

# The Lakes Residential Retirement Village

## Frequently Asked Questions

*Moving home is always a major event and moving into a Retirement Village is no exception. Residents move into retirement villages for a whole range of reasons including peace of mind, a sense of community and a “lower maintenance lifestyle”. Naturally, there is a lot you will want to know about the Lakes Retirement Village (the Scheme Operator). Here are answers to some of the questions people often ask us.*

### Is the Village Accommodation Unit registered in my name?

The Scheme Operator grants to the resident the exclusive right to reside in the Accommodation Unit by way of a ‘licence to occupy’ with the added advantage of not having to pay stamp duty, as in a freehold title.

### Is there a General Services Charge or recurrent charges?

Residents pay a weekly fee, which covers the costs associated with the day-to-day running and maintenance of the Village. These costs are apportioned to each Accommodation Unit on an “equal share” basis by way of a charge known as the General Services Charge. Fees are set as at the 1<sup>st</sup> July annually.

Current Fee rates as of July 2023:

- General Service Fund - \$98.56 per week
- Maintenance Reserve Fund - \$24.50 per week

All electricity costs are included in the General Service Fund fees. Electrical costs for running a fridge and washing machine are absorbed in this cost. Extra white goods (e.g., second fridge, a deepfreeze and clothes dryer) and air conditioner incur a fee of:

- 1 extra White Good - \$3.50 per week
- 2 extra White Goods - \$7.00 per week
- 3 extra White Goods - \$10.50 per week

Queensland Government Energy Rebate discount is applicable to residents who hold a Pension, Seniors or Commonwealth Health Care Card. For Residents who are not eligible for the energy rebate, a separate charge will be incurred.

### Are there circumstances in which I am able to move into my new unit in the Lakes Retirement Village prior to settlement?

Contracts and Ingoing contribution must be finalised before entry into the village.

### I need to sell my current home in order to purchase my new unit, but I have not had to sell property or deal with real estate agents for many years and don't know where to start. Is Warrina Innisfail able to assist me in this process?

Warrina Innisfail stays independent from any sales process prior to entry into the Village.

### Do I have to join in the Village's social events?

We understand not everyone has the same capacity, needs and desires to join in social events within the village. You are always free to choose how much or how little - if at all - you wish to participate.

### Do I have to use the Warrina Innisfail's Aged Care provider services, or can I retain my current Care Provider arrangements?

As the Lakes Retirement Village is independent living, Warrina Innisfail does not offer any home support services. It is your right to have a Home Service Provider of your choice and you are entitled to continue to use the same home care services or family support you are currently using.

### Can I get transport to the Doctor or Specialist appointments?

There is a local bus service operating with a bus shelter in front of the village. A bus timetable is available on request.

### Can my personal Doctor visit me in the Village?

The Lakes Retirement Village is not a residential nursing home. Your unit is your private residence and arrangements for a home visit is between yourself and your doctor.

### Can my family still assist me with my medical requirements?

We strongly encourage the continued involvement of family and carers in all facets of your life, particularly if your family's assistance with your medical management is important to you. If there is any change in your condition or medication requirements, we would ask you or your family to inform the Village Manager so we are able to assist should an emergency situation arise.

### Can I make alterations to my property?

Minor internal alterations and improvements can be made with the written consent of management. However, when the contract is terminated, the right is reserved to restore the property to its original condition at the expense of the outgoing Resident.

### How is Garbage Collection managed?

Each duplex is allocated one Dry and one Wet Waste Bin. Waste is collected early Tuesday morning. Wheelie bins are to be taken out to Emily Street on Monday afternoon. If you require assistance, maintenance/grounds person can be notified to collect and return bin for you.

### Can I continue to garden whilst living in the Village?

We encourage residents who have a love of gardening to participate under the guidance of the grounds person in caring for the gardens and grounds within the village. Individual vegetable gardens may also be planted. Please discuss your preferences with management.

### Can visitors stay in my home?

This is your home - to live in as you always have. We ask you to notify management of any visitors intending to stay overnight or for a period of up to three weeks. Where the intended visitor is under the age of eighteen years of age, the prior approval of the Scheme Operator is required.

In the event that the Resident intends for a visitor to stay for a period in excess of three weeks the Resident shall seek the prior written approval of the Scheme Operator. The Resident shall ensure visitors comply with the rules of the Village and shall not interfere with the rights and enjoyment of other Residents at the Village.

How is the resale price of my home decided?

The Scheme Operator will have the right of controlling the sale of the Resident's right to reside in the Accommodation Unit.

What do I or my estate get back when I leave the Village?

When you leave the Lakes Retirement Village your unit will be placed for resale. When sold, you will receive an Exit Entitlement dependent on the length of stay within the village.

The Exit Entitlement shall be calculated as a percentage of the Ingoing Contribution paid by the Resident depending on the period of time that has elapsed from the Commencement Date to the Termination Date.

The percentage of the Ingoing Contribution payable by the Resident as an Exit Fee is as follows:

<b>Year</b>	<b>Time Elapsed</b>	<b>Exit Fee (% of the Ingoing Contribution)</b>
0 - 1	Less than 1 year	10% for the first year calculated daily
1	1 year or more but less than 2 Years	10% for the first year plus 10% per annum calculated daily during the 2 <sup>nd</sup> year
2	2 years or more but less than 3 years	20% for the first 2 years plus 10% per annum calculated daily during the 3 <sup>rd</sup> year
3	3 years or more but less than 4 Years	30% for the first 3 years plus 5% per annum calculated daily during the 4 <sup>th</sup> year
4	4 years or more	35% (maximum Exit Fee)

Further conditions are outlined in our Public Information Document.

***We strongly recommend you always seek independent professional legal and financial advice before deciding to purchase a unit.***

Will we receive a financial statement of the Villages expenditure?

Legislation requires management to provide residents with financial statements showing income and expenditure in relation to services and upkeep of the Village.

Does the Village have a Resident's Committee?

At present Residents have chosen not to operate within the structure of a Residents' Committee. Management holds meetings with Residents every third month.

### How does the emergency system work?

The Lakes Retirement Village operates a 24-hour Emergency Response System utilising the Tunstall Emergency Response, which includes an alarm unit and alarm pendant. If you require assistance, the operator will contact the emergency services and your nominated family / friend to attend depending on your needs.

### Can I bring a pet or have a new one?

We welcome pets such as fish and caged birds. Dogs and cats are not permitted to permanently reside within the Accommodation Units but are permitted if accompanied by a visitor or are being cared for on a temporary basis by a resident for a period of no longer than seven days unless prior approval in writing from the Manager is obtained.

### Can you provide care for people with Dementia?

The Lakes Retirement Village consists of independent living units. All residents may continue to live within the Village until such time that they cannot live safely or securely or the Scheme Operator and a person who has assessed the Resident's care needs under the Aged Care Act 1997 reasonably believes the Resident's type of accommodation is now unsuitable for the Resident.

### What is the average age of Residents?

The current average age is 82 years. Residents may enter a Retirement Village from 65 years of age.

### What if our needs change after we move in?

Residents may organise assistance to meet changing needs and continue to reside in their unit until such time they cannot live safely or securely.

### Can you provide short term care or "respite" services?

The Lakes Retirement Village is bound by State Government legislation. Warrina Innisfail Aged Care is governed by Federal Government requirements. Residents would need to be ACAT (Aged Care Assessment Team) assessed and application made to Warrina Innisfail for respite care.