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Chapel Court Retirement Village Factsheet

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. For further enquiries, please contact Uniting Housing Services at housingservices@vt.uniting.org or 1800 329 133

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
- 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.

1. Location

Name and address of retirement village:	Chapel Court Retirement Village 193 Wickham Road Moorabbin 3189
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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):	The Uniting Church in Australia Property Trust (Victoria & Tasmania) Level 2, 130 Lonsdale Street, Melbourne 3000 ABN 39 703 442 583
2.2	Year construction started:	1970

3. Management

3.1	<ul style="list-style-type: none">Name of company or organisation that manages the retirement village:ABN:Address:Telephone number:Date company or organisation became manager:	Uniting (Victoria & Tasmania) Limited 81 098 317 125 Level 4, 130 Lonsdale Street, Melbourne 3000 1800 329 133 11 th September 2007 Previously Leighmoor Uniting Church
3.2	Is there an onsite representative of the manager available for residents?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

4. Nature of ownership or tenure

Resident ownership or tenure of the units in the village are:	<ul style="list-style-type: none">Lifetime Lease (RV Contract residents)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:	<ul style="list-style-type: none"> • 9 one-bedroom units • 2 two-bedroom units • 11 in total
5.2	Garages, carports or carpark:	<input type="checkbox"/> Each unit has its own garage or carport <input type="checkbox"/> attached to the unit <input type="checkbox"/> separate from the unit. <input type="checkbox"/> Each unit has its own car park space <input type="checkbox"/> adjacent to the unit <input type="checkbox"/> separate from the unit. <input type="checkbox"/> General car parking is available in the village for residents and visitors. <input checked="" type="checkbox"/> Other (<i>specify</i>) Resident can use the adjacent Church parking area. Visitors can use the street. <input type="checkbox"/> No garages, carports or car parking are provided.

6. Planning and development

Has planning permission been granted for further development of the village?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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.															
<table border="0"> <tr> <td>• Community room with lounge & kitchenette</td> <td>• All units have private laundries</td> <td>• The village is 1km from Southland shopping centre with extensive cafes, shops, cinema and services.</td> </tr> <tr> <td>• Outdoor seating & table</td> <td>• Local Milk Bar 25 meters away</td> <td>• Local church adjacent</td> </tr> <tr> <td>• Raised garden beds</td> <td>• Bus stop 20 meters away</td> <td></td> </tr> <tr> <td>• Tennis courts</td> <td></td> <td></td> </tr> </table>				• Community room with lounge & kitchenette	• All units have private laundries	• The village is 1km from Southland shopping centre with extensive cafes, shops, cinema and services.	• Outdoor seating & table	• Local Milk Bar 25 meters away	• Local church adjacent	• Raised garden beds	• Bus stop 20 meters away		• Tennis courts		
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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):
- 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 the communal areas and village facilities including for gas, water and electricity
 - repairs and maintenance to all units including fixed appliances
 - payment of council rates and charges for all units
 - payment of water service charges and usage for all units
 - 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?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, the list of current services and fees is attached. <ul style="list-style-type: none"> • 24/7 Personal monitoring service, monthly fee applies • Gardening of resident's private courtyards • Uniting Home Care Support Service Referral
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9. Entry costs and departure entitlement

9.1	Residents entering under a Retirement Village Act on a lifetime Lease must pay:	<ul style="list-style-type: none"> • a refundable in-going contribution • a non-refundable in-going contribution
	A number of units are offered under different terms Residents entering the village on a lease under the <i>Residential Tenancies Act 1997</i> must pay:	<ul style="list-style-type: none"> • 2 weeks Rent in Advance and • A bond equal to 4 weeks rent
9.2	Under the Residential Tenancies Act 1997, (RT Act)	<ul style="list-style-type: none"> • A Bond equal to 4 weeks rent is payable and refunded unless we make a claim due to damage or other reasons allowed under the <i>Residential Tenancies Act 1997</i>
	Bond refunds:	<ul style="list-style-type: none"> • 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 VACT to resolve the dispute. For more information: • https://www.consumer.vic.gov.au/housing/renting/rent-bond-bills-and-conditions/reports/bond/bond-claims-and-refunds

		<ul style="list-style-type: none"> https://tenantsvic.org.au/advice/common-problems/bond/
9.3	Refund of Ingoing Contribution:	Not applicable to RTA leases
	If the resident must pay a refundable in-going contribution, is a fee deducted at permanent departure?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	If yes, the departure fee is based on:	Level 1. 15% per annum – until consumed: Level 2. 10% per annum – for a maximum number of 6 years of residence: Level 3. 5% per annum – for a maximum number of 6 years of residence: Of your ingoing contribution
9.4	Payment of a non-refundable in-going contribution:	Not applicable to RTA leases
	If the resident must pay a non-refundable in-going contribution, the amount is:	\$1000 for Establishment Legal Costs (payable at commencement – RV contract only)
9.5	These costs must be paid by the resident on permanent departure:	Not Applicable for RTA Leases
	These costs must be paid by the resident on permanent departure, and are deducted from the refundable in-going contribution:	<ul style="list-style-type: none"> A contribution to the long-term maintenance fund of: <ul style="list-style-type: none"> \$2000 per annum- for a maximum of 5 years of residence Renovation of the interior surfaces of your unit
9.6	The estimated sale price ranges for all classes of units in the village is:	Not applicable to RTA leases

10. Ongoing charges

10.1	The current rates of ongoing charges for new residents:	
	Type of unit	Service Charge & Rent (reviewed Annually)
	Self-contained unit: 1 Bedroom	<ul style="list-style-type: none"> \$341.84 per fortnight (RV contracts)

Self-contained unit: 2 Bedroom	• \$529.02 per fortnight (RTA leases)
For units rented under the <i>Residential Tenancies Act 1997</i> :	• Rents are set based on the local market levels

11. Financial management of the village

11.1	The village operating surplus or deficit for the last financial year is:	\$5,882 surplus
11.2	Does the village have a long-term maintenance fund?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	If yes:	\$145,218
	• the balance of the maintenance fund at the end of the last financial year was:	

12. Capital gains or losses

If the unit is sold, does the resident share in any capital gain or loss?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	Not applicable to RTA lease

13. Reinstatement or renovation of the unit

Is the resident responsible for reinstatement or renovation of the unit on permanent departure?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <ul style="list-style-type: none">If you pay level 2 or 3 Ingoing Contribution. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <ul style="list-style-type: none">If you pay level 1 Ingoing Contribution orIf you are on a RTA Lease
If yes, the resident must pay for:	<p>Patching and painting any 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</p> <p>Whether to clean or replace depends on if cleaning will return the item to an as new state that would appeal to a new resident. Surfaces that are worn or damaged will generally need replacement.</p> <p>These costs may be less but are capped for 1 bedroom units at:</p> <ul style="list-style-type: none">\$4000 after 1 year\$6,000 after 2 years\$15,000 after 5 years\$30,000 after 10 years

14. Insurance

14.1 Is the village owner or manager responsible for arranging any insurance cover for the village?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes, the village owner or manager is responsible for these insurance policies:	<ul style="list-style-type: none">Buildings CoverPublic Liability Cover

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.

15. Security

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

16. Emergency system

Does the village have an emergency help system? ☒ Yes ☐ No

If yes:

- the emergency help system details are:

Emergency help system available upon resident's request, via MEPACS. Resident responsible for monthly monitoring fee.

- the emergency help system is monitored between:

24 hrs a day 7 days per week. Resident responsible for monthly monitoring fee

17. Resident restrictions

17.1	Are residents allowed to keep pets? If yes, any restrictions or conditions on pet ownership are available on request.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
17.2	Are there restrictions on residents' car parking in the village? If yes, details of parking restrictions are available on request.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
17.3	Are there any restrictions on visitors' car parking in the village? If yes, details of parking restrictions are available on request.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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)?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
• by the Australian Retirement Village Association?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
• under the International Retirement Community Accreditation Scheme (administered by Quality Innovation Performance and initiated by Leading Age Services Australia)?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

19. Resident input

Does the village have a residents committee established under the <i>Retirement Villages Act 1986</i> ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 can establish a committee any time.
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20. Waiting list

Does the village have a waiting list for entry?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes: <ul style="list-style-type: none">• what is the fee to join the waiting list?	<ul style="list-style-type: none">• No Fee

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 January 2024.