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

QUINTESS
RETIREMENT COMMUNITY

Name of village: **Quintess Retirement Community**

Important information for the prospective resident

- The Village Comparison Document gives general information about the retirement village accommodation, facilities and services, including the general costs of moving into, living in and leaving the retirement village. This makes it easier for you to compare retirement villages.
- The *Retirement Villages Act 1999* requires a retirement village scheme operator to:
  - provide a copy of the Village Comparison Document to a prospective resident of the retirement village within seven days of receiving a request
  - include a copy of the Village Comparison Document with any promotional material given to a person, other than through a general distribution (e.g. mail-out)
  - publish the Village Comparison Document on the village's website so that the document, or a link to it appears prominently on each page of the website that contains, or has a link to, marketing material for the village
- You can access a copy of this Village Comparison Document on the village website at https://www.quintess.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 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 *1 July 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 Quintess Retirement Community Street Address 29 Linear Drive Suburb Mango Hill State Qld Post Code 4509
1.2 Owner of the land on which the retirement village scheme is located	Name of land owner Mango Hill Retirement Village Unit Co Pty Ltd As Trustee Under Instrument 721147276 Australian Company Number (ACN) 638 443 071 Address Unit 10, 5 Canopus Street Suburb Bridgeman Downs State Qld Post Code 4035
1.3 Village operator	Name of entity that operates the retirement village (scheme operator) Mango Hill Retirement Village Asset Co Pty Ltd (As Trustee) Australian Company Number (ACN) 638 869 173 Address Unit 10, 5 Canopus Street Suburb Bridgeman Downs State Qld Post Code 4035 Date entity became operator 17 March 2022
1.4 Village management and onsite availability	Name of village management entity and contact details Quintess Retirement Community Mango Hill Management Co Pty Ltd Australian Company Number (ACN) 653 569 987 Phone: 07 3175 3724 Email villagemanager@quintess.com.au An onsite manager (or representative) is available to residents: ☒ Full time ☐ ~~Part time~~ ☐ ~~By appointment only~~

	☐ None available ☐ Other *[specify]* …… Onsite availability includes: Weekdays Monday – Friday. 9am – 3pm Weekends ……
1.5 Approved closure plan or transition plan for the retirement village	Is there an approved transition plan for the village? ☐ Yes ☒ No Short description for the transition plan Declaration date for the transition plan *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 Short description for the closure plan Declaration date for the closure plan *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?	At least 65 years of age for each resident and otherwise in the Scheme Operator's discretion on a case by case basis.

ACCOMMODATION, FACILITIES AND SERVICES

Part 3 – Accommodation units: Nature of ownership or tenure

3.1 Resident ownership or tenure of the units in the village is:

☐ ~~Freehold (owner resident)~~
☒ Lease (non-owner resident)
☐ ~~Licence (non-owner resident)~~
☐ ~~Share in company title entity (non-owner resident)~~
☐ ~~Unit in unit trust (non-owner resident)~~
☐ ~~Rental (non-owner resident)~~
☐ ~~Other *[specify]*~~ .....

Accommodation types

3.2 Number of units by accommodation type and tenure

There are 145 townhouse style units in the village, comprising 8 single story units and 137 units in multi-story building with 2 levels

Accommodation unit	Freehold	Leasehold	Licence	Other [name]
Independent living units				
~~- Studio~~				
~~- One bedroom~~				
- Two bedroom		117		
- Three bedroom		28		
~~Serviced units~~				
~~- Studio~~				
~~- One bedroom~~				
~~- Two bedroom~~				
~~- Three bedroom~~				
~~Other [specify]~~				
Total number of units		145		

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?	☒ ~~All / Some/[unit type]~~ units 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~~ ~~☐ All / Some [unit type] 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~~ ~~☐ *Specify number / unit type]* ..... units with no car parking for residents~~ ~~☐ No car parking for residents in the village~~ ~~Restrictions on resident's car parking include:~~
4.2 Is parking in the village available for visitors? If yes, parking restrictions include	☒ Yes ☐ No Visitors are required to park in spaces that are designated for visitors.
Part 5 – Planning and development	
5.1 Is construction or development of the village complete?	Year village construction started 2021 ~~☐ 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* 1. Construction of the Scheme commenced during October 2021; 2. The Scheme will be constructed in stages consisting of: (1) 53 Units in Stage 1; (2) 57 Units in Stage 2; and

	(3) 35 Units in Stage 3. 3. All accommodation units are townhouses consisting of either 2 or 3 bedrooms; The Local Government, Moreton Bay Regional Council, has issued a Development Approval for development of the Scheme.
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 ~~Short description of the redevelopment plan~~ ~~Declaration date for the redevelopment plan~~ *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 [indoor/outdoor] ☐ Business centre (e.g. computers, printers, internet access) ☐ Chapel / prayer room ☐ Communal laundries ☒ Community room or centre ☒ Dining room ☒ Gardens ☒ Gym	☒ Medical consultation room ☐ Restaurant ☐ Shop ☒ Swimming pool [indoor / outdoor] [heated ~~/ not heated~~] ☒ Separate lounge in community centre ☐ Spa [indoor / outdoor] [heated / not heated ☐ Storage area for boats / caravans ☐ Tennis court [full/half] ☐ Village bus or transport ☐ Workshop ☐ Other *[specify]* …… …… ……

	☐ Hairdressing or beauty room ☒ Library	…… ……
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). Not Applicable		
6.2 Does the village have an onsite, attached, adjacent or co-located residential aged care facility?	☐ Yes ☒ No ~~Name of residential aged care facility and name of the approved provider~~	
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)?	• Operating the retirement village for the benefit and enjoyment of residents. • Managing the community areas and facilities. • Managing security at the retirement 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 retirement village. • Cleaning, maintaining and repairing the community areas and facilities. • Maintaining and repairing items in, on or attached to the Units (except where this is a Resident's responsibility). • Monitoring and eradicating pests. • Engaging staff and contractors necessary for the operation of the retirement village, which may include a village manager, cleaning and maintenance personnel, security personnel, personal care and nursing personnel and/or relief personnel. • Arranging for administrative, secretarial, book-keeping, accounting and legal services necessary for the operation of the retirement village. • Maintaining any licences required in relation to the retirement village. • Paying operating costs in connection with the ownership and operation of the retirement village. • Maintaining insurances relating to the retirement village that are required by the *Retirement Villages Act 1999* or contemplated by a residence contract or that the scheme operator otherwise deems appropriate. • Complying with the *Retirement Villages Act 1999*.	

	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
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~~ ☒ 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? If yes: • the security system details are: the security system is monitored between:	☒ Yes ☐ No Community Centre CCTV. Sliding security gate at main entrance, secured from 7pm to 6am. Residents can allow visitors to enter using a smartphone app. Key pad access to pedestrian gate to Briar Close. Security cameras operable 24/7 in and outside of community centre and recorded to the Cloud.
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 INS Lifeguard Smarthome equipment and monitoring 12am and 12pm 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 First Aid Kit. Defibrillator.

COSTS AND FINANCIAL MANAGEMENT

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

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

9.1 What is the estimated ingoing contribution (sale price) range for all types of units in the village

Accommodation Unit	Range of ingoing contribution
Independent living units	
- ~~Studio~~	~~$ ..... to $.....~~
- ~~One bedroom~~	~~$ ..... to $.....~~
- Two bedrooms	$545,000.00 to $665,000.00
- Three bedrooms	$740,000.00 to $950,000.00
~~Serviced units~~	
- ~~Studio~~	~~$ ..... to $.....~~
- ~~One bedroom~~	~~$ ..... to $.....~~
- ~~Two bedrooms~~	~~$ ..... to $.....~~
- ~~Three bedrooms~~	~~$ ..... to $.....~~
~~Other *[specify]*~~	~~$ ..... to $.....~~
Full range of ingoing contributions for all unit types	$545,000.00 to $950,000.00

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

9.3 What other entry costs do residents need to pay?	☐ ~~Transfer or stamp duty~~ ☒ Costs related to your residence contract ☐ ~~Costs related to any other contract e.g. ……~~ *[specify]* ☒ Advance payment of General Services Charge ☒ Other costs: 1. Mortgagee Consent Costs; 2. Lease registration costs; and 3. Sketch Plan fee.

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		
- ~~Studio~~	~~$~~	~~$~~
- ~~One bedroom~~	~~$~~	~~$~~
- Two bedrooms	$136.01	$27.16
- Three bedrooms	$136.01	$27.16
~~Serviced Units~~		
- ~~Studio~~	~~$~~	~~$~~
- ~~One bedroom~~	~~$~~	~~$~~
- ~~Two bedrooms~~	~~$~~	~~$~~
- ~~Three bedrooms~~	~~$~~	~~$~~
~~Other~~	~~$~~	~~$~~
All units pay a flat rate	$136.01	$27.16

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 -)*
2026	$134.40	+2.02%	$22.96	+3.14%
2025	$131.74	+3.33%	$22.26	+3.63%
2024	$127.50	+3.49%	$21.48	+6.34%

~~**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** *[Note: Delete all types of units that do not apply]*~~	~~**Body Corporate Administrative Fund fee** *(weekly)*~~	~~**Body Corporate Sinking Fund contribution** *(weekly)*~~
~~Independent Living Units~~		
~~- Studio~~	~~$~~	~~$~~
~~- One bedroom~~	~~$~~	~~$~~
~~- Two bedrooms~~	~~$~~	~~$~~
~~- Three bedrooms~~	~~$~~	~~$~~
~~Serviced Units~~		
~~- Studio~~	~~$~~	~~$~~
~~- One bedroom~~	~~$~~	~~$~~
~~- Two bedrooms~~	~~$~~	~~$~~
~~- Three bedrooms~~	~~$~~	~~$~~
~~Other *[specify]*~~	~~$~~	~~$~~

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

~~**Financial year**~~	~~**Body Corporate Administrative Fund fee** *(weekly)*~~	~~**Overall % change from previous year** *(+ or -)*~~	~~**Sinking Fund contribution (range)** *(weekly)*~~	~~**Overall % change from previous year** *(+ or -)*~~
	~~$.....to $.....~~	~~.....%~~	~~$..... to $.....~~	~~.....%~~
	~~$.....to $.....~~	~~.....%~~	~~$..... to $.....~~	~~.....%~~
	~~$.....to $.....~~	~~.....%~~	~~$..... to $.....~~	~~.....%~~

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 – Annual Pest Control
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 Additional information: Any items added in or on the Unit by the Resident.	
10.4 Does the operator offer a maintenance service or help residents arrange repairs and maintenance for their unit? If yes: provide details, including any charges for this service.	☒ Yes ☐ No The Scheme Operator will offer a maintenance service for minor repairs of the Unit. The costs of minor repairs will form part of the Maintenance Reserve Fund expenditure. For example, repairs of an oven, hot water system will be paid from the Maintenance Reserve Fund. The Resident must otherwise pay for the cost of replacing a capital item if the Resident deliberately damages the item or causes accelerated wear.	

Part 11 – Exit fees – when you leave the village

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

11.1 Do residents pay an exit fee when they permanently leave their unit?
If yes: list all exit fee options that may apply to new contracts

☒ Yes – all residents pay an exit fee calculated using the same formula

~~☐ Yes – all new residents pay an exit fee but the way this is worked out may vary depending on each resident's residence contract~~

~~☐ No exit fee~~

~~☐ Other *[specify]* .....~~

Time period from date of occupation of unit to the date the resident ceases to reside in the unit	Proportion of Ingoing Contribution
Less than 1 year	8% calculated on a daily basis
1 year but less than 2 years	8% plus 7% calculated on a daily basis

2 years but less than 3 years	15% plus 6% calculated on a daily basis
3 years but less than 4 years	21% plus 5% calculated on a daily basis
4 years but less than 5 years	26% plus 4% calculated on a daily basis
5 years but less than 6 years	30% plus 4% calculated on a daily basis
6 years or more	34%

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	8% of your ingoing contribution
2 years	15% of your ingoing contribution
3 years	21% of your ingoing contribution
4 years	26% of your ingoing contribution
5 years	30% of your ingoing contribution
6 years	34% of your ingoing contribution
10 years	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 the ingoing contribution after 6 years of residence.

The minimum exit fee is 8% calculated on a daily basis.

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

☐ ~~Sale costs for the unit~~

☒ Legal costs / surrender of Sublease - $968.00 (including GST)

☒ Other costs

1. A Termination Fee of $1,000.00 per year of occupancy up to a maximum of $3,000.00 commencing from date of occupation of the Unit to the date the Resident ceases to reside in the Unit. No daily pro rata adjustment will be made.

2. Surrender of Lease registration costs (currently $248.04).

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. Note from the Scheme Operator - Residents are only responsible for damage they cause to the Unit. The Scheme Operator will pay all other costs associated with reinstatement work.
12.2 Is the resident responsible for renovation of the unit when they leave the unit?	☒ Yes, all residents pay 50% of any renovation costs (in same proportion as the share of the capital gain on the sale of their unit) ~~☐ Optional, only applies to residents who share in the capital gain on the sale of their unit, and the resident pays ……% of any renovation costs~~ ~~☐ 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?	☒ Yes, the resident's share of the **capital gain** is 50% the resident's share of the **capital loss** is 100% ~~OR is based on a formula~~ …… *~~[specify]~~* ~~☐ Optional - residents can elect to share in a capital **gain** or **loss** option~~ ~~the resident's share of the **capital gain** is …… %~~

	the resident's share of the **capital loss** is …… % OR is based on a formula …… *[specify]* ☐ 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?

Repayment of loan of Ingoing Contribution

Plus:	50% of Capital Gain
Less:	Exit Fee
Less	Termination Fee
Less	Reinstatement Works required because you caused accelerated wear to the Unit's interior or deliberate damage to the Unit
Less	50% of any Renovation Costs
Less:	Outstanding General Services Charges (including Maintenance Reserve Fund Contributions), if any
Less:	Outstanding Personal Services Charges, if any
Less:	Scheme Operator's legal fees and costs
Less:	100% of Capital Loss (if any)
Equals:	Exit Entitlement

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 ……*[specify]* months after the termination of the residence contract

  OR
  - which may range from ……*[specify]* months to ……*[specify]* months after the termination of the residence contract, depending on your contract option

  OR
  - no date is stated in the residence contract

- 14 days after the settlement of the sale of the right to reside in the unit to the next resident or the operator

- 18 months after the termination date of the resident's right to reside under the residence contract, even if the unit has not been resold, unless the operator has been granted an extension for payment by the Queensland Civil and Administrative Tribunal (QCAT).

	In addition, an operator is entitled to see probate or letters of administration before paying the exit entitlement of a former resident who has died.
Freehold units only **14.2 Operator buyback of freehold units**	~~*When a resident sells a freehold unit, the resident is entitled to receive the resale price from the person who purchases the unit. At that time the resident must pay any exit fee to the operator.*~~ ~~*By law, the operator must purchase the freehold unit from the former resident if it has not sold to a new resident within 18 months after the termination of the residence contract, unless the operator has been granted an extension for payment by QCAT*~~
14.3 What is the turnover of units for sale in the village?	0 accommodation unit was vacant as at the end of the last financial year 3 accommodation units were resold during the last financial year 4 months was the average length of time to sell a unit over the last three financial years ~~…… *[specify number]* months was the average length of time to sell a unit over the last ……. financial years (where retirement village has been registered for at least 1, but less than 3 years.~~ ~~☐ Retirement village has been registered for less than one year so average length of time to sell a unit cannot be provided.~~

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

Financial Year	Deficit/ Surplus	Balance	Change from previous year
2026	$41,594.00	$91,279.00	216%
2025	$28,896.00	$28,896.00	N/A
2024	$0 *See note below	$0	0%

*The Scheme Operator was subsidising the General Services Charge Fund until FY25 when the General Services Charge Fund was able to break even.

Balance of **General Services Charges Fund** for last financial year *OR* last quarter if no full financial year available	$91,279.00
Balance of **Maintenance Reserve Fund** for last financial year *OR* last quarter if no full financial year available	$197,827.00
Balance of **Capital Replacement Fund** for the last financial year *OR* last quarter if no full financial year available	$128,747.00

	Percentage of a resident ingoing contribution applied to the Capital Replacement Fund The operator pays contributions as determined by a quantity surveyor's report, to the Capital Replacement Fund. This fund is used for replacing the village's capital items.	.....%

~~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~~
			~~.....%~~
			~~.....%~~
			~~.....%~~

~~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~~	~~$.....~~

~~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:

1. Contents Insurance (for the Resident's property in the Unit).
2. Public Liability Insurance (for incidents occurring in the Unit).
3. Worker's Compensation Insurance (for the Resident's employees or contractors).

Third Party Insurance (for the Resident's motor vehicles or mobility devices).

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 including, length of period, relevant time frames and any costs or conditions	☒ Yes ☐ No 90 days. 1. The Resident may terminate the Residence Contract if the Resident changes their mind about living in the Village. 2. The Resident may terminate the Residence Contract by doing both of the following: (1) giving the Scheme Operator a Notice by 90 days after the Commencement Date (**Notice**); and (2) vacating the unit within 30 days after the Scheme Operator receives the Resident's Notice. 3. If the Resident gives a Notice then the Scheme Operator and Resident must comply with the Residence Contract relating to termination and: (1) the Scheme Operator will repay the Ingoing Contribution to the Resident on that date which is the earlier of: (a) 14 days after the Scheme Operator has entered into a new Residence Contract for the unit with a New Resident and the Scheme Operator receives the new Ingoing Contribution from the New Resident; and (b) Six (6) months after the date the Resident gives the Scheme Operator a Notice. (2) the Resident is not required to pay any General Services Charge after the Resident gives vacant possession of the unit; (3) the Resident is not required to pay the Termination Fee; (4) when the Scheme Operator repays to the Resident their Ingoing Contribution the Resident must pay the Scheme Operator: (a) a fair market rent for the period of the Resident's occupation of the unit; (b) the costs of cleaning the unit; (c) the costs of any repairs or replacements required because of accelerated wear and tear or deliberate damage that the Resident or their invitees have caused to the unit; (d) the costs of removing any alterations or additions made by the Resident to the unit; (e) the costs the Scheme Operator has incurred in adding, removing or altering any fixtures or fittings, or making any renovations to the unit at the Resident's request; and (f) any outstanding General Services Charges, or any other costs the Scheme Operator may charge the Resident under the Residence Contract. 4. The Scheme Operator may deduct the amounts the Resident is required to pay to the Scheme Operator under the Resident's Contract from the Ingoing Contribution when the Scheme Operator pays to the Resident the Ingoing Contribution.

Pets	
17.2 Are residents allowed to keep pets? If yes: specify any restrictions or conditions on pet ownership	☒ Yes ☐ No Pets are welcome with the Scheme Operator's prior consent.
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 The Resident must not have a guest use the Unit for an aggregated period of more than four (4) weeks in any period of twelve (12) consecutive months. Longer stays should be discussed with the Scheme Operator.
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 Pet policy available on request.
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/