

Village Comparison Document

Retirement Villages Act 1999 (Section 74)

ABN: 86 504 771 740

This form is effective from 1 February 2019

Pelican Waters



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://www.oaktreegroup.com.au/retirement-village/queensland/pelican-waters-boat-shed-way>
- 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 15 January 2021 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: Oak Tree Retirement Village Pelican Waters at the Marina Street Address: 1 Boat Shed Way Suburb: Pelican Waters State: Queensland Post Code: 4551
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: Oak Tree Retirement Village Pelican Waters Pty Ltd Australian Company Number (ACN): 607 830 026 Address: Ground Floor, 60 Raff Street Suburb: Spring Hill State: Queensland Post Code: 4004
1.3 Village operator	Name of entity that operates the retirement village (scheme operator): Oak Tree Retirement Village Pelican Waters Pty Ltd Australian Company Number (ACN): 607 830 026 Address: Ground Floor, 60 Raff Street Suburb: Spring Hill

	<p>State: Queensland</p> <p>Post Code: 4004</p> <p>Date entity became operator: 25 May 2020</p>
<p>1.4 Village management and onsite availability</p>	<p>Name of village management entity and contact details:</p> <p>Oak Tree Retirement Village Pelican Waters Pty Ltd</p> <p>Australian Company Number (ACN): 607 830 026</p> <p>Name: Greg Rayment</p> <p>Phone: 0408 997 339</p> <p>Email: vmpelicanwaters@oaktreegroup.com.au</p> <p>An onsite manager (or representative) is available to residents:</p> <p><input checked="" type="checkbox"/> Other: An onsite manager will be available at such times as the operator determines (when the village is completed and operating)</p> <p>Onsite availability includes: See above</p>
<p>1.5 Approve closure plan and transition plan for the retirement village</p>	<p>Is there an approved transition plan for the village?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>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.</i></p> <p>Is there an approved closure plan for the village?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>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.</i></p>
<p>Part 2 – Age limits</p>	
<p>2.1 What age limits apply to residents in this village?</p>	<p>Subject to the following, a new resident must be at least 55 years old and where there are two residents for one unit, one of those new residents must be at least 55 years old. The Scheme Operator may, in its discretion:</p> <ul style="list-style-type: none"> • decline an application from a proposed new resident; • change the age limit for the village; and • accept an application from a proposed new resident who does not meet the age limit for the village.

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 0 units in the village, with 60 units proposed to be constructed when the village is completed, comprising 0 single storey units; 60 units in 1 multi-storey building with 5 levels

Accommodation Unit	Freehold	Leasehold	Licence	Other
Independent living units				
- Studio				
- One bedroom				
- Two bedrooms		48 (proposed)		
- Three bedrooms		12 (proposed)		
Serviced units				
- Studio				
- One bedroom				
- Two bedrooms				
- Three bedrooms				
Other				
Total number of units		60 (proposed)		

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: Level access to the retirement village Community Centre

	<input type="checkbox"/> None
Part 4 – Parking for residents and visitors	
4.1 What car parking in the village is available for residents?	<input checked="" type="checkbox"/> All units with own car park space separate from the unit Restrictions on residents' car parking include: <ul style="list-style-type: none"> • Additional vehicles are not permitted without prior authorisation from the Operator.
4.2 Is parking in the village available for visitors? If yes, parking restrictions include:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <ul style="list-style-type: none"> • Visitor parking bays are provided throughout the retirement village to members of the public visiting a hosting resident. • Visitors are required to park in the designated visitor parking bays provided. • Visitors must not park in other residents' bays and parking on roadways is strictly prohibited.
Part 5 – Planning and development	
5.1 Is construction or development of the village complete?	Year village construction started: 2019 <input type="checkbox"/> Fully developed / completed <input checked="" type="checkbox"/> Partially developed / completed <input type="checkbox"/> 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 units and any new facilities.	Provide detail of any construction, development or redevelopment relating to the retirement village land, including details of any related development approval or development applications in accordance with the <i>Planning Act 2016</i> : The operator intends to develop the retirement village so that when completed, it will comprise the following: <ul style="list-style-type: none"> • a rooftop sky garden, swimming pool and gymnasium; and • 60 independent living units. The development approval provides as follows: <ol style="list-style-type: none"> 1. The development of the site is to be generally in accordance with the plans submitted to the local authority; 2. the maximum number of dwellings permitted is 60 units; and 3. a copy of the development approval is available on request. Construction of the retirement village commenced in 2019 and is expected to be completed by March 2021. The operator cannot guarantee that construction of the retirement village will be completed by the above date. The development timeframe for the retirement village is subject to and influenced by factors that may be outside the operator's control including but not limited to the number and timing of sales of rights to reside in accommodation units. Accordingly, the form and timing of the development of the retirement village may change.

	<p>The operator reserves the right at its discretion to do the following (subject to obtaining any necessary development approval):</p> <ul style="list-style-type: none"> • alter the type, size, configuration or design of the units; • relocate, reconfigure, renovate, redevelop, extend and/or improve any facilities; and • construct additional rooms or areas in the retirement village to be used for the purpose of office, temporary accommodation or administration. <p>Further information regarding development of the retirement village is available on request. A proposed master plan for the retirement village is available for inspection on request. The master plan shows the accommodation units and facilities to be constructed.</p> <p>Refer to the 'Access to documents' section of this Village Comparison Document for more details regarding documents relating to the development of the retirement village which are available for inspection.</p>
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<p>5.3 Redevelopment plan under the Retirement Villages Act 1999</p>	<p>Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i>?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>The Retirement Villages Act may require a written redevelopment plan for certain types of redevelopment of the village and this is different to a development approval. A redevelopment plan must be approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Housing and Public Works.</i></p> <p>Note: see notice at end of document regarding inspection of the development approval documents.</p>
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Part 6 – Facilities onsite at the village

<p>6.1 The following facilities are currently available to residents:</p>	<p><input checked="" type="checkbox"/> Activities or games room</p> <p><input type="checkbox"/> Arts and crafts room</p> <p><input type="checkbox"/> Auditorium</p> <p><input checked="" type="checkbox"/> BBQ area outdoors</p> <p><input type="checkbox"/> Billiards room</p> <p><input type="checkbox"/> Bowling green [indoor/outdoor]</p> <p><input type="checkbox"/> Business centre (e.g. computers, printers, internet access)</p> <p><input type="checkbox"/> Chapel / prayer room</p>	<p><input type="checkbox"/> Medical consultation room</p> <p><input type="checkbox"/> Restaurant</p> <p><input type="checkbox"/> Shop</p> <p><input checked="" type="checkbox"/> Swimming pool [outdoor/solar heated]</p> <p><input checked="" type="checkbox"/> Separate lounge in community centre</p> <p><input type="checkbox"/> Spa [indoor/outdoor]</p> <p><input type="checkbox"/> Storage area for boats / caravans</p> <p><input type="checkbox"/> Tennis court [full/half]</p>
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	<input type="checkbox"/> Communal laundries <input checked="" type="checkbox"/> Community room or centre <input type="checkbox"/> Dining room <input type="checkbox"/> Gardens <input checked="" type="checkbox"/> Gym <input checked="" type="checkbox"/> Hairdressing or beauty room <input checked="" type="checkbox"/> Library	<input type="checkbox"/> Village bus or transport <input type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other: Open plan dining zone with kitchen, Rooftop Sky Garden Note from the scheme operator: All facilities mentioned above are currently under construction but will be completed and available when residents first occupy the village.
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Details about any facility that is not funded from the General Services Charge paid by residents or if there are any restrictions on access or sharing of facilities (e.g. with an aged care facility):

N/A

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)?

'General Services' provided to all residents include:

- Operating the village for the benefit and enjoyment of residents.
- Providing, operating and managing the community facilities.
- Gardening and landscaping.
- Managing security at the village.
- Maintaining the emergency help system and/or safety equipment (if any).
- Maintaining fire-fighting and protection equipment.
- Maintaining and updating safety and emergency procedures for the village.
- Cleaning, maintenance, repairs and replacements of and to the community facilities.
- Maintenance, repairs and replacements of units and items in, on or attached to units (except where this is the responsibility of a resident).
- Monitoring and eradicating pests (except where this is the responsibility of a resident).
- Engaging necessary staff and contractors, which may include a village manager, cleaning and maintenance personnel, security personnel, personal care and nursing personnel and/or relief personnel.

	<ul style="list-style-type: none"> • Arranging for administrative, book-keeping, accounting and legal services necessary for the operation of the village. • Maintaining any licences required in relation to the village. • Paying operating costs for the village. • Maintaining insurances relating to the village that are required by the <i>Retirement Villages Act 1999</i> (Qld) or contemplated by a residence contract, or that the scheme operator otherwise deems appropriate. • Complying with the <i>Retirement Villages Act 1999</i> (Qld). • Any other general services funded by via a budget for the general services charges fund for a financial year.
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7.2 Are optional personal services provided or made available to residents on a user-pays basis?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No The scheme operator anticipates that some personal services such as emergency call services, visiting beauty or health service providers may be available at some time on a user pays basis.
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7.3 Does the retirement village operator provide government funded home care services under the <i>Aged Care Act 1997</i> (Cwth)?	<input type="checkbox"/> Yes, the operator is an Approved Provider of home care under the <i>Aged Care Act 1997</i> (Registered Accredited Care Supplier – RACS ID number:) <input type="checkbox"/> Yes, home care is provided in association with an Approved Provider: <input checked="" type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services
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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: <ul style="list-style-type: none"> • the security system details are: • the security system is monitored between: 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No The village will be secured by an electric gate with access permitted to those who hold keyless remotes or have permission to enter the village to visit a resident or service the village once construction is complete. Recorded CCTV security system - not actively monitored.
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8.2 Does the village have an emergency help system? If yes or optional:	<input checked="" type="checkbox"/> Yes - all residents <input type="checkbox"/> Optional <input type="checkbox"/> No
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<ul style="list-style-type: none"> the emergency help system details are the emergency help system is monitored between: 	<p>Each unit will include Tunstall 24 hour emergency facilities once construction is complete.</p> <p>24 hours per day, 7 days per week.</p>
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<p>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</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>The retirement village Community Centre will be equipped with a first aid kit and the units will be equipped with a monitored Tunstall emergency call management system once construction is complete.</p>
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COSTS AND FINANCIAL MANAGEMENT

Part 9 – Ingoing contribution - entry costs to live in the village

An ingoing contribution is the amount a prospective resident must pay under a residence contract to secure a right to reside in the retirement village. The ingoing contribution is also referred to as the sale price or purchase price. It does not include ongoing charges such as rent or other recurring fees.

<p>9.1 What is the estimated ingoing contribution (sale price) range for all types of units in the village?</p>	<p>Accommodation Unit</p>	<p>Range of ingoing contribution</p>
	Independent living units	
	- Studio	
	- One bedroom	
	- Two bedrooms	\$620,000 to \$650,000
	- Three bedrooms	\$740,000 to \$785,000
	Serviced units	
	- Studio	
	- One bedroom	
	- Two bedrooms	
	- Three bedrooms	
	Other	
	Full range of ingoing contributions for all unit types	\$620,000 to \$785,000

<p>9.2 Are there different financial options available for paying the ingoing contribution and exit fee or other fees and charges under a residence contract?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
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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:
 - Lease registration costs

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	\$108.97	\$30.53

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 -)
2020/21	\$108.97	N/A	\$30.53	N/A
2019/20	N/A	N/A	N/A	N/A
2018/19	N/A	N/A	N/A	N/A

<p>10.2 What costs relating to the units are not covered by the General Services Charge (residents will need to pay these costs separately)?</p>	<input checked="" type="checkbox"/> Contents insurance <input type="checkbox"/> Home insurance (freehold units only) <input checked="" type="checkbox"/> Electricity <input type="checkbox"/> Gas	<input type="checkbox"/> Water <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> Internet <input checked="" type="checkbox"/> Pay TV <input checked="" type="checkbox"/> Other: Additional Tunstall support services
<p>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?</p>	<input type="checkbox"/> Unit fixtures <input type="checkbox"/> Unit fittings <input type="checkbox"/> Unit appliances <input checked="" type="checkbox"/> None Additional information: Residents are responsible for: <ul style="list-style-type: none"> • items they own or bring into the unit; • alterations or additions they make to the unit; and • damage and accelerated wear they cause to the unit. The scheme operator will be responsible for all other maintenance, repairs and replacements.	
<p>10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?</p> <p>If yes: provide details, including any charges for this service.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No The operator can provide residents with a list of preferred suppliers as an option for repairs and maintenance of items that the resident is responsible for on a user pays basis. For items that the operator is responsible to repair and maintain, the resident can complete a maintenance request form.	
Part 11 – Exit fees - when you leave the village		
<p><i>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).</i></p>		
<p>11.1 Do residents pay an exit fee when they permanently leave their unit?</p> <p>If yes: list all exit fee options that may apply to new contracts</p>	<input checked="" type="checkbox"/> Yes – all residents pay an exit fee calculated using the same formula <input type="checkbox"/> Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract <input type="checkbox"/> No exit fee <input type="checkbox"/> Other	
<p>Time period from date of occupation of unit to the date the resident ceases to reside in the unit</p>	<p>Exit fee calculation based on: your ingoing contribution</p>	
<p>1 year</p>	<p>5% of your ingoing contribution</p>	

2 years	10% of your ingoing contribution
3 years	15% of your ingoing contribution
4 years	20% of your ingoing contribution
5 years	25% of your ingoing contribution
6 years	28% of your ingoing contribution
10 years	28% 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 28% of the ingoing contribution after 6 years of residence.

The minimum exit fee is: 5% of your ingoing contribution x 1/365 (for 1 day of residence).

11.2 What other exit costs do residents need to pay or contribute to?	<input type="checkbox"/> Sale costs for the unit <input checked="" type="checkbox"/> Legal costs <input checked="" type="checkbox"/> Other costs: <ul style="list-style-type: none"> ○ Surrender of Lease registration costs ○ stamp duty on Surrender of Lease (currently nil)
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Part 12 – Reinstatement and renovation of the unit

12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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: <ul style="list-style-type: none"> • fair wear and tear; and • renovations and other changes to the condition of the unit carried out with agreement of the resident and operator. 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. Note from operator: <i>Despite the above, the resident is only responsible for the cost of any reinstatement work to the extent required due to any damage to the accommodation unit which has been deliberately or recklessly caused by the resident (or its invitees or guests).</i>
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<p>12.2 Is the resident responsible for renovation of the unit when they leave the unit?</p>	<p><input checked="" type="checkbox"/> 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)</p> <p><i>Renovation means replacements or repairs other than reinstatement work.</i></p> <p>By law, the operator is responsible for the cost of any renovation work on a former resident's unit, unless the residence contract provides for the resident to share in the capital gain on the sale of the resident's interest in the unit. Renovation costs are shared between the former resident and operator in the same proportion as any capital gain is to be shared under the residence contract.</p>
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Part 13 – Capital gain or losses

<p>13.1 When the resident's interest or right to reside in the unit is sold, does the resident share in the capital gain or capital loss on the resale of their unit?</p>	<p><input checked="" type="checkbox"/> Yes, the resident's share of the capital gain is 50% the resident's share of the capital loss is 50%</p>
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Part 14 – Exit entitlement or buyback of freehold units

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

<p>14.1 How is the exit entitlement which the operator will pay the resident worked out?</p>	<p>The ingoing contribution (paid to the scheme operator on entry) is repaid to the resident, plus the resident's share of any capital gain, subject to set-offs for the exit fee and other amounts payable by the resident as set out in the resident's Lease.</p>
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<p>14.2 When is the exit entitlement payable?</p>	<p>By law, the operator must pay the exit entitlement to a former resident on or before the earliest of the following days:</p> <ul style="list-style-type: none"> • the day stated in the residence contract <ul style="list-style-type: none"> ➤ which is 18 months after the termination of the residence contract and the date the resident gives vacant possession of the unit to the scheme operator • 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator • 18 months after the termination date of the resident's right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT). <p>In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.</p>
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<p>14.3 What is the turnover of units for sale in the village?</p>	<p>0 accommodation units were vacant as at the end of the last financial year (the village is not yet completed)</p>
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N/A accommodation units were resold during the last financial year (the village is not yet completed)
 N/A months was the average length of time to sell a unit over the last three financial years (the village is not yet completed)

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	Total general service charges collected for the financial year	Change from previous year
2020/21			
2019/20			
2018/19			
Balance of General Services Charges Fund for last financial year <i>OR</i> last quarter if no full financial year available			
Balance of Maintenance Reserve Fund for last financial year <i>OR</i> last quarter if no full financial year available			
Balance of Capital Replacement Fund for the last financial year <i>OR</i> 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?

Yes No

If yes, the resident is responsible for these insurance policies:

- Contents insurance (for the resident's property in the unit)

<p>If yes, the resident is responsible for these insurance policies:</p>	<ul style="list-style-type: none"> • Public liability 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)
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Part 17 – Living in the village

Trial or settling in period in the village

<p>17.1 Does the village offer prospective residents a trial period or a settling in period in the village?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
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Pets

<p>17.2 Are residents allowed to keep pets?</p> <p>If yes: specify any restrictions or conditions on pet ownership</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Residents intending to house a pet must apply for the scheme operator's prior consent and must observe the Pet Policy for the retirement village. A copy of the Pet Policy is available for review upon request.</p>
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Visitors

<p>17.3 Are there restrictions on visitors staying with residents or visiting?</p> <p>If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Visitors may stay with a resident for up to 1 month (in total) in any 12 month period. Longer stays are allowed with the scheme operator's prior consent. The resident must stay in the unit at the same time as their visitor and must inform the scheme operator if a visitor stays overnight or for longer.</p> <p>Residents intending for a visitor to stay in their unit must observe the Visitor Policy for the retirement village. A copy of the Visitor Policy is available for review upon request.</p>
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Village by-laws and village rules

<p>17.4 Does the village have village by-laws?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>By law, residents may, by special resolution at a residents meeting and with the agreement of the operator, make, change or revoke by-laws for the village.</i></p> <p><i>Note: See notice at end of document regarding inspection of village by-laws</i></p>
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17.5 Does the operator have other rules for the village?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes: A copy of the village rules is available from the operator on request.
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Resident input

17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>By law, residents are entitled to elect and form a residents committee to deal with the operator on behalf of residents about the day-to-day running of the village and any complaints or proposals raised by residents.</i> <i>You may like to ask the village manager about an opportunity to talk with members of the resident committee about living in this village.</i>
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Part 18 – Accreditation

18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?	<input checked="" type="checkbox"/> No, village is not accredited <input type="checkbox"/> Yes, village is voluntarily accredited through: <i>Note from operator: The village is not currently accredited, however Oak Tree Group is a signatory to the Retirement Living Code of Conduct. A copy of the Code is available from the operator on request.</i>
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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?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>Note from operator: Not applicable as the village is not yet constructed.</i>
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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 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.hpw.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@hpw.qld.gov.au

Website: www.hpw.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: <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/