviced units				
- Studio				
- One bedroom				
- Two bedroom				
- Three bedroom				
Other				
Total number of units		72	14	

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?	☐ All / Some [unit type] units with own garage or carport attached or adjacent to the unit ☒ Some units with own garage or carport separate from the unit ☐ All / Some [unit type] units with own car park space adjacent to the unit ☒ Some units with own car park space separate from the unit ***Note from scheme operator:*** *Carparks are subject to availability, rather than attached to a unit type.* ☐ 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: Carparks are subject to availability under a separate licence or rental agreement.
4.2 Is parking in the village available for visitors?	☐ Yes ☒ No
Part 5 – Planning and development	
5.1 Is construction or development of the village complete?	Year village construction started: 2005 ☒Fully developed / completed ☐ Partially developed / completed ☐ Construction yet to commence
5.2 Construction, development applications and development approvals	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*

	Not applicable
Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities.	
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 *The Retirement Villages Act may require a written redevelopment plan for certain types of redevelopment of the village and this is different to a development approval. A redevelopment plan must be approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Housing and Public Works.* **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	☐ Medical consultation room ☐ Restaurant ☐ Shop ☐ Swimming pool [indoor / outdoor] [heated / not 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: Emergency call access facilities, walking pathways, elevators to upper floors, lounge meeting area, resident's kitchenette with tea/coffee

	☐ Gym	making facilities, administration office
	☐ Hairdressing or beauty room ☒ Library	
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).		
6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?	☐ Yes ☒ No Name of residential aged care facility and name of the approved provider ……	
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)?	'General Services' provided to all residents are: • Operating the retirement village for the benefit and enjoyment of residents. • Providing, operating and managing the community facilities. • Gardening and landscaping. • Managing security at the retirement village. • Maintaining the security system, emergency help system and/or safety equipment (if any). • Maintaining fire-fighting and protection equipment. • Maintaining and updating safety and emergency procedures for the retirement village. • Cleaning, maintenance, repairs and replacements of and to the community facilities. • Maintenance, repairs and replacements to units and items in, on or attached to the units (except where this is a resident's responsibility). • Monitoring and eradicating pests (communal areas only). • Engaging staff and contractors necessary for the operation of the retirement village, which may include a village manager, cleaning and maintenance personnel, security personnel. • Arranging for administrative, secretarial, book-keeping, accounting and legal services necessary for the operation of the retirement village. • Maintaining any licences required in relation to the retirement village.

	• Paying operating costs in connection with the ownership and operation of the retirement village. • Maintaining insurances relating to the retirement village that are required by the *Retirement Villages Act 1999* or contemplated by a residence contract or that the scheme operator otherwise deems appropriate. • Complying with the *Retirement Villages Act 1999*. • Any other general service funded via a general services charges budget for a financial year.
7.2 Are optional personal services provided or made available to residents on a user-pays basis?	☒ Yes ☐ No Emergency call system installation is available on a user-pays basis to be paid directly to the service provider. ***Note from scheme operator:*** *Electricity supplied to individual units will be a personal service that is metered by the scheme operator and charged separately to a resident who elects the service. The charge will not be greater than the lowest rate that the resident would have paid for the consumption had the resident been a customer of a retail entity operating in the area of the village. Residents are deemed to have elected this service unless they otherwise advise the scheme operator. The scheme operator will provide the resident with a copy of the document titled 'Maximum charges to be applied in on-supply of electricity to domestic customers' with this document.*

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 ……. ☒ 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?	☐ Yes ☒ No
8.2 Does the village have an emergency help system?	☒ Yes - all residents ☐ Optional ☐ No

If yes or optional: • the emergency help system details are: • the emergency help system is monitored between:	*An emergency call system is installed in the community centre and monitored off-site by Tunstall* 24 hours per 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	$165,000
- One bedroom	$190,000 - $242,000
- Two bedrooms	$270,000 - $330,000
- Three bedrooms	
Serviced units	
- Studio	
- One bedroom	
- Two bedrooms	
- Three bedrooms	
Other	

Full range of ingoing contributions for all unit types	$165,000 - $330,000

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. There is:

1. a Participating Lease option; and
2. a Non-Participating Lease option.

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.	If the resident elects to enter into a Participating Lease, then an Exit Fee is payable on the Exit Entitlement Date. If the resident elects to enter into a Non-Participating Lease, then an Upfront Management Fee is payable on the Commencement Date.
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 ……the operator's legal costs of preparing your residence contract and loan agreement and third party disbursements such as Titles Queensland lease registration costs (and other costs associated with registration of your lease), mortgagee consent fee……

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. 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, with reference to a quantity surveyor's report.

Note: The following ongoing costs are all stated as monthly amounts to help you compare the costs of different villages. However, the billing period for these amounts may not be monthly.

10.1 Current weekly rates of General Services Charge and Maintenance Reserve Fund contribution

Type of Unit	**General Services Charge** *(monthly)*	**Maintenance Reserve Fund contribution** *(monthly)*
Independent Living Units		
- Studio	$393.38	$70.88
- One bedroom	$418.48	$75.41
- Two bedrooms	$460.32	$82.95
- Three bedrooms	$	$
Serviced Units		
- Studio	$	$
- One bedroom	$	$
- Two bedrooms	$	$
- Three bedrooms	$	$
Other	$	$
All units pay a flat rate	$	$

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

Financial year	**General Services Charge (range)** *(monthly)*	**Overall % change from previous year**	**Maintenance Reserve Fund contribution (range)** *(monthly)*	**Overall % change from previous year** *(+ or -)*
2024/25	Studio $380.66	4.60%	Studio $63.61	(0.03)%
	1B $404.95	4.60%	1B $67.67	(0.03)%
	2B $445.44	4.60%	2B $74.44	(0.03)%
2023/24	Studio $363.80	5.70%	Studio $63.79	11.40%
	1B $387.02	5.70%	1B $67.86	11.40%
	2B $425.72	5.70%	2B $74.65	11.40%

2022/23	Studio $344.24 1B $366.21 2B $402.83	5.80% 5.80% 5.80%	Studio $57.25 1B $60.91 2B $67.00	(0.02)% (0.02)% (0.02)%

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: Accidental damage insurance
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: Residents are responsible for the items they own or bring into their units and any alterations they make to their units.	

10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?	☐ Yes ☒ 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?	~~Yes – all residents pay an exit fee calculated using the same formula~~ ☒Yes – All new residents in a Participating Lease pay an Exit Fee on the Exit Entitlement Date but the way this is worked out may vary depending on each resident's residence contract. All new residents in a Non-Participating Lease pay an Upfront Management Fee on the Commencement Date.

If yes: list all exit fee options that may apply to new contracts

~~☐ No exit fee~~

☒ Other

In a Participating Lease, the Exit Fee is calculated on a pro-rata daily basis for partial years of residence.

The Exit Fee is the amount calculated on the Resale Price or the Ingoing Contribution, whichever is greater:

Exit fee structure:

Time	**Percentage**
Years 0 to 1 (inclusive)	5%
Years 1 to 2 (inclusive)	10%
Years 2 to 3 (inclusive)	15%
Years 3 to 4 (inclusive)	20%
Years 4 to 5 (inclusive)	25%
Years 5 to 6 (inclusive)	30%
Years 6 to 7 (inclusive)	35%

The maximum exit fee percentage you will have to pay is 35% of the Resale Price or the Ingoing Contribution if the period between the Commencement date and the Exit Entitlement date is 7 years or more.

Note:

The Resale Price is the amount paid by the new resident to occupy the premises.

The Ingoing Contribution is the amount paid by you to occupy the premises.

In a Non-Participating Lease, an Upfront Management Fee of 25% of the Ingoing Contribution is payable on the Commencement Date.

If the period between the Occupation Date and the Termination Date is two years or less, then on the Exit Entitlement Date we will refund you a proportion of the Upfront Management Fee. The proportion refundable to you will start at 100% of the Occupation Date, and will reduce to 0% on a pro-rata daily basis over the two year period starting on the Occupation Date. If the Termination Date occurs within this period, you will be entitled to any portion of the Upfront Management Fee that remains refundable in accordance with this calculation.

For example, if the Termination Date is one year after the Occupation Date, you will receive a refund of 50% of the Upfront Management Fee.

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	For a Participating Lease, Exit Fee calculation based on the Resale Price or your Ingoing Contribution, whichever is greater:
1 year	5% of your Resale Price
2 years	10% of your Resale Price
3 years	15% of your Resale Price
4 years	20% of your Resale Price
5 years	25% of your Resale Price
6 years	30% of your Resale Price
7 years	35% of your Resale Price
8 years	35% of your Resale Price
9 years	35% of your Resale Price
10 years	35% of your Resale Price

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 35% of the Resale Price (or Ingoing Contribution, whichever is greater) after 7 years of residence.

The minimum Exit Fee is: 5% of the Resale Price (or Ingoing Contribution, whichever is greater) x 1/365.

Note from the scheme operator: The minimum Exit Fee is for 1 day of residence.

11.2 What other exit costs do residents need to pay or contribute to?	☒ Sale costs for the unit ☒ Legal costs ☒ Other costs …Third party disbursements such as costs associated with surrendering your lease at Titles Queensland (and any other costs associated with removing your lease from the title for the village), mortgagee consent fee…….

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.* ***Note from the scheme operator:*** *If the scheme operator consents to the resident keeping a pet in their unit and the pet causes damage to the unit (including pet odour), the resident will be responsible for the damage, including replacement of the floor coverings (if required) as part of reinstatement work.* 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?	In a Participating Lease: ☒Yes, all residents pay ……50…… % 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, and the resident pays 50% of any renovation costs~~ ☐ No In a Non-Participating Lease: ☐ 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, and the resident pays 50% of any renovation costs~~ ☒ No *Renovation means replacements or repairs other than reinstatement work.* By law, the operator is responsible for the cost of any renovation work on a former resident's unit, unless the residence contract provides for the resident to share in the capital gain on the sale of the resident's interest in the unit. Renovation costs are shared between the former resident and operator in the same proportion as any capital gain is to be shared under the residence contract.
Part 13– Capital gain or losses	
13.1 When the resident's interest or right to reside in the unit is sold, does the resident share in the capital *gain* or capital *loss* on the resale of their unit?	The Resident does not share in any capital gain on the resale of their Unit. In this regard the agreement to be entered into between the resident and the Operator is known as a 'Non-Participating' contract. In a Participating Lease: ☒Yes, the resident's share of the **capital gain** is 50% the resident's share of the **capital loss** is 50% ☐ ~~Optional - residents can elect to share in a capital **gain** or **loss** option~~ ~~the resident's share of the **capital gain** is 50%~~ ~~the resident's share of the **capital loss** is 50%~~ ☐ No In a Non-Participating Lease: ~~☐ Yes, the resident's share of the **capital gain** is 0% the resident's share of the **capital loss** is 0%~~ ~~Optional - residents can elect to share in a capital **gain** or **loss** option~~

	~~the resident's share of the **capital gain** is 0%~~ ~~the resident's share of the **capital loss** is 0%~~ ☒ 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 scheme operator will repay the Ingoing Contribution to the resident and will offset amounts owed by the resident to the scheme operator at the time of repaying the Ingoing Contribution. When the scheme operator repays the Ingoing Contribution, the resident must pay to the scheme operator (which will be set off against the amounts paid by the scheme operator): • the exit fee (for a Participating Lease only); • the costs of reinstatement work and/or renovation work; • any other outstanding amounts payable by the resident under the residence contract If applicable, the scheme operator will repay to the resident the proportion of the Upfront Management Fee which is refundable (refer to Item 11.1).
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: ➢ which is 18 months after the termination of the residence contract • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator • 18 months after the termination date of the resident's right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT). 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?	3 units were vacant as at the end of the last financial year 5 units were resold during the last financial year Unknown 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	**General Services Charges Fund** for the last 3 years

financial status for the funds that the operator is required to maintain under the *Retirement Villages Act 1999?*

Financial Year	Deficit/ Surplus	Change in Deficit/ Surplus from previous year	Balance	Change from previous year
2023/24	($6,764)	(4,907%)	$7,677	(47.6%)
2022/23	$143	103.5%	$14,441	3.3%
2021/22	(13,772)	(514.8%)	$14,298	(49.1%)

Balance of **General Services Charges Fund** for last financial year *OR* last quarter if no full financial year available	$7,677
Balance of **Maintenance Reserve Fund** for last financial year *OR* last quarter if no full financial year available	$60,519
Balance of **Capital Replacement Fund** for the last financial year *OR* last quarter if no full financial year available	$54,215
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund	0%
The operator pays a contribution to the Capital Replacement Fund as determined by the annual budget, with reference to a Quantity Surveyor's report. This is used for replacement of the village's capital items.	N/A (amounts are paid each year as recommended by the quantity surveyor's report)

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 resident's property in the unit)
- Public liability insurance (for incidents occurring in the resident's unit)

	• Accidental damage insurance (for incidents occurring in the resident's unit) • Workers' compensation insurance (for the resident's employees or contractors) • Third-party insurance (for the resident's motor vehicles or mobility devices)
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? If yes: provide details including, length of period, relevant time frames and any costs or conditions	☒ Yes ☐ No Pets are welcome, if the scheme operator's prior consent is obtained. ***Note from the scheme operator:*** *If the scheme operator consents to the resident keeping a pet in their unit and the pet causes damage to the unit (including pet odour), the resident will be responsible for the damage, including replacement of the floor coverings (if required) as part of reinstatement work.*
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 must not have a visitor live in the unit for longer than one month in any 12 month period without the scheme operator's consent, which it may give or deny in its absolute discretion and which can be revoked at any time. Residents must not allow a visitor to use the unit if the resident is not staying there at the same time.
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:
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).

- ☒ 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 Housing and Public Works 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 3008 3450
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: www.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: https://www.servicesaustralia.gov.au/retirement-years

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: www.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

Liveable Housing Australia (LHA)
The Liveable 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/