

## Village Comparison Document

*Retirement Villages Act 1999 (Section 74)*

**This form is effective from 1 February 2019** (Updated 01/07/2022)



Name of village: **Renaissance Victoria Point**

*A Foundation Member of the Retirement Living Code of Conduct*

### 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.renaissancerl.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](http://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](http://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 01/07/2022 and applies to prospective residents. That information is subject to change. The village operator reserves the right to vary any of the information in this Village Comparison Document at any time.**

### Part 1 – Operator and management details

<b>1.1 Retirement village location</b>	Retirement Village Name <b>Renaissance Victoria Point</b>  Street Address <b>36-40 Bunker Road</b>  Suburb <b>Victoria Point</b> State <b>QLD</b> Post Code <b>4165</b>
<b>1.2 Owner of the land on which the retirement village scheme is located</b>	Name of land owner <b>Renaissance Victoria Point Pty Ltd</b>  Australian Company Number (ACN) <b>057 839 255</b>  Address <b>133B Queen Street</b>  Suburb <b>Cleveland</b> State <b>QLD</b> Post Code <b>4163</b>
<b>1.3 Village operator</b>	Name of entity that operates the retirement village (scheme operator)  <b>Renaissance VP Pty Ltd (as trustee)</b>  Australian Company Number (ACN) <b>128 509</b>  <b>286 Address 133B Queen Street</b>  Suburb <b>Cleveland</b> State <b>QLD</b> Post Code <b>4163</b>  Date entity became operator <b>19 December 2003</b>  Is there an approved transition plan for the village? Yes <input checked="" type="checkbox"/> No
<b>1.4 Village management and onsite availability</b>	Name of village management entity and contact details  <b>Bayside Village Management Pty Ltd</b>

	<p>Australian Company Number (ACN) <b>060 331 482</b></p> <p>Phone <b>(07) 3820 7723</b>      Email <b>villageadmin@rrl.net.au</b></p> <p>An onsite manager (or representative) is available to residents:</p> <p><input checked="" type="checkbox"/> Full time</p> <p>Onsite availability includes:</p> <p>Weekdays <b>8:30am-16:00pm</b></p> <p>Weekends <b>10:00am -16:00pm</b></p>
<p><b>1.5 Approved closure plan or transition plan for the retirement village</b></p>	<p>Is there an approved transition plan for the village?  <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?  <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><b>1.6 Statutory Charge over retirement village land.</b></p>	<p>Is a statutory charge registered on the certificate of title for the retirement village land?  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p><b>Part 2 – Age limits</b></p>	
<p><b>2.1 What age limits apply to residents in this village?</b></p>	<p><b>60 years of age or older. In the case of two joint grantees of a new sublease, one has attained the age of 60 years and the other has attained the age of 55 years.</b></p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• <b>The village operator may grant a new sublease to a new resident who does not satisfy the above age criteria if the new resident is acceptable to the village operator and will not, in the opinion of the village operator, derogate from the conduct of the village as premises where older members of the community or retired persons reside.</b></li> </ul> <p><b>The village operator reserves the right to change the age criteria applicable to the village at any time.</b></p>

## 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 *[specify]*

.....  
**Note: The village operator reserves the right to grant such occupancy rights in respect of units in the village as the village operator determines in its sole discretion, whether governed by the *Retirement Villages Act 1999 (Q)* or not.**

### Accommodation types

**3.2 Number of units by accommodation type and tenure**

There are **311** units in the village, comprising **311** single story units; **NIL** units in multi-story building with **N/A** levels

Accommodation unit	Freehold	Leasehold	Licence	Other <i>[name]</i>
Independent living units				
- Studio				
- One bedroom		<b>67</b>		
- Two bedroom		<b>244</b>		
- Three bedroom				
Serviced units				
- Studio				
- One bedroom				
- Two bedroom				
- Three bedroom				
Other <i>[specify]</i>				
Total number of units		<b>311</b>		

### 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

	<input type="checkbox"/> Width of doorways allow for wheelchair access in <input type="checkbox"/> all <input type="checkbox"/> some units  <input type="checkbox"/> Toilet is accessible in a wheelchair in <input type="checkbox"/> all <input type="checkbox"/> some units  <input type="checkbox"/> Other key features in the units or village that cater for people with disability or assist residents to age in place  ..... None
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**Part 4 – Parking for residents and visitors**

<b>4.1 What car parking in the village is available for residents?</b>	<input checked="" type="checkbox"/> <b>All units with own garage or carport attached or adjacent to the unit</b> <input checked="" type="checkbox"/> <b>Other parking e.g. caravan or boat - additional car, caravan, camper trailer &amp; boat parking bays are available upon request (subject to availability, approval by the village operator, entry into a Car Park Licence Agreement and payment of applicable fees).</b>  Restrictions on resident's car parking include:  <b>Residents must not allow their vehicles to occupy designated visitor parking or other areas of the village except on a short term (no more than 3 days) basis, unless the resident obtains the prior written agreement of the village operator.</b>
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<b>4.2 Is parking in the village available for visitors?</b>  If yes, parking restrictions include	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <b>Whilst there are no specific restrictions on visitors parking, visitors are subject to the same behavioural obligations as residents. Also, the village operator reserves the right to impose restrictions in the course of administering the village.</b>
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**Part 5 – Planning and development**

<b>5.1 Is construction or development of the village complete?</b>	Year village construction started <b>2003</b> <input type="checkbox"/> Fully developed / completed <input checked="" type="checkbox"/> Partially developed / completed <input type="checkbox"/> Construction yet to commence  <b>Note: The village operator does not currently plan to further develop or redevelop the village in the near term. However, the village operator reserves the right to further develop or redevelop all or part of the village in the future. In particular, the owner of the village land also owns the land immediately adjacent to the village, to the northeast of Unit 510 fronting Cleveland-Redland Bay Road. This land may be incorporated into the village, with additional units and/or facilities to be constructed thereon, at a future date.</b>
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<p><b>5.2 Construction, development applications and development approvals</b></p> <p>Provide details and timeframe of development or proposed development, including the final number and types of units and any new facilities.</p>	<p><b>A development approval (approval number ROL006112) has been granted by the Redlands City Council and relates to land immediately adjacent to the village owned by the owner of the village land. This approval expired in mid-2021, however the village operator intends on seeking an extension under this development proposal, an additional six independent living units are to be built, taking the units at this village to 317. The village operator has not yet decided on a timeframe for incorporating this land into the village or construction the new units.</b></p>
<p><b>5.3 Redevelopment plan under the Retirement Villages Act 1999</b></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><b>Note:</b> see notice at end of document regarding inspection of the development approval documents.</p>

**Part 6 – Facilities onsite at the village**

<p><b>6.1 The following facilities are currently available to residents:</b></p>	<p><input checked="" type="checkbox"/> Activities or games room</p> <p><input checked="" type="checkbox"/> Arts and crafts room</p> <p><input checked="" type="checkbox"/> Auditorium</p> <p><input checked="" type="checkbox"/> BBQ area outdoors</p> <p><input checked="" type="checkbox"/> Billiards room</p> <p><input checked="" type="checkbox"/> Bowling green [indoor/outdoor]</p> <p><input checked="" type="checkbox"/> Business centre (e.g. computers, printers, internet access)</p> <p><input type="checkbox"/> Chapel / prayer room</p> <p><input type="checkbox"/> Communal laundries</p> <p><input checked="" type="checkbox"/> Community room or centre</p>	<p><input checked="" 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 [indoor &amp; heated]</p> <p><input checked="" type="checkbox"/> Separate lounge in community centre</p> <p><input checked="" type="checkbox"/> Spa [indoor &amp; heated]</p> <p><input checked="" type="checkbox"/> Storage area for boats / caravans (subject to availability, approval by the Village Operator, entry into a Car Park Licence Agreement and payment of applicable fees).</p> <p><input type="checkbox"/> Tennis court [full/half]</p> <p><input checked="" type="checkbox"/> Village bus or transport</p>
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	<input checked="" type="checkbox"/> Dining room <input checked="" type="checkbox"/> Gardens <input checked="" type="checkbox"/> Gym <input checked="" type="checkbox"/> Hairdressing or beauty room (operated by a third party nominated and approved by the Village Operator – Residents to make their own arrangements with the third party. <input checked="" type="checkbox"/> Library (books provided by the Residents)	<input checked="" type="checkbox"/> Workshop <ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Other <b>Walking tracks, pathways, and passageways</b></li> <li>• <b>Petanque Court</b></li> <li>• <b>Kids Play Area</b></li> <li>• <b>Croquet</b></li> <li>• <b>Residents Vegetable Gardens</b></li> <li>• <b>Change room/toilets</b></li> <li>• <b>Meeting room</b></li> <li>• <b>Refreshment area (including cold room, glassware, and spirit dispensers)</b></li> <li>• <b>Media room (including lounge chairs, large screen TV)</b></li> </ul>
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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).

See notes above

**6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?**

Yes  No

**Marabello (Owned & Operated by Vacenti – new trading name of Queensland Rehabilitation Services – QRS. 537-547 Cleveland-Redland Bay Road, Victoria Point, QLD, 4165.**

**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 are the services provided, or made available, to all residents of the village, associated with any outgoings, costs and expenses in connection with the ownership, control, operation, administration, and management of the village, including:**

- **all rates (including charges for water and sewerage) and taxes charges, assessments, duties, and fees of any public, municipal, governmental or semi-governmental body, authority or department levied, assessed or charged in respect of the village and/or the village land.**
- **all insurance premiums payable by the village operator in respect of the village and the buildings in the village and fittings, and fixtures of the village operator in their full insurable reinstatement value against fire, lightning, storm and tempest and in respect of insurance of the buildings in the village and in respect of Public Risk, Workers' Compensation, contents insurance for items owned or**

used by the village operator in respect of the village, machinery breakdown and against such other risks as the village operator may deem necessary or desirable including consequential loss;

- the cost of all services supplied to the village and units and other buildings therein including, but without limiting the generality of the foregoing, all charges for electricity, gas, power, fuel, water, telephone, internet, swimming pool and spa expenses (including day-to-day maintenance, chemicals, materials, gas and electricity), air conditioning, heating, sewerage and garbage services, a bus service (including for shopping or other trips on a pre-arranged basis, but excluding excursion trips and noting that the buses used may not be village capital items), or other services (other than costs for services for which residents of the village are responsible) or requirements furnished or supplied for the general purpose or benefit of the village;
- the cost of all services and facilities provided by the village operator for the general use and enjoyment of the residents and visitors to the village including the cost of cleaning, day-to-day maintenance, servicing and consumables associated with the communal facilities, recreation and entertainment facilities, craft room (but not craft materials or supplies), billiard room, pool area, exercise room, bowling green, croquet lawn, function room, lounge, refreshment area, in-house television system, petanque court, walking tracks, kids play area, outdoor BBQ area, residents vegetable garden and all other services and facilities provided by the village operator but excluding stocking the refreshment area, library or craft room.
- all costs of or in connection with the day-to-day maintenance and cleaning of the village and the buildings therein including the costs of gardening, lawn mowing and landscaping (including private courtyards) but excluding the cost of any work the payment for which is a responsibility of a particular resident or occupier in the village;
- all reasonable management, administration, control and security costs (including on-site security services by third parties) in connection with the village including but without limiting the generality of the foregoing, salaries, wages, superannuation and pension payments and workers' compensation insurance premiums, photocopying, postage, courier, printing and stationery expenses, accountancy and audit fees, bank charges, any interest paid on any overdraft related to the operation of the village, overseeing the operation of the village, attending residents' meetings, responding to residents' enquiries, preparing responses for all matters and things as required by the Act and any other duty or act required to manage the village and fulfil statutory obligations;
- all costs of or in connection with the village operator



	<p>complying with the requirements of any Government or statutory authority concerning the ownership, control, administration, operation, maintenance or continued management of the village;</p> <ul style="list-style-type: none"> <li>• the costs of maintaining, monitoring and responding to the village’s emergency alarm system, including the provision of a dialler and response unit in each accommodation unit and throughout the Leisure Centre plus one (1) pendant, maintenance and ongoing charges associated with the emergency call system, and the cost of batteries for call point in units and personal pendants, but excluding additional pendants; and</li> <li>• all employee expenses, including wages, salaries, superannuation and pension payments, employee benefits, employee amenities, payroll tax, workers' compensation insurance premiums, travel expenses, accommodation expenses, training (internal and external) and workplace health and safety expenses.</li> <li>• the operation and day-to-day maintenance of vehicles used for the operation of the village or transportation of residents of the village, including insurance, registration, tolls, servicing, oil and petrol.</li> <li>• other sundry expenses; and</li> <li>• contingency for future outgoings, costs and expenses,</li> </ul> <p>but excluding:</p> <p>amounts payable directly by a resident under their sublease or the Act;</p> <ul style="list-style-type: none"> <li>• the direct costs of providing any personal services.</li> <li>• costs for maintaining and repairing the village's capital items that are payable out of the Maintenance Reserve Fund; and</li> </ul> <p>costs for capital items that are payable out of the Capital Replacement Fund</p>
<p><b>7.2 Are optional personal services provided or made available to residents on a user-pays basis?</b></p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <ul style="list-style-type: none"> <li>• Unit Cleaning – village cleaner to provide quote upon request</li> <li>• Nursing Assistance (medications/dressings/injections/health management/other personal health – may be available through Government funding or privately.</li> <li>• Social &amp; Wellbeing Support - may be available through Government funding or privately.</li> <li>• Physiotherapy (By appointment – Visiting Specialist Charge)</li> <li>• Podiatry (By appointment – Visiting Specialist Charge)</li> <li>• Therapy Exercises (By appointment – Visiting Specialist Charge)</li> <li>• Aqua Aerobics (By appointment – Visiting Specialist Charge)</li> </ul>

	<ul style="list-style-type: none"> <li>• Tai Chi (By appointment – Visiting Specialist Charge)</li> <li>• Care Planning (By appointment – Visiting Specialist Charge)</li> <li>• Meals (per menu available at the time)</li> <li>• Changing and replacing light bulbs (labour plus cost of bulb/s)</li> </ul> <p><b>Note: The optional personal services referred to above are provided by third party suppliers and may be arranged with the assistance of the village operator. While the village operator has every intention to facilitate the continued availability of optional personal services, their continuation cannot be guaranteed and is subject to the availability of the service provider, demand for services by residents and other factors.</b></p>
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<p><b>7.3 Does the retirement village operator provide government funded home care services under the Aged Care Act 1997 (Cwth)?</b></p>	<p><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 .....)</p> <p><input type="checkbox"/> Yes, home care is provided in association with an Approved Provider <i>[name of provider]</i></p> <p>.....</p> <p><input checked="" type="checkbox"/> No, the operator does not provide home care services, residents can arrange their own home care services</p>
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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**

<p><b>8.1 Does the village have a security system?</b>        If yes:        • the security system details are:</p> <p>the security system is monitored between:</p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><b>CCTV</b></p> <p>The CCTV is <b><u>not monitored</u></b> by an outsourced company.</p>
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<p><b>8.2 Does the village have an emergency help system?</b>        If yes or optional:        • the emergency help system details are:</p>	<p><input checked="" type="checkbox"/> Yes - all residents   <input type="checkbox"/> Optional   <input type="checkbox"/> No</p> <p><b>Emergency Call Facility – this includes provision of a dialler, response unit and one (1) pendant in each villa and throughout the Leisure Centre, maintenance and ongoing charges associated with the emergency call system. These charges are recovered from residents through the General Services Charge and Maintenance Reserve Fund contributions.</b></p>
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the emergency help system is monitored between: **24 hours per day, seven (7) days per week.**

**8.3 Does the village have equipment that provides for the safety or medical emergency of residents?**

Yes  No

**First Aid Kits - are located throughout the village**

- Village Managers Office
- Village Administration Office
- Kitchen in the Leisure Centre
- Gardening Compound
- Croquet Court
- Workshop
- All Village Vehicles

**Defibrillator – located in the Leisure Centre**

If yes, list or provide details e.g. first aid kit, defibrillator

**COSTS AND FINANCIAL MANAGEMENT**

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

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

9.1 What is the estimated ingoing contribution (sale price) range for all types of units in the village	Accommodation Unit	Range of ingoing contribution
		Independent living units
	- Studio	
	- One bedroom	\$ 345,000 to \$450,000
	- Two bedrooms	\$ 605,000 to \$930,000
	<b>Full range of ingoing contributions for all unit types</b>	<b>\$345,000 to \$930,000</b>

**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  No

**Note: The village operator reserves the right at any time to vary the method of calculating the exit fee (including the applicable percentages) which applies to any other resident of the village (whether present or future) apart from you, including any subsequent resident of your unit. Any such variation will not affect the method of calculating your exit fee**

**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..... *[specify]*
- Advance payment of General Services Charge
- Other costs *[specify]* .....

**Application Fee - \$1,646.55 (including GST)**

**(If applicable) Car Park Licence Application Fee - \$110.00 (including GST)**

**If you request any variations to the unit upon entry, you may be required to pay an Administration Fee, the costs of the variations and any costs relating to Council approvals**

**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.

Type of Unit	General Services Charge (weekly)	Maintenance Reserve Fund contribution (weekly)
Independent Living Units		
- One bedroom	\$ 99.77	\$22.81
- Two bedrooms	\$113.25	\$25.88
- Two bedrooms & study	\$126.50	\$28.92
- Two bedrooms & study “special”	\$134.12	\$30.90

**Last three years of General Services Charge and Maintenance Reserve Fund Contribution**

Financial year	General Services Charge (range) (weekly)	Overall % change from previous year (+ or -)	Maintenance Reserve Fund contribution (range) (weekly)	Overall % change from previous year (+ or -)
2022	\$95.47 to \$128.35	1.7%	\$20.83 to \$28.22	5%

2021	\$93.87 to \$126.20	4.2%	\$19.84 to \$26.88	3%
2020	\$90.09 to \$121.11	5.5%	\$19.26 to \$26.09	10%

<p><b>10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)</b></p>	<p><input checked="" type="checkbox"/> Contents insurance</p> <p><input type="checkbox"/> Home insurance (freehold units only)</p> <p><input checked="" type="checkbox"/> Electricity</p> <p><input checked="" type="checkbox"/> Gas</p>	<p><input type="checkbox"/> Water</p> <p><input checked="" type="checkbox"/> Telephone</p> <p><input checked="" type="checkbox"/> Internet</p> <p><input checked="" type="checkbox"/> Pay TV</p> <p><input checked="" type="checkbox"/> Other</p> <ul style="list-style-type: none"> <li>• <b>Car Park licence fees and security deposit;</b></li> <li>• <b>If you request any variations to the unit, you may be required to pay an Administration Fee, the costs of the variations and any costs relating to Council approvals.</b></li> <li>• <b>Charges for additional or replacement keys (for both the residents villas and community areas) and pendants for the emergency call system.</b></li> <li>• <b>Garage and gate remote controllers – lost controllers – costs vary. Faulty remotes – no charge to be replaced.</b></li> </ul>
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<p><b>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?</b></p>	<p><input type="checkbox"/> Unit fixtures</p> <p><input type="checkbox"/> Unit fittings</p> <p><input type="checkbox"/> Unit appliances</p> <p><input type="checkbox"/> None</p> <p><b><u>Additional information</u></b></p> <ul style="list-style-type: none"> <li>• <b>Cleaning the unit and its contents (including vacuuming, spot stain removal; removal of oil/grease spills from garage floors).</b></li> <li>• <b>Accelerated wear to the accommodation unit's interior.</b></li> <li>• <b>Deliberate damage to the unit caused by the resident or the</b></li> </ul>
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	<p>resident's guest/s.</p> <ul style="list-style-type: none"> <li>• Other damage to the unit caused by the resident or the resident's guest/s (e.g. a garage door damaged by the resident's vehicle).</li> <li>• Replacement of light bulbs (labour plus the cost of the light bulb/s).</li> <li>• Call out fees – (for emergency &amp; non-emergency) maintenance issues.</li> <li>• Regular professional treatment of the unit for pests (other than termites) and rectification of any damage resulting from the resident's failure to do so (e.g. cockroaches destroying dishwasher control panels).</li> <li>• Each resident must, at the resident's cost, undertake all reasonably necessary day-to-day maintenance, repairs, maintenance and replacements in respect of "Resident Owned Items", being items within or attached to the unit owned by the resident in either of the following circumstances: <ul style="list-style-type: none"> <li>• an alteration or addition to the unit is made by the resident or at the resident's request with the village operator's consent and the parties agree that the alteration or addition is or remains the resident's property; or</li> <li>• the resident acquires ownership of the item from the previous resident of the unit or the village operator, regardless of whether the alteration, addition or item is a fixture, fitting or chattel. By way of example only, Resident Owned Items may include air conditioning units or systems (including ducting), awnings, blinds, window coverings, shutters, solar panels and associated systems and solar hot water systems.</li> </ul> </li> </ul>
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<p><b>10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?</b></p> <p>If yes: provide details, including any charges for this service.</p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <ul style="list-style-type: none"> <li>• Changing/replacing of light bulb/s (by the village operator's Maintenance Team) –  <u>Labour Cost</u> – replacing 1 to 6 bulbs = \$5.00 (<i>plus the cost of the bulb/s which may vary from \$2.00 to \$20.00 dependent on which type of light bulb is required</i>).</li> <li>• <u>Labour Cost</u> – replacing 7 plus light bulbs = \$10.00 (<i>plus the cost of the bulbs which may vary from \$2.00 to \$20.00 dependent on which type of light bulb is required</i>).</li> </ul> <p><b>Note:</b> The village operator can assist at <u>no cost</u> to its residents – arrange a third party for maintenance services (for example picture hanging, white goods installations, and maintenance etc). However, the resident is <u>responsible</u> for any/all fees charged by the third-party providers for any services provided.</p>
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**Part 11 – Exit fees – when you leave the village**

*A resident may have to pay an exit fee to the operator when they leave their unit or when the right to reside in their unit is sold. This is also referred to as a 'deferred management fee' (DMF).*

**11.1 Do residents pay an exit fee when they permanently leave their unit?**

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

- Yes – all residents pay an exit fee calculated using the same formula
- Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident’s residence contract
- No exit fees
- Other

- **Under the only exit fee option currently offered to new residents, the exit fee is, in general terms, calculated at 9% of your ingoing contribution per year of occupancy, with a maximum of 36% of your ingoing contribution after four (4) years of occupancy.  
However, exit fees of existing residents may be worked out in a different way, depending on the exit fee option applying to them.**

**More specifically, your exit fee is calculated depending on the duration of your Exit Fee Period, being the period from and including the commencement of your sublease to and including:**

- a) **Unless paragraph (b) below applies, the date you cease to reside in the unit pursuant to termination of your sublease.**

**Or**

- b) **If your relative (within the meaning of the Retirement Villages Act 1999 (Q)) resides in the unit under section 70B (2) of that Act – the day your relative vacates the unit or the day that is three months after the termination of your sublease, whichever is the sooner.**

**For simplicity, this document and any Prospective Costs Document given to you assume that your Exit Fee Period commences on the date of occupation of the unit and ceases when you cease to reside in the unit. However, this is subject to the terms of your residence contract and the *Retirement Villages Act 1999 (Q)*.**

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on <u>your ingoing contribution</u>
1 year	9% of your ingoing contribution
2 years	18% of your ingoing contribution
3 years	27% of your ingoing contribution

4 years	36% of your ingoing contribution
5 years	36% of your ingoing contribution
10 years	36% of your ingoing contribution
<p><b>Note:</b> if the period of occupation is not a whole number of years, the exit fee will be worked out on a daily basis.</p> <p>The maximum (or capped) exit fee is <b>36%</b> of the ingoing contribution after <b>four (4)</b> years of residence.</p> <p>The minimum exit fee is <b>1 day/365 days (1 day/366 days in a leap year) of 9% of your Ingoing Contribution if the period of occupation is 1 day.</b></p>	

<p><b>11.2 What other exit costs do residents need to pay or contribute to?</b></p>	<p><input type="checkbox"/> Sale costs for the unit</p> <p><input checked="" type="checkbox"/> Legal costs</p> <p><input type="checkbox"/> Other costs <i>[specify]</i> .....</p>
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**Part 12 – Reinstatement and renovation of the unit**

<p><b>12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?</b></p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><i>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:</i></p> <ul style="list-style-type: none"> <li>• fair wear and tear; and</li> <li>• renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.</li> </ul> <p><i>Fair wear and tear include 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.</i></p> <p>Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.</p>
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<p><b>12.2 Is the resident responsible for renovation of the unit when they leave the unit?</b></p>	<p><input checked="" type="checkbox"/> No</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</p>
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resident and operator in the same proportion as any capital gain is to be shared under the residence contract.

### Part 13– Capital gain or losses

13.1 When the resident's interest or right to reside in the unit is sold, does the resident share in the capital *gain* or capital *loss* on the resale of their unit?

No

### Part 14 – Exit entitlement or buyback of freehold units

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

14.1 How is the exit entitlement which the operator will pay the resident worked out?

When you leave your unit, may receive an exit entitlement. The exit entitlement for your unit is calculated as follows: -

The ***ingoing contribution*** you paid on acquisition of your right to reside in the unit.

- **Less** the exit fee (see Item 11.1)
- **Less** the costs of any reinstatement work, or any other work to the unit for which you are responsible.
- **Less** outstanding general services charges, maintenance reserve fund contributions, personal services charges (if any) and carpark licence fees (if applicable).
- **Less** legal fees and costs, duty and Title Office registration fees of and incidental to termination of your sublease, including in respect of the preparation, execution, stamping and registration of a surrender of your sublease.

**Less** any other amounts payable **by** you to the village operator under your sublease including assistance monies (if applicable) or the *Retirement Villages Act 1999 (Q)* (if any).

14.2 When is the exit entitlement payable?

*[Note: Delete if no exit entitlement as freehold units only]*

By law, the operator must pay the exit entitlement to a former resident on or before the **earliest** of the following days:

- no date is stated in the residence contract
- 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator
- 18 months after the termination date of the resident's right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT).

In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.

<p><b>Freehold units only</b></p> <p><b>14.2 Operator buyback of freehold units</b></p> <p><i>[Note: Delete if no freehold units]</i></p>	<p><i>When a resident sells a freehold unit, the resident is entitled to receive the resale price from the person who purchases the unit. At that time the resident must pay any exit fee to the operator.</i></p> <p><i>By law, the operator must purchase the freehold unit from the former resident if it has not sold to a new resident within 18 months after the termination of the residence contract, unless the operator has been granted an extension for payment by QCAT</i></p>
<p><b>14.3 What is the turnover of units for sale in the village?</b></p>	<p><b>Zero (0)</b> accommodation units were vacant as at the end of the last financial year 2021-2022</p> <p><b>Sixteen (16)</b> accommodation units were resold during the last financial year 2021-2022.</p> <p><b>Six months &amp; two days (185 days)</b> months was the average length of time to sell a unit over the last three financial years <b>01/07/2019-30/06/2022</b></p>

**Part 15 – Financial management of the village**

<p><b>15.1 What is the financial status for the funds that the operator is required to maintain under the Retirement Villages Act 1999?</b></p>	<p><b>General Services Charges Fund</b> for the last 3 years</p>				
	<p>Financial Year</p>	<p>Deficit/ Surplus</p>	<p>Change in Deficit/ Surplus from previous year</p>	<p>Balance</p>	<p>Change in Balance** from previous years</p>
	<p>2022</p>	<p>\$349,161</p>	<p>16%</p>	<p>\$1,883,753</p>	<p>1.2%</p>
	<p>2021</p>	<p>\$300,969</p>	<p>95%</p>	<p>\$1,860,704</p>	<p>4.4%</p>
	<p>2020</p>	<p>\$154,304</p>	<p>-19.9%</p>	<p>\$1,782,208</p>	<p>5.5%</p>
<p><b>Note from Village Operator:</b>  **Balance** in the above table refers to the total General Services Charge payable in respect of the village for the relevant financial year (including operator payments under sections 104 and 105 of the Retirement Villages Act 199 (Q)).   ** "The Change in Balance from previous year" refers to the actual increase per unit, given the increase in the number of units from year to year.</p>					
<p>Balance of <b>General Services Charges Fund</b> for last financial year OR last quarter if no full financial year available</p>				<p>\$349,161</p>	

	Balance of <b>Maintenance Reserve Fund</b> for last financial year <i>OR</i> last quarter if no full financial year available	\$108,165	
	Balance of <b>Capital Replacement Fund</b> for the last financial year <i>OR</i> last quarter if no full financial year available	\$917,672	
	Percentage of a resident ingoing contribution applied to the Capital Replacement Fund	4.052%	
	<p>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.</p> <p>OR <input type="checkbox"/> the village is not yet operating.</p>		

**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.

<p><b>16.1 Is the resident responsible for arranging any insurance cover?</b> If yes, the resident is responsible for these insurance policies:</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, the resident is responsible for these insurance policies:</p> <p><b>Contents Insurance (including chattels) – to ensure that contents of the unit (excluding such of the fixtures and fittings therein as are from time to time owned by the village operator but including any fixtures or fittings within or attached to the unit that are owned by the resident) are kept insured at the resident's cost against loss, theft, damage or destruction in not less than their insurable value with a reputable insurer.</b></p> <p><b><i>Important Note</i></b> –It is recommended that any Resident Owned Items (which may include items such as – air conditioning units or systems (including ducting) (fusion of motor), awnings, blinds, window coverings, shutters, solar panels and associated systems and solar hot water systems be added to their personal contents insurance policies.</p>
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**Part 17 – Living in the village**  
***Trial or settling in period in the village***

<p><b>17.1 Does the village offer prospective residents a trial period</b></p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
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<b>or a settling in period in the village?</b>	
<b>Pets</b>	
<b>17.2 Are residents allowed to keep pets?</b> If yes: specify any restrictions or conditions on pet ownership	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <b>The resident must not keep or permit to be kept in the unit or elsewhere in the village any animal or bird unless the village operator consents in writing to that particular animal or bird and that consent has not been revoked or withdrawn. The village operator may in its absolute discretion impose and the resident shall comply with all reasonable conditions concerning the keeping of such animal or bird and may revoke such consent if the animal or bird, the subject to the consent creates a nuisance which does not cease within a reasonable time after notice thereof is given by the village operator to the resident.</b>
<b>Visitors</b>	
<b>17.3 Are there restrictions on visitors staying with residents or visiting?</b> If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <b>The resident must promptly notify the village operator in advance that the resident intends for a visitor to stay overnight or for a period of up to three (3) weeks. Where the intended visitor is under the age of eighteen (18) years of age, the prior approval of the village operator is required. If the resident intends for the visitor to stay for a period in excess of three (3) weeks, the resident shall seek the prior written approval of the village operator. The resident shall ensure that visitors comply with the rules of the village and the resident's behavioural obligations under the residence contract and the <i>Retirement Villages Act 1999 (Q)</i>.</b>
<b>Village by-laws and village rules</b>	
<b>17.4 Does the village have village by-laws?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  <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> <i>Note: See notice at end of document regarding inspection of village by-laws</i>
<b>17.5 Does the operator have other rules for the village.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes: Rules may be made available on request  <ul style="list-style-type: none"> <li>• <b>The Constitution of the Renaissance Victoria Point Residents Committee</b></li> </ul> <b>And</b> <ul style="list-style-type: none"> <li>• <b>The Constitution and Rules of the Renaissance Victoria Point Residents' Association Inc</b></li> </ul> <b>Copies of these documents are available upon request.</b>
<b>Resident input</b>	

<p><b>17.6 Does the village have a residents committee established under the <i>Retirement Villages Act 1999</i>?</b></p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><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></p> <p><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></p>
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**Part 18 – Accreditation**

<p><b>18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?</b></p>	<p><input checked="" type="checkbox"/> No, village is not accredited</p> <p><input type="checkbox"/> Yes, village is voluntarily accredited through:  <i>[specify]</i>.....  .....</p>
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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**

<p><b>19.1 Does the village maintain a waiting list for entry?</b></p> <p>If yes,</p> <ul style="list-style-type: none"> <li>what is the fee to join the waiting list</li> </ul>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p><input checked="" type="checkbox"/> No fee</p>
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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).**

*[Note: Mark which applies with an X]*

- 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](http://www.hpw.qld.gov.au)

### General Information

General information and fact sheets on retirement villages: [www.qld.gov.au/retirementvillages](http://www.qld.gov.au/retirementvillages)

For more information on retirement villages and other seniors living options:

[www.qld.gov.au/seniorsliving](http://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](mailto:regulatoryservices@hpw.qld.gov.au)

Website: [www.hpw.qld.gov.au/housing](http://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](mailto:caxton@caxton.org.au)

Website: [www.caxton.org.au](http://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](http://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](mailto:caxton@caxton.org.au)

Website: [Error! Hyperlink reference not valid. https://caxton.org.au](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](mailto:info@qls.com.au)

Website: [www.qls.com.au](http://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](mailto:enquiries@qcat.qld.gov.au)

Website: [www.qcat.qld.gov.au](http://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](http://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/](http://www.livablehousingaustralia.org.au/)