

Fact sheet for loan-licence or loan-lease Retirement Village

Under the *Retirement Villages Act 1986*, all retirement villages operating in Victoria must give this factsheet to a retiree (or anyone acting on their behalf) within seven days of a request, and include it in any marketing material provided to them and intended to promote a particular village.

Make sure you read and understand each section of this document before you sign a contract to live in this village.

Consumer Affairs Victoria suggests that before you decide whether to live in a retirement village, you should:

- seek independent advice about the retirement village contract – there are different types of contract and they can be complex
- find out the financial commitments involved – in particular, you should understand and consider entry costs, ongoing charges and financial liabilities on permanent departure (covered in sections 9 and 10 of this document)
- 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
- review the *Guide to choosing and living in a retirement village*.

The Guide and other general information about retirement living is available on Consumer Affairs Victoria's website at:

www.consumer.vic.gov.au/housing/retirement-villages.

All amounts in this factsheet are GST- inclusive, unless stated otherwise where that is permitted by law.

| 1. LOCATION | |
|--|--|
| 1.1 Name and address of retirement village | Park Hall Retirement Village Park Hall Village Place Wodonga VIC 3690 |
| 2. OWNERSHIP | |
| 2.1 Name and address of the owner of the land on which the retirement village facilities are located (company/organisation/owners corporation) | UPA of NSW Ltd of Suite 302/108-114 George Street, Hornsby. NSW |
| 2.2 Year construction started | 2000 |
| 3. MANAGEMENT | |
| 3.1 Company or organisation that manages the retirement village | UPA Riverina Murray Region |
| ABN | 71 050 057 620 |
| Address | 342 Wagga Road Lavington NSW 2641 |
| Telephone number | 02 6025 1776 |
| Date company or organisation became manager | 24/01/2000 |
| 3.2 Is there an onsite representative of the manager available for residents? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| The onsite representative is available on the following days: Mon - 12.30pm to 3.30pm Wed – 10am to 1pm Fri – 1.30pm to 4.30pm | <input checked="" type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday |

4. NATURE OF OWNERSHIP OR TENURE

| | |
|--|--|
| Resident ownership or tenure of the units in the village | <input checked="" type="checkbox"/> licence (non-owner resident) |
|--|--|

5. NUMBER AND SIZE OF RESIDENTIAL OPTIONS

| | | |
|---|----|--|
| 5.1 Number of units by accommodation type | 36 | 2 bedroom units |
| | 23 | 3 bedroom units / 2 bedroom units plus study units |
| | 59 | Total |

| | |
|-----------------------------------|---|
| 5.2 Garages, carports or carparks | <input checked="" type="checkbox"/> Each unit has its own garage or carport <input checked="" type="checkbox"/> attached to the unit <input type="checkbox"/> separate from the unit. <input type="checkbox"/> Each unit has its own car park space <input type="checkbox"/> adjacent to the unit <input type="checkbox"/> separate from the unit. <input checked="" type="checkbox"/> General car parking is available in the village for residents and visitors. <input type="checkbox"/> Other (<i>specify</i>) <input type="checkbox"/> No garages, carports or car parking are provided. |
|-----------------------------------|---|

6. PLANNING AND DEVELOPMENT

| | |
|--|---|
| Has planning permission been granted for further development of the village? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|--|---|

7. FACILITIES ONSITE AT THE VILLAGE

7.1 The following facilities are available to residents

Note: If the cost for any facility is not funded from the recurrent service charge paid by residents or there are any restrictions on access, a list is attached with the details.

| | | |
|-----------------------------|---------------------------|--------------------------|
| Activities or games room | Arts and crafts room | Broadband for Seniors |
| BBQ area outdoors | Medical consultation room | Community room or centre |
| Hairdressing or beauty room | Library | Village bus |

7.2 Does the village have an onsite or attached residential or aged care facility?

Yes No

Note: The retirement village owner or manager cannot keep places free for residents. To enter a residential or aged care facility, you must be assessed as eligible through an aged care assessment in accordance with the Commonwealth *Aged Care Act 1997*.

| 8. SERVICES | |
|--|--|
| 8.1 Services provided to all village residents (funded from the recurrent service charge paid by residents): | <input checked="" type="checkbox"/> annual auditing of village accounts <input checked="" type="checkbox"/> cleaning and maintenance of communal areas and facilities <input checked="" type="checkbox"/> maintenance and care of communal lawns and gardens <input checked="" type="checkbox"/> management and administration services <input checked="" type="checkbox"/> payment of all rates, taxes and charges for the communal areas and village facilities including for gas, water and electricity <input checked="" type="checkbox"/> other (<i>specify</i>) . <input type="checkbox"/> other (<i>specify</i>) . <input type="checkbox"/> other (<i>specify</i>) . |
| 8.2 Are optional services provided or made available to residents on a user-pays basis? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, the list of current services and fees is attached. |
| 9. ENTRY COSTS AND DEPARTURE ENTITLEMENT | |
| 9.1 Entry costs payable by the resident: | |
| • a refundable in-going contribution? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| • a non-refundable in-going contribution? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 9.2 If the resident must pay a refundable in-going contribution: | |
| • the range is | \$245,000 to \$320,000 |

| | |
|---|--|
| <ul style="list-style-type: none"> it is refunded: | <input type="checkbox"/> on permanent departure <input checked="" type="checkbox"/> within 14 days of permanent departure <input type="checkbox"/> on the next resident taking possession of the unit <input type="checkbox"/> within 14 days of the next resident taking possession of the unit <input type="checkbox"/> within six months of permanent departure <input type="checkbox"/> on receipt of the next in-going contribution <input type="checkbox"/> within 14 days of receipt of the next in-going contribution <input type="checkbox"/> other (<i>specify</i>) . |
| <p>9.3 If the resident must pay a refundable in-going contribution, is a fee deducted at permanent departure?</p> | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <p>Departure fees, if they apply, are based on:</p> | <input checked="" type="checkbox"/> 6% per annum - for a maximum number of 5 years of residence - of: <input checked="" type="checkbox"/> your in-going contribution |
| <p>9.4 If the resident must pay a non-refundable in-going contribution, the amount is</p> | <input type="checkbox"/> \$ <input type="checkbox"/> % of the refundable in-going contribution |
| <p>9.5 These costs must be paid by the resident on permanent departure, or these costs are deducted from the refundable in-going contribution</p> | |

| | | |
|--|-----------------|------------------------|
| 9.6 The estimated sale price ranges for all classes of units in the village (on a reinstated or renovated basis) as at June 2014 are | 2 bedroom unit: | \$245,000 to \$320,000 |
| | 3 bedroom unit: | \$260,000 to \$320,000 |

10. ONGOING CHARGES

10.1 The current rates, including GST, of ongoing charges for new residents

| Type of unit | Service charge |
|---------------------|---|
| Self-contained unit | week/fortnight/month <input checked="" type="checkbox"/> \$249.57 Single \$298.36 Couple per fortnight |

11. FINANCIAL MANAGEMENT OF THE VILLAGE

| | |
|--|---|
| 11.1 The village operating surplus or deficit for the last financial year: | \$2,646 deficit. |
| 11.2 Does the village have a long-term maintenance fund? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

12. CAPITAL GAINS OR LOSSES

| | |
|---|---|
| If the unit is sold, does the resident share in any capital gain or loss on the resale of their unit? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|---|---|

13. REINSTATEMENT OR RENOVATION OF THE UNIT

Is the resident responsible for reinstatement or renovation of the unit on permanent departure? Yes No

14. INSURANCE

15.1 Is the owner or manager responsible for arranging any insurance cover for the village? Yes No

The owner or manager is responsible for these insurance policies:
Public liability
Workers Compensation
Building Insurance

15.2 Is the resident responsible for arranging any insurance cover? Yes No

The resident is responsible for these insurance policies:
Contents Insurance

15. SECURITY

Does the village have a security system? Yes No

16. EMERGENCY SYSTEM

Does the village have an emergency help system? Yes No

Emergency help system details: Vital Call (additional fee applies)

The emergency help system is monitored between 12am and 12pm 7 days per week.

| 17. RESIDENT RESTRICTIONS | |
|--|---|
| <p>18.1 Are residents allowed to keep pets?</p> <p>Any restrictions or conditions on pet ownership are available on request.</p> | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <p>18.2 Are there restrictions on residents' car parking in the village?</p> <p>Details of parking restrictions are available on request.</p> | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <p>18.3 Are there any restrictions on visitors' car parking in the village?</p> <p>Details of parking restrictions are available on request.</p> | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 18. ACCREDITATION | |
| The village is accredited by: | |
| The Retirement Living Council of the Property Council of Australia? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| Leading Age Services Australia? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 19. RESIDENT INPUT | |
| <p>If there is no owners corporation in the village, does the village have a residents committee established under the <i>Retirement Villages Act 1986</i>?</p> <p><i>Note: if the village has an owners corporation, it operates as the residents committee</i></p> | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

20. WAITING LIST

Does the village have a waiting list for entry?

Yes No

Fees to join the waiting list:

No fee

Fee of \$

The following documents are in the possession or control of the owner or manager and can be inspected free of charge within seven days of a request (by law)

- village site plan
- plans of any units under construction
- the statutory statements and report presented to the previous annual meeting of the retirement village
- statements of the balance of any capital works, capital replacement or maintenance fund at the end of the previous three financial years of the retirement village
- examples of contracts that residents may have to enter into
- planning permission for any further development of the village
- village dispute resolution documents.

Declaration: The information in this factsheet is correct as at

20/03/2020