

## Village Comparison Document

*Retirement Villages Act 1999 (Section 74)*

This form is effective from 1 February 2019

ABN: 86 504 771 740



Name of village: Palmview Village

### Important information for the prospective resident

- The Village Comparison Document gives general information about the retirement village accommodation, facilities and services, including the general costs of moving into, living in and leaving the retirement village. This makes it easier for you to compare retirement villages.
- The *Retirement Villages Act 1999* requires a retirement village scheme operator to:
  - provide a copy of the Village Comparison Document to a prospective resident of the retirement village within seven days of receiving a request
  - include a copy of the Village Comparison Document with any promotional material given to a person, other than through a general distribution (e.g. mail-out)
  - publish the Village Comparison Document on the village's website so that the document, or a link to it appears prominently on each page of the website that contains, or has a link to, marketing material for the village
- You can access a copy of this Village Comparison Document on the village website at [www.palmviewvillage.com.au](http://www.palmviewvillage.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 15 March 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

<b>1.1 Retirement village location</b>	Retirement Village Name - Palmview Village Street Address - 9 Bradford Street Suburb - North Mackay      State - QLD      Post Code - 4740
<b>1.2 Owner of the land on which the retirement village scheme is located</b>	Name of land owner - Palmview Village Pty Ltd Australian Company Number (ACN) - 099 096 287 Address - PO Box 10057 Suburb - MOUNT PLEASANT      State - QLD      Post Code - 4740
<b>1.3 Village operator</b>	Name of entity that operates the retirement village (scheme operator) Palmview Village Pty Ltd Australian Company Number (ACN) - 099 096 287 Address - PO Box 10057 Suburb - MOUNT PLEASANT      State - QLD      Post Code - 4740 Date entity became operator - 19/12/2001
<b>1.4 Village management and onsite availability</b>	Name of village management entity and contact details - Palmview Village Pty Ltd Australian Company Number (ACN) - 099 096 287 Phone - (07) 49421 000      Email - <a href="mailto:manager@palmviewvillage.com.au">manager@palmviewvillage.com.au</a>

	<p>An onsite manager (or representative) is available to residents:</p> <p><input checked="" type="checkbox"/> Full time</p> <p><input type="checkbox"/> Part time</p> <p><input type="checkbox"/> By appointment only</p> <p><input type="checkbox"/> None available</p> <p><input type="checkbox"/> Other .....</p> <p>Onsite availability includes:</p> <p>Weekdays: The onsite manager is available from 8.00am - 5.00pm and the caretaker is available from 5.00pm – 8.00am.</p> <p>Weekends: The caretaker is available from 5.00pm on Fridays – 8.00am on Mondays.</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?</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><b>Part 2 – Age limits</b></p>	
<p><b>2.1 What age limits apply to residents in this village?</b></p>	<p>Applicants for residence in the Village must be 55 years or over or, in the case of a joint application, at least one applicant must be 55 years or over.</p>
<p><b>ACCOMMODATION, FACILITIES AND SERVICES</b></p>	
<p><b>Part 3 – Accommodation units: Nature of ownership or tenure</b></p>	
<p><b>3.1 Resident ownership or tenure of the units in the village is:</b></p>	<p><input type="checkbox"/> Freehold (owner resident)</p> <p><input checked="" type="checkbox"/> Lease (non-owner resident)</p> <p><input type="checkbox"/> Licence (non-owner resident)</p> <p><input type="checkbox"/> Share in company title entity (non-owner resident)</p> <p><input type="checkbox"/> Unit in unit trust (non-owner resident)</p> <p><input type="checkbox"/> Rental (non-owner resident)</p> <p><input type="checkbox"/> Other .....</p>

## Accommodation types

<b>3.2 Number of units by accommodation type and tenure</b>	There are 204 units in the village, comprising 204 single story units; 0 units in multi-story building with 0 levels			
Accommodation unit	Freehold	Leasehold	Licence	Other : Caretaker unit & studio unit
Independent living units				
- Studio				1
- One bedroom				
- Two bedroom		136		1
- Three bedroom		66		
Serviced units				
- Studio				
- One bedroom				
- Two bedroom				
- Three bedroom				
Other [specify]				
Total number of units		202		2

## Access and design

<b>3.3 What disability access and design features do the units and the village contain?</b>	<p><input checked="" type="checkbox"/> Level access from the street into and between all areas of the unit (i.e. no external or internal steps or stairs) in <input checked="" type="checkbox"/> all</p> <p><input type="checkbox"/> Alternatively, a ramp, elevator or lift allows entry into <input type="checkbox"/> all <input type="checkbox"/> some units</p> <p><input checked="" type="checkbox"/> Step-free (hobless) shower in <input checked="" type="checkbox"/> some units</p> <p><input checked="" type="checkbox"/> Width of doorways allow for wheelchair access in <input checked="" type="checkbox"/> some units</p> <p><input checked="" type="checkbox"/> Toilet is accessible in a wheelchair in <input checked="" type="checkbox"/> some units</p> <p><input checked="" type="checkbox"/> Other key features in the units or village that cater for people with disability or assist residents to age in place: Community facilities are all on one level and have toilets that are accessible in a wheelchair or while using mobility aids.</p> <p><input type="checkbox"/> None</p>
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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"/> All units with own garage or carport attached or adjacent to the unit <input checked="" type="checkbox"/> General car parking for residents in the village <input checked="" type="checkbox"/> Other parking e.g. caravan or boat: There is a lock-up caravan yard available for Residents. Rental of a space is available at a very competitive rate. <input checked="" type="checkbox"/> One unit with no car parking for residents
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<b>4.2 Is parking in the village available for visitors?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes, parking restrictions include	Visitors are encouraged to park on the driveways of the Units that they are visiting or at the Community Centre.

**Part 5 – Planning and development**

<b>5.1 Is construction or development of the village complete?</b>	Year village construction started - 2002. <input checked="" type="checkbox"/> Fully developed / completed <input type="checkbox"/> Partially developed / completed <input type="checkbox"/> Construction yet to commence
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<b>5.2 Construction, development applications and development approvals</b> 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> ..... ..... ..... .....
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<b>5.3 Redevelopment plan under the Retirement Villages Act 1999</b>	Is there an approved redevelopment plan for the village under the <i>Retirement Villages Act</i> ? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  <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</i>
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*the residents of the village (by a special resolution at a residents meeting) or by the Department of Housing and Public Works.*

**Note:** see notice at end of document regarding inspection of the development approval documents.

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

<p><b>6.1 The following facilities are currently available to residents:</b></p>	<input checked="" type="checkbox"/> Activities or games room <input type="checkbox"/> Arts and crafts room <input type="checkbox"/> Auditorium <input checked="" type="checkbox"/> BBQ area outdoors <input checked="" type="checkbox"/> Billiards room <input checked="" type="checkbox"/> Bowling green [outdoors] <input checked="" type="checkbox"/> Business centre (e.g. computers, printers, internet access) <input type="checkbox"/> Chapel / prayer room <input type="checkbox"/> Communal laundries <input checked="" type="checkbox"/> Community room or centre <input type="checkbox"/> Dining room <input checked="" type="checkbox"/> Gardens <input type="checkbox"/> Gym <input type="checkbox"/> Hairdressing or beauty room <input checked="" type="checkbox"/> Library	<input type="checkbox"/> Medical consultation room <input type="checkbox"/> Restaurant <input type="checkbox"/> Shop <input checked="" type="checkbox"/> Swimming pool [outdoor] [solar heated] <input type="checkbox"/> Separate lounge in community centre <input type="checkbox"/> Spa [indoor / outdoor] [heated / not heated] <input checked="" type="checkbox"/> Storage area for boats / caravans <input type="checkbox"/> Tennis court [full/half] <input type="checkbox"/> Village bus or transport <input type="checkbox"/> Workshop <input checked="" type="checkbox"/> Other: - Emergency call access facilities
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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).

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<p><b>6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?</b></p>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**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)?

- Management and administration;
- Gardening and minor maintenance;
- Recreation or entertainment facilities;
- Other services:
  - (a) All rates, taxes (including land tax and GST) and charges of any public, municipal, government or semi government body, authority or department levied, assessed or charged in respect to the village or the land used for the purposes of the village;
  - (b) All insurance premiums and insurance excesses payable by the operator in respect to the village and the buildings in the village together with their fittings and fixtures and in respect to public liability, workers compensation, professional indemnity insurance and such other risks as the operator deems necessary or desirable;
  - (c) The cost of all services including all charges for electricity, power, fuel, water, telephone, swimming pool maintenance, air conditioning, heating, sewerage and garbage services or other services furnished or supplied for the general purpose or benefit of the village;
  - (d) The cost of all services and facilities provided by the operator for the general use and enjoyment of the residents and visitors to the village including the cost of cleaning, servicing and maintaining the common property and all other services and facilities provided by the operator;
  - (e) All costs in relation to the day to day maintenance, renovation, upkeep and cleaning of the village and its buildings including the costs of gardening and landscaping;
  - (f) All reasonable management, control and security costs in connection with the village including but not limited to, management fees, salaries, wages, superannuation, workers compensation insurance premiums, accountancy fees, legal fees and any interest paid on any overdraft related to the operation of the village;
  - (g) The costs of any auditor engaged for the purposes of the Act or otherwise;
  - (h) All costs in relation to the operator complying with the requirements of any government or statutory authority concerning the operation and management of the village;

	<p>(i) The costs of maintaining, monitoring and responding to the residents emergency alarm system;</p> <p>(j) All costs of or incidental to the operator having to resolve disputes between residents;</p> <p>(k) Any items of expenditure carried forward from any previous accounting period;</p> <p>(l) Such other costs and charges as are permitted by the Act.</p>
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<b>7.2 Are optional personal services provided or made available to residents on a user-pays basis?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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<b>7.3 Does the retirement village operator provide government funded home care services under the <i>Aged Care Act 1997 (Cwth)</i>?</b>	<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</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**

<b>8.1 Does the village have a security system?</b> If yes: <ul style="list-style-type: none"> <li>the security system details are:</li> </ul> the security system is monitored between:	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>There is an afterhours alarm in the Community Centre and Administration Offices that when activated send a signal to the service providers Call Centre. The Call Centre then contacts the After Hours On-site Caretaker and/or the Village Manager.</p> <p>Between 8pm and 8am seven days per week.</p>
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**8.2 Does the village have an emergency help system?**

Yes - all residents       Optional       No

If yes or optional:  
 • the emergency help system details are:

the emergency help system is monitored between:

All units and common facilities are fitted with an emergency buzzer which, when activated, sends a signal to the Administration Office during office hours 8:00am – 5:00pm and the After Hours On Site Caretaker after hours. Village Staff or the After Hours On Site Caretaker' will then respond to the location of the emergency buzzer.

24 hours per day, 7 days per week.

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

Yes     No

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

First Aid Kits

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.*

<b>9.1 What is the estimated ingoing contribution (sale price) range for all types of units in the village</b>	<b>Accommodation Unit</b>	<b>Range of ingoing contribution</b>
		Independent living units
	- Studio	\$ ..... to \$.....
	- One bedroom	\$ ..... to \$.....
	- Two bedrooms	\$250,000 to \$340,000
	- Three bedrooms	\$370,000 to \$550,000
	Serviced units	
	- Studio	\$ ..... to \$.....
	- One bedroom	\$ ..... to \$.....
	- Two bedrooms	\$ ..... to \$.....
	- Three bedrooms	\$ ..... to \$.....
	Other	\$ ..... to \$.....
	<b>Full range of ingoing contributions for all unit types</b>	\$250,000 to \$550,000

<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?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  Residents must pay an ingoing contribution to the operator as a loan in consideration for the operator granting the resident a lease of the unit. The operator will repay the ingoing contribution to the resident at the end of the lease, less any exit fees (as set out in Parts 11 and 14)
<b>9.3 What other entry costs do residents need to pay?</b>	<input type="checkbox"/> Transfer or stamp duty <input checked="" type="checkbox"/> Costs related to your residence contract <input type="checkbox"/> Costs related to any other contract e.g. .... <input type="checkbox"/> Advance payment of General Services Charge  <input type="checkbox"/> Other 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	\$91.75	\$15.56

**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 -)
FY20	\$90.90	+0.94%	\$15.26	+2.07%
FY19	\$90.05	+13.35%	\$14.95	-1.44%
FY18	\$79.45	-1.2%	\$15.16	+10.4%

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<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 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 type="checkbox"/> Other .....</p>
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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 checked="" type="checkbox"/> Unit fixtures</p> <p><input checked="" type="checkbox"/> Unit fittings</p> <p><input checked="" type="checkbox"/> Unit appliances</p> <p><input type="checkbox"/> None</p> <p>Additional information : Maintenance and replacement of air-conditioning systems are the responsibility of the Residents.</p> <p>If the unit has a timber deck, the resident must repaint or pay the operator to repaint the deck at least once during each year of occupation of the unit.</p>
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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> <p>The majority of repairs and maintenance are paid from the maintenance reserve fund. Any repairs or maintenance required are reported to the Administration Office and then assessed by the Maintenance Officer to determine whether the cost of the repairs is properly payable from the maintenance reserve fund.</p> <p>If the repair or maintenance is the responsibility of the Resident under the terms of the lease then the Administration Office will offer to assist the Resident to arrange for the work to be done with the operator's preferred contractor (if Palmview has one for the type of work required) and the Resident deals directly with the contractor in relation to payment.</p> <p>If the cost of the repair or maintenance is payable from the maintenance reserve fund, the Maintenance Officer makes all arrangements for the work to be done.</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).*

<p><b>11.1 Do residents pay an exit fee when they permanently leave their unit?</b></p>	<p><input checked="" type="checkbox"/> Yes – all residents pay an exit fee calculated using the same formula</p> <p><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</p> <p><input type="checkbox"/> No exit fee</p> <p><input type="checkbox"/> Other</p>
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**Exit Fee calculated based on ingoing contribution (Non-capital appreciation)**

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on
1 year	6% of your ingoing contribution
2 years	12% of your ingoing contribution
3 years	17% of your ingoing contribution
4 years	23% of your ingoing contribution
5 years	28% of your ingoing contribution
6 years	31% of your ingoing contribution
7 years or more	34% 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 34% of your ingoing contribution after 7 years of residence.

The minimum exit fee is: 6% of your ingoing contribution x 1/365 or 1/366 in a leap year.

**11.2 What other exit costs do residents need to pay or contribute to?**

- Sale costs for the unit
- Legal costs
- Other costs .....

**Part 12 – Reinstatement and renovation of the unit**

**12.1 Is the resident responsible for reinstatement of the unit when they leave the unit?**

- Yes    No

*Reinstatement work means replacements or repairs that are reasonably necessary to return the unit to the same condition it was in when the resident started occupation, apart from:*

- *fair wear and tear; and*
- *renovations and other changes to the condition of the unit carried out with agreement of the resident and operator.*

*Fair wear and tear includes a reasonable amount of wear and tear associated with the use of items commonly used in a retirement village. However, a resident is responsible for the cost of replacing a capital item of the retirement village if the resident deliberately damages the item or causes accelerated wear.*

	Entry and exit inspections and reports are undertaken by the operator and resident to assess the condition of the unit.
<b>12.2 Is the resident responsible for renovation of the unit when they leave the unit?</b>	<input checked="" type="checkbox"/> No <i>Renovation means replacements or repairs other than reinstatement work.</i>  By law, the operator is responsible for the cost of any renovation work on a former resident's unit, unless the residence contract provides for the resident to share in the capital gain on the sale of the resident's interest in the unit. Renovation costs are shared between the former resident and operator in the same proportion as any capital gain is to be shared under the residence contract.

### Part 13– Capital gain or losses

<b>13.1 When the resident's interest or right to reside in the unit is sold, does the resident share in the capital <i>gain</i> or capital <i>loss</i> on the resale of their unit?</b>	<input checked="" type="checkbox"/> No
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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.*

<b>14.1 How is the exit entitlement which the operator will pay the resident worked out?</b>	The exit entitlement is the amount that is equal to the ingoing contribution paid by the resident LESS: <ul style="list-style-type: none"> <li>○ the exit fee;</li> <li>○ any outstanding personal or general services;</li> <li>○ any outstanding maintenance reserve fund contributions;</li> <li>○ the cost of any reinstatement work payable by the resident;</li> <li>○ any share of the exit costs payable by the resident;</li> <li>○ any costs associated with the removal and storage of your contents;</li> <li>○ any interest owed on overdue monies;</li> <li>○ the operator's legal costs in relation to the termination of the lease; and</li> <li>○ any other monies payable by the resident under the resident's lease or the Act.</li> </ul>
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<p><b>14.2 When is the exit entitlement payable?</b></p>	<p>By law, the operator must pay the exit entitlement to a former resident on or before the <b>earliest</b> of the following days:</p> <ul style="list-style-type: none"> <li>• the day stated in the residence contract <ul style="list-style-type: none"> <li>➤ no date is stated in the residence contract</li> </ul> </li> <li>• 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator</li> <li>• 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).</li> </ul> <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>
<p><b>14.3 What is the turnover of units for sale in the village?</b></p>	<p><b>17</b> accommodation units were vacant as at the end of the last financial year</p> <p><b>6</b> accommodation units were resold during the last financial year</p> <p><b>15</b> months was the average length of time to sell a unit over the last three financial years</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>Total general service charges collected for the financial year</p>	<p>Change from previous year</p>
	<p>FY2020</p>	<p>\$16,765.73</p>	<p>\$968,994</p>	<p>+86.70%</p>
	<p>FY2019</p>	<p>\$8,979.96</p>	<p>\$959,933</p>	<p>-121.72%</p>
	<p>FY2018</p>	<p>-\$41,342.65</p>	<p>\$846,937</p>	<p>-393.28%</p>
	<p>Balance of <b>General Services Charges Fund</b> for last financial year <i>OR</i> last quarter if no full financial year available</p>			<p>\$34,982.09</p>
<p>Balance of <b>Maintenance Reserve Fund</b> for last financial year <i>OR</i> last quarter if no full financial year available</p>			<p>\$123,143.28</p>	

	<p>Balance of <b>Capital Replacement Fund</b> for the last financial year <i>OR</i> last quarter if no full financial year available</p> <p>Percentage of a resident ingoing contribution applied to the Capital Replacement Fund</p> <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>\$99,889.24</p> <p>.....%</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>Contents of the unit owned by the resident and any other personal items the resident chooses to insure.</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 or a settling in period in the village?</b></p> <p>If yes: provide details including, length of period, relevant time frames and any costs or conditions</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Residents are offered a nine (9) month trial period which begins on the day they move into the village. Residents may terminate their lease during the trial period by giving not less than fourteen (14) days written notice.</p> <p>If the lease is terminated during the trial period, residents must pay:</p> <ul style="list-style-type: none"> <li>○ rent for the period during which they lived in the village at the rate agreed when they move into the village</li> <li>○ the reasonable costs incurred by the operator in making any alterations or additions to the unit at the residents' request; and</li> <li>○ an administration fee of \$500</li> <li>○ the cost of any repairs for damage to the unit in excess of fair wear and tear.</li> </ul>
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	<p>These payments are in addition to the general services charge and maintenance reserve fund contribution which the residents pay while living in the village and are deducted from the ingoing contribution paid by the resident before it is repaid.</p>
<b>Pets</b>	
<p><b>17.2 Are residents allowed to keep pets?</b></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 must not keep any animal or bird in the accommodation unit, or elsewhere in the village, without the prior written consent of the operator.</p> <p>If residents want to keep a pet in the village, residents must apply for permission to do so on the required form, which is available from the village office.</p> <p>Residents agree to comply with the provisions of any pet policy the operator has in place from time to time, a copy of which is available from the village office upon request.</p> <p>The operator, in its absolute discretion, may revoke its consent to a resident keeping a pet at any time if the resident is no longer able to manage the pet or if the resident fails to comply with the terms and conditions imposed by the operator.</p>
<b>Visitors</b>	
<p><b>17.3 Are there restrictions on visitors staying with residents or visiting?</b></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>Except for temporary visits of one (1) month, residents must not permit any other person to occupy their unit without the prior written consent of the operator which may be given on such terms as the operator thinks fit and withdrawn at any time.</p> <p>Residents must continue living in the unit at all times when visitors are staying in their unit.</p> <p>Residents must ensure that all visitors comply with the conditions as stated in Palmview Guidelines, a copy of which is available from the village office upon request.</p>
<b>Village by-laws and village rules</b>	
<p><b>17.4 Does the village have village by-laws?</b></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>
<p><b>17.5 Does the operator have other rules for the village.</b></p>	<p><input checked="" type="checkbox"/> Yes   <input type="checkbox"/> No</p> <p>If yes: Rules may be made available on request</p>



	The rules are known as the 'Palmview Village Guidelines' and set out the standards and principles that residents and the operator follow to ensure that all residents are able to participate in life within the village community.
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**Resident input**

<b>17.6 Does the village have a residents committee established under the Retirement Villages Act 1999?</b>	<input checked="" type="checkbox"/> Yes <input 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. 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**

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

<b>19.1 Does the village maintain a waiting list for entry?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes, • what is the fee to join the waiting list?	<input checked="" type="checkbox"/> No fee

## 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](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: <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/)