



103-111 Koroit Street Warrnambool VIC 3280

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2016 Factsheet for loan-licence or loan-lease retirement village Heatherlie Homes

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

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

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

- seek independent advice about the retirement village contract – there are different types of contract and they can be complex
- find out the financial commitments involved – in particular, you should understand and consider entry costs, ongoing charges and financial liabilities on permanent departure (covered in sections 9 and 10 of this document)
- consider what questions to ask the village manager before signing a contract
- consider whether retirement village living provides the lifestyle that is right for you.

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

For further details on retirement village living visit Consumer Affairs Victoria at www.consumer.vic.gov.au/retirementvillages

1. Location

| | |
|---|---|
| 1.1 Name and address of retirement village: | Heatherlie Homes 103-111 Koroit Street Warrnambool VIC 3280 |
|---|---|

2. Ownership

| | |
|--|--|
| 2.1 Name and address of the owner of the land on which the retirement village facilities are located (company /organisation/owners corporation): | Uniting Church Property Trust 130 Little Collins Street Melbourne VIC 3000 |
| 2.2 Year construction started: | 1979 |

3. Management

| | |
|-----|---|
| 3.1 | <ul style="list-style-type: none">Name of company or organisation that manages the retirement village: Heatherlie HomesABN: 29 263 185 760Address: PO Box 365 Warrnambool VIC 3280Telephone number: (03) 5561 5565Date company or organisation became manager: 1979 |
| 3.2 | Is there an onsite representative of the manager available for residents? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, the onsite representative is available on these days: <input checked="" type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input checked="" type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday |

4. Nature of ownership or tenure

Resident ownership or tenure of the units in the village is: Life Tenancy

5. Number and size of residential options

| | | | |
|-----|--|-----------|-----------------|
| 5.1 | Number of units by accommodation type: | 73 | 1 bedroom units |
| | | 2 | 2 bedroom units |
| | | 2 | respite units |
| | | 77 | Total |

5.2 Garages, carports or carparks: Other (*specify*) Limited garage spaces are available, subject to payment of fully refundable bond payment of \$15,000

Limited secure parking spaces are available, subject to payment of fully refundable bond payment of \$7,500

6. Planning and development

Has planning permission been granted for further development of the village? Yes No

7. Facilities onsite at the village

7.1 The following facilities are available to residents as at the date of this statement.

- BBQ area outdoors
- Communal laundries
- Separate residents Lounge

7.2 Does the village have an onsite or attached residential or aged care facility? Yes No

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

8. Services

| | |
|--|--|
| 8.1 Services provided to all village residents (funded from the recurrent service charge paid by residents): | <input checked="" type="checkbox"/> annual auditing of village accounts <input checked="" type="checkbox"/> cleaning and maintenance of communal areas and facilities <input checked="" type="checkbox"/> maintenance and care of communal lawns and gardens <input checked="" type="checkbox"/> management and administration services <input checked="" type="checkbox"/> payment of all rates, taxes and charges for the communal areas and village facilities including for gas, water and electricity |
| 8.2 Are optional services provided or made available to residents on a user-pays basis? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Housekeeping Respite units (extra charge for linen) |

9. Entry costs and departure entitlement

| | |
|---|---|
| 9.1 The resident must pay: | <ul style="list-style-type: none">• a refundable in-going contribution• a non refundable contribution |
| 9.2 If the resident must pay a refundable <u>in-going contribution</u> : | <ul style="list-style-type: none">• the amount is: <u>\$85,000 ingoing contribution</u> for a one bedroom unit plus \$30,000 Interest Free Loan plus \$5,000 damages bond (Total \$120,000) OR <u>\$135,000 ingoing contribution</u> for a two bedroom unit plus \$30,000 Interest Free Loan plus \$5,000 damages bond (Total \$170,000) |
| It is refunded: | only if the resident vacates the unit prior to the sixth year of occupancy, on a pro-rata basis. |

| | |
|---|---|
| 9.3 If the resident must pay a refundable in-going contribution, is a fee deducted at permanent departure? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 9.4 If the resident must pay a non-refundable <u>in-going contribution</u> , the amount is: | <p><u>\$85,000 ingoing contribution</u> for a one bedroom unit plus \$30,000 Interest Free Loan plus \$5,000 damages bond</p> <p>(Total \$120,000)</p> <p>OR</p> <p><u>\$135,000 ingoing contribution</u> for a two bedroom unit plus \$30,000 Interest Free Loan plus \$5,000 damages bond</p> <p>(Total \$170,000)</p> |
| The ingoing contribution is non-refundable: | <ul style="list-style-type: none"> • if the resident resides more than six years |

10. Ongoing charges

| 10.1 The current rates of ongoing charges for new residents: | |
|--|---|
| Type of unit | Service charge (reviewed annually) |
| Single person in a one bedroom self-contained unit: | <input checked="" type="checkbox"/> \$721.60 per calendar month |
| Couple in a one bedroom self-contained unit: | <input checked="" type="checkbox"/> \$782.55 per calendar month |
| Couple in a two bedroom self-contained unit: | <input checked="" type="checkbox"/> \$846.35 per calendar month |

11. Financial management of the village

| | |
|---|---|
| 11.1 • The village operating surplus or deficit for the last financial year is: | \$35,000 surplus |
| 11.2 Does the village have a long-term maintenance fund? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

If yes:

- the balance of the maintenance fund at the end of the last financial year was:

\$53,487 deficit

12. Capital gains or losses

If the unit is sold, does the resident share in any capital gain or loss on the resale of their unit?

Yes No

The village is not strata titled

13. Reinstatement or renovation of the unit

Is the resident responsible for reinstatement or renovation of the unit on permanent departure?

Yes No

However, the resident must pay for:

Exceptional cleaning costs or damage beyond normal wear and tear eg smoke damage, which will be deducted from the \$5,000 bond

14. Insurance

14.1 Is the village owner or manager responsible for arranging any insurance cover for the village?

Yes No

If yes, the village owner or manager is responsible for these insurance policies:

Buildings Cover

WorkCover

Professional Indemnity Cover

Public Liability Cover

Cash on premises or in transit to bank

14.2 Is the resident responsible for arranging any insurance cover?

Yes No

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

Contents Cover on their possessions if they wish

Motor vehicle (if applicable)

15. Security

Does the village have a security system?

Yes No

If yes:

• the security system details are:

16 security cameras

• the security system is monitored

24 hours a day, 7 days a week

16. Emergency system

Does the village have an emergency help system?

Yes No

17. Resident restrictions

17.1 Are residents allowed to keep pets?

Yes No

17.2 Are there restrictions on **residents'** car parking in the village?

Yes No

17.3 Are there any restrictions on **visitors'** car parking in the village?

Yes No

17.4 Is Heatherlie Homes a SMOKE-FREE environment?

Yes No

18. Accreditation

Is the village accredited:

- under the Lifemark Village Scheme (administered by The British Standards Institution and initiated by the Property Council of Australia)? Yes No
- by the Australian Retirement Village Association? Yes No
- under the International Retirement Community Accreditation Scheme (administered by Quality Innovation Performance and initiated by Leading Age Services Australia)? Yes No
-

19. Resident input

Does the village have a residents committee established under the *Retirement Villages Act 1986*? Yes No

20. Waiting list

Does the village have a waiting list for entry? Yes No
There is no fee to join the waiting list

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

- Village site plan
- The statutory statements and report presented to the previous annual meeting of the retirement village
- Statements of the balance of any capital works, capital replacement or maintenance fund at the end of the previous three financial years of the retirement village
- Examples of contracts that residents may have to enter into
- Village dispute resolution documents

Declaration: The information in this factsheet is correct as at *1 December 2015*

HEATHERLIE

