

upa
Hunter Region

Woodlands Village



A relaxed and friendly community

upa



Woodlands Village

Welcome To Your New Home

The information below is designed to assist you as you become familiar with your new home and community. Do not hesitate to call the office if you are unsure of anything or need assistance.

Administration

Extension 1 02 4965 2200

Meetings

Resident meetings are generally held once a month. The Village Manager or delegate attends the meetings when invited. Dates are circulated in the residents' Bulletin.

If residents have feedback or concerns they can be raised at these meetings. Alternatively, please speak with the Village Manager or Regional Manager.

Office Hours

Monday to Friday (9am to 5pm)

Absent Periods

If you plan to be away from your unit for an extended period please inform the administration to ensure our staff are aware of your absence.

Bulletin

A quarterly Resident Bulletin is published. You will find a calendar of the up and coming events and the planned bus trips. It is nice to have some resident input into the publication so if you have photos or stories to share please speak with the administration staff.

Lunches

A cooked lunch can be provided to our Village residents for a small cost. Meals are prepared fresh, onsite in the Lodge kitchen.

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Fire Safety and Security

Fire education updates are conducted annually. Notice of dates will be in the Bulletin.

All units have an emergency call system installed. The system is to be activated when you require assistance from an ambulance, the fire brigade, police or nominated family member or friend. The administration and Village Manager are informed via email when you have activated the emergency call system. If it is in office hours we will check on your welfare immediately. Out of hours we follow up the next working day.

Smoke alarm batteries are replaced annually by our maintenance team. Environmental safety audits are also conducted annually. All internal and external areas are inspected.

If you notice any hazards or maintenance requirements please report them to the Village Manager.

Changes In Your Health

Please do not hesitate to inform the Village Manager if you are struggling with independent living. Whether following an illness or due to advanced age. UPA Hunter can provide you with assistance. Sometimes this may be short term or ongoing. It can be as simple as a phone call daily to check on you, or help with housework, meals, shopping or medical care.

The cost of these private services can be paid monthly or deducted from the refund of your ingoing contribution. Please discuss your requirements with the Village Manager.

Home Modifications

If you require handrails or other modification to your unit, please contact the administration or Village Manager.

Administration/Village Manager

Extension 1.....02 4965 2200

Resolving Issues

If a dispute should arise we aim to resolve it privately and quickly.

Please contact the Regional Manager to confidentially discuss the issue.

The numbers below may also be of assistance.

The Department of Fair Trading

Mon - Fri..... 133 220

The Seniors Rights Service

An advocacy service for seniors..... 1800 424 079

Phone Numbers For After-Hours Services

Power

Energy Australia..... 131 388

Adlec Electrical 0402 641 790

Gas

AGL..... 131 909

Water Supply

Hunter Water..... 1300 657 000

Plumbing

Thomson & Hartley Plumbing

Bob 0412 681 733

Daryl..... 0412 681 734

Air Conditioning

Snape Freeze 0418 518 225

Elevator Faults

Service and Repairs 9907 2044

Flood and Storm Damage

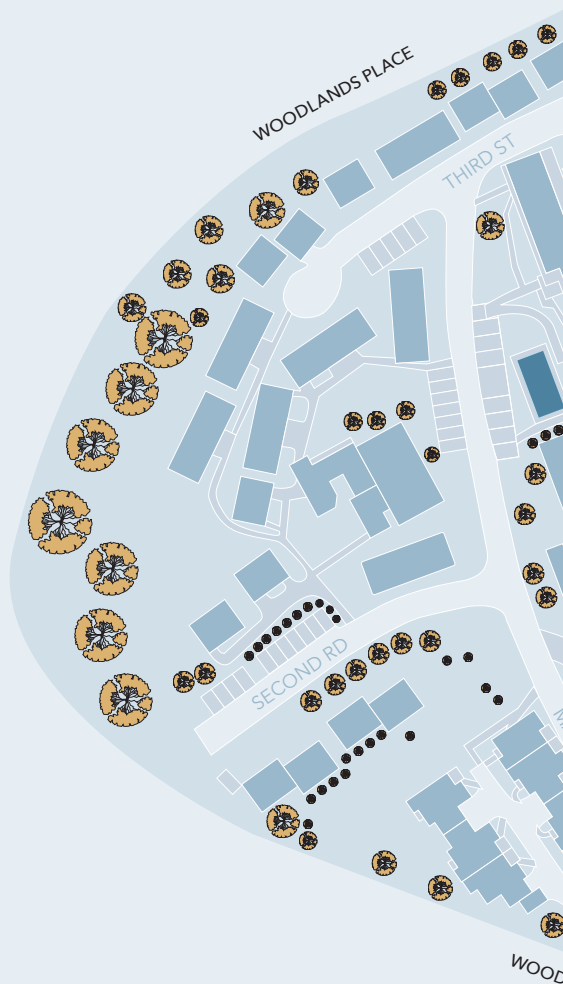
SES..... 132 500

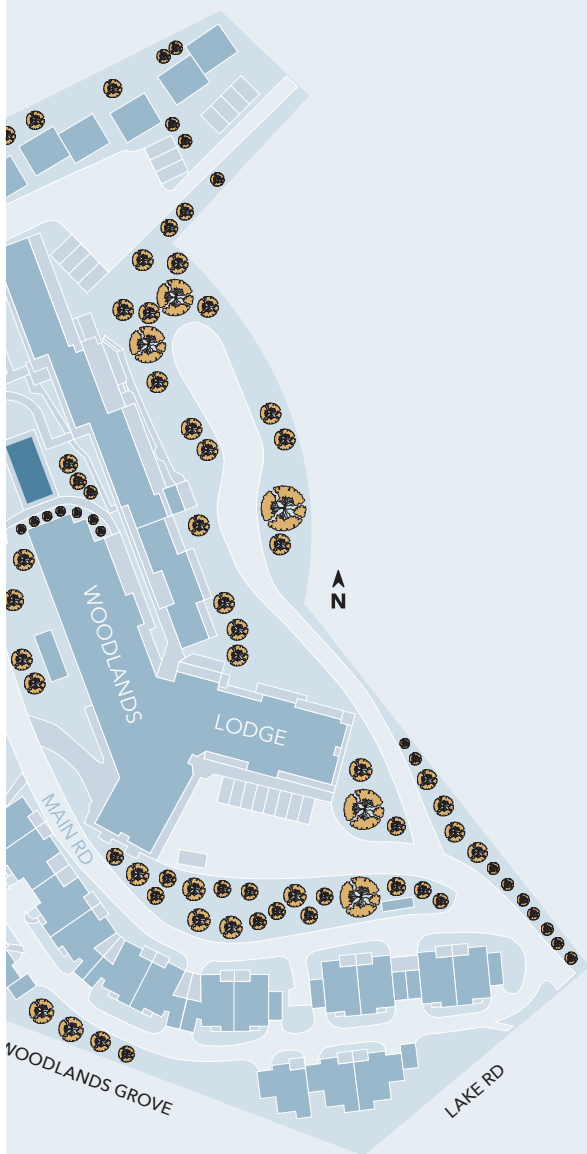
Glass Repairs

Koala Glass..... 4968 1450

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Woodlands Village - Site Plan





(Not to scale)

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Woodlands Village

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 02 4965 2200
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 www.upahunter.org.au

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