Retirement Villages Form 3

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: North Lakes Resort

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://levande.com.au/community/north-lakes/for-sale/
- 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 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 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 October 2026 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

1.1 Retirement village location	Retirement Village Name: North Lakes Resort Street Address: 60 Endeavour Boulevard Suburb: North Lakes State: Queensland Post Code:4509
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner: *Accommodation units:* owned by Australian Retirement Services No. 1 Pty Ltd. *Common property:* owned by the owners of the accommodation unit lots, as tenants in common, in shares proportionate to the interest schedule lot entitlements of their respective lots (at the date of this document, all accommodation unit lots are owned by Australian Retirement Services No. 1 Pty Ltd). Details for Australian Retirement Services No. 1 Pty Ltd (owned of the accommodation unit lots): Australian Company Number (ACN): 068 408 051 Address: Level 18, 9 Castlereagh Street Suburb: Sydney State: New South Wales Post Code: 2000
1.3 Village operator	Name of entity that operates the retirement village (scheme operator): Australian Retirement Services No. 1 Pty Ltd Australian Company Number (ACN): 068 408 051 Address: Level 18, 9 Castlereagh Street Suburb: Sydney State: New South Wales Post Code: 2000 Date entity became operator: March 2007
1.4 Village management and onsite availability	Name of village management entity and contact details: Australian Retirement Services No. 1 Pty Ltd

	Australian Company Number (ACN): 068 408 051 Phone: (07) 3482 5201 Email: nlrr@levande.com.au An onsite manager (or representative) is available to residents: ☒ Full time ☐ Part time ☐ By appointment only ☐ None available ☐ Other…… Onsite availability includes: Weekdays: Monday to Friday 8am to 4pm Weekends: N/A
1.5 Approved closure plan or transition plan for the retirement village	Is there an approved transition plan for the village? ☐ Yes ☒ No *A written transition plan approved by the Department of Communities, Housing and Digital Economy is required when an existing operator is transitioning control of the retirement village scheme's operation to a new operator.* Is there an approved closure plan for the village? ☐ Yes ☒ No *A written closure plan approved by the residents of the village (by a special resolution at a residents meeting) or by the Department of Communities, Housing and Digital Economy is required if an operator is closing a retirement village scheme. This includes winding down or stopping to operate the village, even temporarily.*
1.6 Statutory Charge over retirement village land.	*Tenure in a leasehold or freehold scheme is secured by the registration of your interest on the certificate of title for the property. There is no statutory charge registered over leasehold schemes and freehold schemes.* *In relation to licence schemes, a statutory charge over the land is normally registered on the certificate of title by the chief executive of the department administering the Act. It there is no statutory charge registered on a licence scheme, which may be the case for some religious, charitable or community purpose organisations, you should check if the security of tenure offered meets your requirements.* Is a statutory charge registered on the certificate of title for the retirement village land? ☐ Yes ☒ No If yes, provide details of the registered statutory charge
Part 2 – Age limits	

2.1 What age limits apply to residents in this village?	Single occupants must be at least 65 or over. For multiple occupants, both must be at least 65.

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

Accommodation types

3.2 Number of units by accommodation type and tenure	There are 355 units in the village**,** comprising 269 single story units; 86 units in multi-story building with 4 levels **Note from the Scheme Operator:** Existing residents at the Village hold either leasehold or licence agreements. The Scheme Operator's current policy is to offer licence agreements only to incoming residents.

Accommodation unit	**Freehold**	**Leasehold**	**Licence**	**Other**
Independent living units				
- Studio				
- One bedroom				
- Two bedroom		204	18	
- Three bedroom				
Serviced units				
- Studio				
- One bedroom		19	8	
- Two bedroom				
- Three bedroom				
Other - One bedroom plus study		92	14	
- Courtesy Serviced Apartment				
- Two bedrooms plus study				

	Total number of units		315	40	

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 ☒ Width of doorways allow for wheelchair access in ☒ all ☐ some units ☐ Toilet is accessible in a wheelchair in ☐ all ☐ some units ☐ Other key features in the units or village that cater for people with disability or assist residents to age in place …… ☐ None

Part 4 – Parking for residents and visitors

4.1 What car parking in the village is available for residents?	☒ Some units [villas] with own garage or carport attached or adjacent to the unit ☐ All / Some [unit type] units with own garage or carport separate from the unit ☐ All / Some [unit type] units with own car park space adjacent to the unit ☒ Some [condominiums] units with own car park space separate from the unit ☐ General car parking for residents in the village ☒ Other parking e.g. caravan or boat - Recreational vehicle (RV) parking ☒ Some units [serviced apartments] units with no car parking for residents ☐ No car parking for residents in the village Restrictions on resident's car parking include: Residents must not park on common property.
4.2 Is parking in the village available for visitors? If yes, parking restrictions include:	☒ Yes ☐ No Visitors must only park in designated parking bays or as otherwise designated by scheme operator.

Part 5 – Planning and development

5.1 Is construction or development of the village complete?	Year village construction started 2003 ☒ Fully developed / completed ☐ Partially developed / completed ☐ Construction yet to commence
5.2 Construction, development applications and development approvals 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 *Planning Act 2016* Not applicable
5.3 Redevelopment plan under the *Retirement Villages Act 1999* Is there an approved redevelopment plan for the village under the *Retirement Villages Act*? ☐ Yes ☒ No *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 Communities, Housing and Digital Economy.* **Note:** see notice at end of document regarding inspection of the development approval documents.

Part 6 – Facilities onsite at the village		
6.1 The following facilities are currently available to residents:	☒ Activities or games room ☒ Arts and crafts room ☒ Auditorium ☒ BBQ area outdoors ☒ Billiards room ☒ Bowling green [outdoor] ☐ Business centre (e.g. computers, printers, internet access) ☐ Chapel / prayer room ☒ Communal laundries	☒ Medical consultation room ☐ Restaurant ☒ Shop ☒ Swimming pool [indoor] [heated] ☒ Separate lounge in community centre ☒ Spa [outdoor] [heated] ☒ Storage area for boats / caravans ☐ Tennis court [full/half] ☒ Village bus or transport

	☒ Community room or centre ☒ Dining room ☒ Gardens ☒ Gym ☒ Hairdressing or beauty room ☒ Library	☒ Workshop ☒ Other • utility room • nurses office • putt-putt golf • croquet • cafe • bar • hobby garden • hothouse
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). **Serviced apartments** The serviced apartment complex is available to residents of serviced apartments only and includes the following facilities: • day lounge on each level; • lift access to all floors • assisted bathroom • fully equipped residents' laundry • access to dining room with full table service • tiled terraces to all apartments.		
6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?	☐ Yes ☒ No	
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' provided to all residents are: • Operating the village for the benefit and enjoyment of residents. • Providing, operating and managing the communal areas and facilities. • Gardening and landscaping. • Managing security at the village.	

	• Maintaining the security system, emergency help system and/or safety equipment (if any). • Maintaining fire-fighting and protection equipment. • Maintaining and updating safety and emergency procedures for the village. • Cleaning, maintenance, repairs and replacements for the communal areas and facilities. • Maintenance, repairs and replacements for units (except where this is a resident's responsibility). • Monitoring and eradicating pests (except where this is a resident's responsibility). • Engaging necessary staff and contractors, which may include a village manager, cleaning and maintenance personnel, security personnel and/or relief personnel. • Arranging for administrative, secretarial, book-keeping, accounting and legal services. • Maintaining licences required in relation to the village. • Paying operating costs for the village. • Maintaining insurances relating to the village that are required by the *Retirement Villages Act 1999* (the **Act**), contemplated by a residence contract or that the scheme operator otherwise deems appropriate. • Complying with the Act. • Any other general service funded via a general services charges budget for a financial year.
7.2 Are optional personal services provided or made available to residents on a user-pays basis?	☒ Yes ☒ No The following personal services may be available on a user pays basis: • meal delivery to unit; • private maintenance/handyman; • private garden maintenance; • parking of a recreational vehicle; • charge electric scooters in common areas. For details of fees, please contact the scheme operator. ***Note from the scheme operator:*** *Residents of serviced apartments must pay a Serviced Apartments Fee for additional services provided to them. Details of that charge are available from the scheme operator on request or in a Form 4 Prospective Costs Document provided to you by the scheme operator.*
7.3 Does the retirement village operator provide government funded home care services under the *Aged Care Act 1997 (Cwth)*?	☐ Yes, the operator is an Approved Provider of home care under the *Aged Care Act 1997* (Registered Accredited Care Supplier – RACS ID number ……) ☒ Yes, home care is provided in association with an Approved Provider Five Good Friends / Enrich Living Services

	☐ No, the operator does not provide home care services, residents can arrange their own home care services

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

8.1 Does the village have a security system?	☐ Yes ☒ No NOTE: Front gates close from 6:00pm to 6:00am each night and only accessible via security fob
8.2 Does the village have an emergency help system? If yes or optional: • the emergency help system details are: the emergency help system is monitored between:	☒ Yes - all residents ☐ Optional ☐ No The costs of the system are included in the General Services Charge, subject to the residence contract. Residents are provided with a pendant that can be worn and activated when emergency assistance is required. 24 hours, 7 days per week.
8.3 Does the village have equipment that provides for the safety or medical emergency of residents? If yes, list or provide details e.g. first aid kit, defibrillator	☒ Yes ☐ No Fire, first aid and emergency equipment (including 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	
- Two bedrooms	$585,000- $786,000
- Three bedrooms	$982,000
Serviced units	
- Studio	
- One bedroom	$176,000 - $217,000
- Two bedrooms	
- Three bedrooms	
Other	
- One bedroom plus study	$499,000 - $600,000
- Two bedroom plus study	$776,000 - $874,000
- Three bedroom plus study	$1,002,0000
Full range of ingoing contributions for all unit types	$176,000 - $1,002,000
Note from the scheme operator: *The above amounts exclude the Upfront Fee, which is payable in addition if you select the Pay Upfront option.*	

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?

If yes: specify or set out in a table how the contract options work e.g. pay a higher ingoing contribution and less or no exit fee.

☒ Yes ☐ No

There are 2 payment options available:

- *Pay Upfront*
- *Pay Later*

The key differences between the 2 payment options are set out below:

Payment option	Exit fee (refer Part 11)	Upfront Fee (refer Part 9.3)
Pay Upfront	Not applicable	22.5% of the Ingoing Contribution
Pay Later	For an Independent Living Unit: Maximum 35% of the Ingoing Contribution over 5 years For a Serviced Apartment: Maximum 35% of the Ingoing Contribution over 3 years	Not applicable

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
☐ Advance payment of General Services Charge

	☒ Other costs : The Upfront Fee (if you select the Pay Upfront option)

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)*
Independent Living Units	$113.53	
- Studio		$
- One bedroom		$
- Two bedrooms	$113.53	$
- Three bedrooms	$113.53	$
Serviced Units	$297.21	
- Studio		$
- One bedroom	$297.21	$
- Two bedrooms		$
- Three bedrooms		$
Other		
- One bedroom plus study		$
- Two bedroom plus study		$
All units pay a flat rate		Nil

***Note from the scheme operator**: The village comprises a community titles scheme registered under the Body Corporate and Community Management Act 1997 (Qld). Most buildings and structures located in the village (excluding the inside of accommodation units which is owned by the scheme operator) and plant machinery and equipment used in the operation of the village form part of the village common property and/or are owned by the body corporate. Some of the other capital items used in the operation of the village are, or may be, owned by the scheme operator from time to time.*
A Maintenance Reserve Fund has been established for the village under the Act, however as the Act prohibits the use of this fund for the maintenance and repair of body corporate property, the fund is currently maintained with a nominal or $0 balance at all times and there are no contributions residents are required to make to it by way of Maintenance Reserve Fund Contribution.

A Body Corporate Sinking Fund operates for maintaining, repairing and replacing the body corporate property capital items. Residents are responsible only for contributing towards the maintenance and repair of body corporate property capital items. The scheme operator is obliged to make contributions to fund the replacement of body corporate property capital items – refer below for information relating to Body Corporate Sinking Fund contributions.

Last three years of General Services Charge and Maintenance Reserve Fund contribution

Financial year	**General Services Charge** *(weekly)*	**Overall % change from previous year**	**Maintenance Reserve Fund contribution** *(weekly)*	**Overall % change from previous year** *(+ or -)*
FY25/26	$113.53	4.85%	$0	No change
FY24/25	$106.29	11.18%	$0	No change
FY23/24	$95.61	9.48%	$0	No change

Units within a community title scheme only

Body Corporate fees and contributions are payable by residents in units that are within a community title scheme only. Where the resident owns the freehold unit, the body corporate fees are payable by the resident to the body corporate. For leasehold units, the body corporate fees may be passed on under the terms of the lease with the operator.

Current weekly rates of Body Corporate fees and sinking fund

Type of Unit	**Body Corporate Administrative Fund fee** *(weekly)*	**Body Corporate Sinking Fund contribution** *(weekly)*
Independent Living Units	$0.33	$39.48
- Studio		
- One bedroom		
- Two bedrooms	$0.33	$39.48
- Three bedrooms	$0.33	$39.48
Serviced Units		
- Studio		
- One bedroom	$0.33	$39.48
- Two bedrooms		
- Three bedrooms		
Other		
- One bedroom plus study	$0.33	$39.48
- Two bedroom plus study		

***Note from the scheme operator**: The scheme operator is the sole member of Body Corporate and the Body Corporate has appointed the scheme operator as its manager and caretaking service contractor.*
The charges payable by residents under the residence contract with the scheme operator include a contribution to the Body Corporate Sinking Fund and the Body Corporate Administration Fund, in addition to the General Services Charge and the Maintenance Reserve Fund Contribution.

Last three years of Body Corporate Administrative Fund Fee and Sinking Fund contribution

Financial year	**Body Corporate Administrative Fund**	**Overall % change from**	**Sinking Fund contribution**	**Overall % change from**

	fee *(weekly)*	**previous year** *(+ or -)*	**(range)** *(weekly)*	**previous year** *(+ or -)*
FY24/25	$0	0%	$33.00	0.00%
FY23/24	$0	0%	$33.00	0.00%
FY22/23	$0	0%	$33.00	0.00%

10.2 What costs relating to the units are not covered by the General Services Charge? (residents will need to pay these costs separately)	☒ Contents insurance ☐ Home insurance (freehold units only) ☒ Electricity ☒ Gas	☐ Water ☒ Telephone ☒ Internet ☒ Pay TV ☒ Other: Contribution to the Body Corporate Sinking Fund (see 10.1 above) ☒ Other: Serviced apartments The Service apartments Fee (see 7.3 above) ☒ Other: Serviced apartments and condominiums A fair and reasonable proportion for the cost of providing hot water to the serviced apartments and the condominiums, including but not limited to, maintenance and provisions for renewal and replacement of the plant and equipment used in or about the production of hot water and its reticulation. The scheme operator can provide particulars about the current approximate cost on request.
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?	☒ Unit fixtures ☒ Unit fittings ☒ Unit appliances ☐ None ***Note from the scheme operator**: Residents are responsible for:* • *keeping the inside and outside of their unit clean and tidy (including window cleaning, cob-webbing and sweeping of verandas and paths);* • *servicing, maintaining, repairing and replacing as and when*	

	required (including where required due to fair wear and tear): o *anything forming part of the unit;* o *all wires on the common property in connection with television or wireless reception which exclusively serve the unit;* o *all drains, tubes, pipes, sewers and wires which are on, terminate in and serve the unit; and* o *any television antenna or wire aerial on the common property which exclusively serves the unit;* • *having annual pest inspections and treatments in the unit; and* • *taking care of their own property in the unit.*
10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit?	☒ Yes ☐ No Maintenance services are provided on a user pays basis. Details of charges are available from the scheme operator on request.
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	If you select the *Pay Later* option: ☒ 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 fee ☐ Other If you select the *Pay Upfront* option: ☒ No exit fee ***Pay Later option*** 7% of the ingoing contribution per year of residence, up to a maximum of 5 years (35%). ***Pay Later option – Serviced apartments*** 12.5% of the ingoing contribution per year for the first 2 years of residence, and 10% of the ingoing contribution for the 3rd year of residence, up to a maximum of 3 years (35%).

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Exit fee calculation based on: your ingoing contribution
Pay Later option – Independent living units	
1 year	7% of your ingoing contribution
2 years	14% of your ingoing contribution
3 years	21% of your ingoing contribution
4 years	28% of your ingoing contribution
5 years	35% of your ingoing contribution
10 years	35% 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 35% of the purchase price or ingoing contribution after 5 years of residence. The minimum exit fee is 7% of the purchase price or ingoing contribution x 1/365 (for 1 day of residence).	
Pay Later option – Serviced apartments	
1 year	12.5% of your ingoing contribution
2 years	25% of your ingoing contribution
3 years	35% of your ingoing contribution
4 years	35% of your ingoing contribution
5 years	35% of your ingoing contribution
10 years	35% 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 35% of the ingoing contribution after 3 years of residence. The minimum exit fee is: 12.5% of the ingoing contribution x 1/365 (for 1 day of residence).	
Pay Upfront option Not applicable.	

11.2 What other exit costs do residents	Not applicable

need to pay or contribute to?	
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.
12.2 Is the resident responsible for renovation of the unit when they leave the unit?	☒ No *Renovation means replacements or repairs other than reinstatement work.* 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	
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?	The ingoing contribution (paid to the scheme operator on entry) is repaid to the resident, less: • if the resident selected the *Pay Later* option, the exit fee (see Part 11, item 11.1); and

- any other amounts (for example, outstanding General Services Charges) the resident is liable to pay under the residence contract or any other agreement with the scheme operator.

If the resident selected the *Pay Upfront* option, the scheme operator will also repay the relevant part of the Upfront Fee specified below (if applicable):

Your length of residence	Refund calculation based on: your ingoing contribution
1 year or less	11.5% of your ingoing contribution
2 years or less, but more than 1 year	4% of your ingoing contribution
More than 2 years	Nil

14.2 When is the exit entitlement payable?

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

- the day stated in the residence contract
  - which is 6 months after the termination of the residence contract
  - If the residence contract is terminated under the Change of Mind Guarantee provisions, 45 days after the resident terminates their residence contract and vacates the unit.
- 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.

14.3 What is the turnover of units for sale in the village?

4 accommodation units were vacant as at the end of the last financial year

27 accommodation units were resold during the last financial year

For independent living units, 6 months was the average length of time to sell a unit over the last three financial years.

For serviced apartments, 21 months was the average length of time to sell a unit over the last three financial years.

Part 15 – Financial management of the village

15.1 What is the financial status for the funds that the operator is required to maintain under the *Retirement Villages Act 1999?*

General Services Charges Fund for the last 3 years

Independent living units

Financial Year	Deficit/ Surplus	Balance	Change from previous year
FY 25/26	-$60,039	-$32,279	-216.28%
FY 24/25	$103,130	$27,760	186.83%
FY 23/24	-$133,328	-$75,370	-203.04%

Serviced apartments

Financial Year	Deficit/ Surplus	Balance	Change from previous year
FY25/26	-$227,331	$0	0.00%
FY 24/25	-$215,626	$0	0.00%
FY 23/24	$0	$0	-

Balance of **General Services Charges Fund** for last financial year *OR* last quarter if no full financial year available	-32,279
Balance of **Maintenance Reserve Fund** for last financial year *OR* last quarter if no full financial year available	$35,338
Balance of **Capital Replacement Fund** for the last financial year *OR* last quarter if no full financial year available	-$861,928
Percentage of a resident ingoing contribution applied to the Capital Replacement Fund	Nil
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.	

***Note from the scheme operator**:*

A Maintenance Reserve Fund has been established for the village under the Act. However as the Act prohibits the use of this fund for the maintenance and repairs of body corporate property, the fund is currently maintained is a nominal or $0 balance and there are no contributions residents are required to make to it by way of Maintenance Reserve Fund Contribution; and

A Capital Replacement Fund has been established for the village under the Act. However as the Act prohibits the use of this fund for the replacement of body corporate property, the fund is maintained with a nominal of $0 balance and there are no contributions made to it.

	OR ☐ the village is not yet operating.

Part 15– Financial management of the Body Corporate

Note: All freehold community title scheme residents who own their unit are members of the body corporate.

15.1 What is the financial status of the Body Corporate funds in a freehold village?

Administrative fund for the last 3 years

Financial Year	Deficit/Surplus	Balance	Change from previous year
FY25/26	$5,969	$411	107.36%
FY24/25	-$708	-$5,588	-527.54%
FY23/24	-$4,167	$1,307	-76.13%

Balance of the **Sinking Fund** to cover spending of a capital or non-recurrent nature for the last financial year *OR last* quarter if no full financial year available	$1,190,605

OR ☐ the village is not yet operating.

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.

16.1 Is the resident responsible for arranging any insurance cover?

If yes, the resident is responsible for these insurance policies:

☒ Yes ☐ No

If yes, the resident is responsible for these insurance policies:

- Contents insurance (for the resident's property in the unit);

Part 17 – Living in the village

Trial or settling in period in the village

17.1 Does the village offer prospective residents a trial period or a settling in period in the village?

If yes:
provide details

☒ Yes ☐ No

The resident will have the benefit of our 'Change of Mind Guarantee'. If the resident terminates their contract and vacate the unit within the first 6 months, the *Entry Payment* (and if applicable, the *Upfront Fee*) will

including, length of period, relevant time frames and any costs or conditions	be repaid in full within 45 days after vacant possession is provided. No *Exit Fee* will be payable (if applicable), and the service fees, *Serviced Apartments Fee* (if applicable) and body corporate sinking fund contribution will stop on the vacant possession date, however, the fees and contributions accrued to that date remain payable and will not be refunded.
Pets	
17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership	☒ Yes ☐ No Pets are welcome, if the scheme operator's prior consent is obtained.
Visitors	
17.3 Are there restrictions on visitors staying with residents or visiting? If yes: specify any restrictions or conditions on visitors (e.g. length of stay, arrange with manager)	☒ Yes ☐ No Visitors may stay with a resident for up to 1 month (in total) in any 12 month period. Longer stays are allowed with the scheme operator's prior consent. The resident must stay in the unit at the same time as their visitor.
Village by-laws and village rules	
17.4 Does the village have village by-laws?	☐ Yes ☒ No *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.* *Note: See notice at end of document regarding inspection of village by-laws*
17.5 Does the operator have other rules for the village.	☒ Yes ☐ No If yes: Rules may be made available on request ***Note from the operator:*** *Under the terms of your residence contract, you and your visitors will not be permitted to smoke or vape anywhere in the village, including in your unit.*
Resident input	
17.6 Does the village have a residents committee established under the *Retirement Villages Act 1999*?	☒ Yes ☐ No *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.*

Part 18 – Accreditation

18.1 Is the village voluntarily accredited through an industry-based accreditation scheme?	☒ No, village is not accredited ☐ Yes, village is voluntarily accredited through:

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

19.1 Does the village maintain a waiting list for entry? If yes, • what is the fee to join the waiting list?	☒ Yes ☐ No ☒ No fee ☐ Fee of $……. which is ☐ refundable on entry to the village ☐ non-refundable

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
☐ A capital replacement quantity surveyor report
☐ A maintenance and repair quantity surveyor report
☒ 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 Communities, Housing and Digital Economy on 13 QGOV (13 74 68) or visit our website at **www.housing.qld.gov.au**

General Information
General information and fact sheets on retirement villages: www.qld.gov.au/retirementvillages
For more information on retirement villages and other seniors living options:
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 3013 2666
Email: regulatoryservices@housing.qld.gov.au
Website: www.housing.qld.gov.au/regulatoryservices

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
Website: caxton.org.au

Services Australia (Australian Government)
Information on planning for retirement and how moving into a retirement village can affect your pension
Phone: 132 300
Website: https://www.servicesaustralia.gov.au/retirement-years

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
Website: 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
Website: 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
Website: 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

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/