



Uniting Vic.Tas
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Burwood Heights Retirement Village

Information factsheet

Factsheet for mixed tenure retirement village

Under the Retirement Villages Act 1986, all retirement villages operating in Victoria must give this factsheet to a retiree (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 contracts 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; and review the Guide to choosing and living in a retirement village

The Guide and other general information about retirement living is available on Consumer Affairs Victoria's website at:

www.consumer.vic.gov.au/housing/retirement-villages

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

October 2023: Uniting is no longer offering any new Lifetime Leasehold and Management contracts with an Ingoing Contribution for this Retirement Village. As units become available for occupation, they will be made available for rent under the Residential Tenancies Act 1997.

For further

enquiries, please contact Uniting Housing

Services at housingservices@vt.uniting.org or

1800 466 359.

1. Location

Name and address of retirement village:	Burwood Heights Retirement Village, 2 Barry Road, Burwood East VIC 3151
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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):	The Uniting Church in Australia Property Trust (Victoria & Tasmania) Level 2, 130 Lonsdale Street, Melbourne VIC 3000 ABN: 39 703 442 583
2.2 Year construction started:	1971

3. Management

3.1 Name of company or organisation that manages the retirement village:	Uniting (Victoria & Tasmania) Limited
ABN:	81 098 317 125
Address:	Level 4, 130 Lonsdale Street, Melbourne VIC 3000
Telephone number:	1800 329 133
Date company or organisation became manager:	11 January 2007
3.2 Is there an onsite representative of the manager available for residents?	☐ Yes ☒ No

4. Nature of ownership or tenure

Resident ownership or tenure of the units in the village is:	A Lifetime Lease in accordance with the Retirement Villages Act 1986 (non-owner resident); or A renewable rental lease in accordance with the Residential Tenancies Act 1997 (rental).
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5. Number and size of residential options

5.1 Number of units by accommodation type:	8 two-bedroom units (Total: 8)
5.2 Garages, carports or carparks:	Each unit has its own garage or carport separate from the unit.

6. Planning and development

Has planning permission been granted for further development of the village?	☒ Yes ☐ No
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7. Facilities onsite at the village

7.1 The following facilities are available to residents as at the date of this statement. Note: If the cost for any facility is not funded from the recurrent service charge paid by residents or there are any restrictions on access, a list is attached with the details	No onsite facilities are provided; however, the village is approximately 50 metres from Burwood One Shopping Centre with extensive facilities, cafes and shops. The tram, bus and local Church are also approximately 50 metres away.
7.2 Does the village have an onsite or attached residential or aged care facility? 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.	☐ Yes ☒ No

8. Services

8.1 Services provided to all village residents (funded from the recurrent service charge):	• annual auditing of village accounts • cleaning and maintenance of communal areas and facilities • maintenance and care of communal lawns and gardens • management and administration services • payment of all rates, taxes and charges for communal areas and village facilities including gas, water and electricity • payment of water service charges • repairs and maintenance to all units including fixed appliances • payment of council rates and charges for all units • after-hours on-call staff able to attend to agreed emergency maintenance • a commitment to provision and maintenance of all services and facilities that comply with or exceed required safety standards and undergo regular inspections
In addition	• staff who will always be willing to listen to your concerns • staff available to respond to your telephone requests in a responsive and professional manner • staff willing to assist you locate personal support services you may require as your needs change over time • our commitment to engage with you in a respectful and friendly way in everything we do
8.2 Are optional services provided or made available to residents on a user-pays basis?	☒ Yes ☐ No
If yes, current optional services and fees:	• 24-hour emergency monitoring system (monthly monitoring fee applies) • Gardening of residents' private courtyards (fee applies)

9. Entry costs and departure entitlement

9.1 Residents entering under the Retirement Villages Act 1986 on a lifetime lease must pay:	No longer offered
Residents entering the village on a lease under the Residential Tenancies Act 1997 must pay:	• 2 weeks' rent in advance • A bond equal to 4 weeks' rent
9.2 Under the Retirement Villages Act 1986, if the resident must pay a refundable ingoing contribution:	No longer offered
For exiting resident, it is refunded:	Within 14 days of next resident taking possession OR 14 days of receipt of full amount of ingoing contribution OR at six months from permanent departure (whichever is earliest)
Under the Residential Tenancies Act 1997, bond is refunded: https://www.consumer.vic.gov.au/housing/renting/rent-bond-bills-and-condition-reports/bond/bond-claims-and-refunds https://tenantsvic.org.au/advice/common-problems/bond/	• A bond equal to 4 weeks' rent is payable and refunded unless there is a claim due to damage or other reasons allowed under the Residential Tenancies Act 1997. • Within 10 days of the rental agreement ending we will start the bond claim process with the Residential Tenancy Bond Authority. • If we disagree with the renter about a claim we make on the bond, either party can apply to VCAT to resolve the dispute.
9.3 If the resident must pay a refundable ingoing contribution, is a fee deducted at permanent departure?	☐ Yes ☒ No
If yes, the departure fee is based on:	Not applicable to RTA leases
9.4 If the resident must pay a non-refundable ingoing contribution, the amount is:	Not applicable to RTA leases
9.5 Costs paid by the resident on permanent departure, or deducted from the refundable ingoing contribution:	Not applicable to RTA leases
9.6 Estimated sale price ranges for all classes of units in the village:	Not applicable (leasehold/rental)

10. Ongoing charges

Type of unit:	Self-contained 2-bedroom unit
Current rates of ongoing charges for new residents:	Service charge & Rent reviewed annually
Rates:	\$382.67 per fortnight (RV contracts) \$629.92 per fortnight (RTA leases) New maintenance charges are usually implemented on 1 January each year following the Annual Resident Meeting in accordance with the Retirement Village Act 1986.

11. Financial management of the village

11.1 Village operating surplus or deficit for the last financial year:	\$4,460 surplus
11.2 Does the village have a long-term maintenance fund?	☒ Yes ☐ No
If yes, balance of the maintenance fund at the end of the last financial year:	\$56,941

12. Capital gains or losses

If the unit is sold, does the resident share in any capital gain or loss? (not applicable to RTA leases)	☐ Yes ☒ No
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13. Reinstatement or renovation of the unit

Is the resident responsible for reinstatement or renovation on permanent departure?	If paying an ingoing contribution (RV): ☒ Yes ☐ No If on an RT Act lease: ☐ Yes ☒ No
If yes, the resident must pay for: (not applicable to RTA leases)	• Patching and painting marked surfaces • Cleaning or replacement of floor coverings (e.g. carpet and vinyl) • Cleaning or replacement of all kitchen surfaces and appliances • Cleaning or replacement of all bathroom and laundry surfaces • Repair or replacement of any damaged fitting or fixture within unit Note: cleaning vs replacement depends on whether an item can be returned to an as-new state that would appeal to a new resident; worn/damaged surfaces generally require replacement

14. Insurance

14.1 Is the village owner or manager responsible for arranging any insurance cover for the village?	☒ Yes ☐ No
If yes, insurance policies arranged:	Buildings cover; Public liability cover
14.2 Is the resident responsible for arranging any insurance cover?	☒ Yes ☐ No
If yes, resident insurance policies:	Contents cover on personal possessions (optional).

15. Security

Does the village have a security system?	☐ Yes ☒ No
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16. Emergency system

Does the village have an emergency help system?	☒ Yes ☐ No
Emergency help system details:	Emergency help system available upon resident's request, via MEPACS. Resident responsible for monthly monitoring fee.
Monitoring hours:	24 hours a day, 7 days a week.

17. Resident restrictions

17.1 Are residents allowed to keep pets? If yes, any restrictions or conditions on pet ownership are available on request	☒ Yes ☐ No
17.2 Are there restrictions on residents' car parking in the village? If yes, details of parking restrictions are available on request	☒ Yes ☐ No
17.3 Are there any restrictions on visitors' car parking in the village? If yes, details of parking restrictions are available on request.	☒ Yes ☐ No

18. Accreditation

ifemark Village Scheme?	☐ Yes ☒ No
Australian Retirement Village Association?	☐ Yes ☒ No
International Retirement Community Accreditation Scheme?	☐ Yes ☒ No

19. Resident input

Residents committee established under the Retirement Villages Act 1986?	☐ Yes ☒ No Being a small village, residents have chosen not to establish a formal committee, preferring to contact Uniting (Victoria & Tasmania) directly with any matter of concern. Residents are free to establish a committee at any time.
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20. Waiting list

Does the village have a waiting list for entry?	☐ Yes ☒ No
If yes, what is the fee to join the waiting list?	—

Documents available for inspection (free of charge within seven days of a request)

Village site plan	☒ Yes ☐ No
Plans of any units under construction	☐ Yes ☒ No
Statutory statements and report presented to the previous annual meeting of the retirement village	☒ Yes ☐ No
Statements of the balance of any capital works, capital replacement or maintenance fund at the end of the previous three financial years	☒ Yes ☐ No
Examples of contracts that residents may have to enter into	☒ Yes ☐ No
Planning permission for any further development of the village	☐ Yes ☒ No
Village dispute resolution documents	☒ Yes ☐ No

Declaration

The information in this factsheet is correct as at:	1 January 2026
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