

## Maroondah Retirement Village 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
- 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](http://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:	Maroondah Retirement Village, 9 Don Road, Healesville 3777
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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 3000 ABN: 39 703 442 583
2.2	Year construction started:	1972

## 3. Management

3.1	<ul style="list-style-type: none"><li>Name of company or organisation that manages the retirement village:</li><li>ABN:</li><li>Address:</li><li>Telephone number:</li><li>Date company or organisation became manager:</li></ul>	Uniting (Victoria & Tasmania) Limited  81 098 317 125  Level 4, 130 Lonsdale Street, Melbourne 3000  1800 329 133  22 September 2010  Previously Maroondah Retirement Village Inc. and Lions Club
3.2	Is there an onsite representative of the manager available for residents?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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#### 4. Nature of ownership or tenure

Resident ownership or tenure of the units in the village are:

- A Lifetime Lease (non-owner resident)
- A renewable Rental Lease in accordance with the *Residential Tenancies Act 1997*

#### 5. Number and size of residential options

5.1 Number of units by accommodation type:

- 15 bedsit units
- 3 one-bedroom units
- 12 larger one-bedroom units
- 30 in total

5.2 Garages, carports or carparks:

- ☐ Each unit has its own garage or
  - ☐ carport attached to the unit
  - ☐ separate from the unit.
- ☐ Each unit has its own car park space
  - ☐ adjacent to the unit
  - ☐ separate from the unit.
- ☒ General car parking is available in the village for residents and visitors.
- ☐ Other (*specify*)
- ☐ No garages, carports or car parking are provided.

#### 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.

**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.

- Community hall with lounge area and kitchen
- Library
- Extensive native gardens and grasslands

<ul style="list-style-type: none"> <li>• BBQ area outdoors with rotunda</li> <li>• The village is 500 metres from Healesville Shopping Centre with extensive facilities, cafes, shops and services. Public transport and the local bakery are only 50 metres away.</li> </ul>		
7.2	Does the village have an onsite or attached residential or aged care facility?	Yes <input checked="" type="checkbox"/> No
<p><b>Note:</b> 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 <i>Aged Care Act 1997</i>.</p>		

## 8. Services

8.1	Services provided to all village residents (funded from the recurrent service charge paid by residents):	<ul style="list-style-type: none"> <li>• annual auditing of village accounts</li> <li>• cleaning and maintenance of communal areas and facilities</li> <li>• maintenance and care of communal lawns and gardens</li> <li>• management and administration services</li> <li>• payment of all rates, taxes and charges for the communal areas and village facilities including for gas, water and electricity</li> <li>• payment of water service charges</li> <li>• repairs and maintenance to Communal Facilities all units including fixed appliances</li> <li>• payment of council rates and charges for all units</li> <li>• after hours on-call staff able to attend to agreed emergency maintenance</li> <li>• a commitment to provision and maintenance of all services and facilities that comply with or exceed required safety standards and undergo regular inspections</li> </ul>
	In addition	<ul style="list-style-type: none"> <li>• staff who will always be willing to listen to your concerns</li> <li>• staff available to respond to your telephone requests in a responsive and professional manner</li> <li>• staff willing to assist you locate personal support services you may require as your needs change over time</li> </ul>

	<ul style="list-style-type: none"> <li>• our commitment to engage with you in a respectful and friendly way in everything we do</li> </ul>
8.2	<p>Are optional services provided or made available to residents on a user-pays basis?</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, the list of current services and fees is attached.</p> <ul style="list-style-type: none"> <li>• 24/7 Personal Alarm Service</li> <li>• Private Gardening</li> <li>• Uniting Home Care Support Service Referral</li> </ul>

## 9. Entry costs and departure entitlement

9.1	<p>Residents entering under a Retirement Village Act on a lifetime Lease must pay:</p> <ul style="list-style-type: none"> <li>• a <b>refundable</b> in-going contribution</li> <li>• a <b>non-refundable</b> in-going contribution</li> </ul> <p><b>A number of units are offered under different terms</b></p> <p>Residents entering the village on a lease under the <i>Residential Tenancies Act 1997</i> must pay:</p> <ul style="list-style-type: none"> <li>• 2 weeks Rent in Advance and</li> <li>• A bond equal to 4 weeks rent</li> </ul>
9.2	<p><b>Under the Retirement Villages Act 1986 (RV Act)</b>, if the resident must pay a refundable in-going contribution, the range is:</p> <ul style="list-style-type: none"> <li>• <b>bedsit/one-bedroom unit:</b> \$120,000</li> <li>• <b>larger one-bedroom unit:</b> \$150,000</li> </ul> <p>It is refunded:</p> <ul style="list-style-type: none"> <li>• within 14 days of the next resident taking possession of the unit or</li> <li>• within 14 days of receipt of the next in-going contribution or</li> <li>• within six months of permanent departure whichever is the earliest.</li> </ul>

**Under the *Residential Tenancies Act 1997* (RTA):**

- No Incoming Contribution is payable
- A bond equivalent to 4 weeks rent is payable and refunded unless we make a claim due to damage or other reasons allowed under the *Residential Tenancies Act 1997*

**Bond refund:**

- 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-condition-reports/bond/bond-claims-and-refunds>
- <https://tenantsvic.org.au/advice/common-problems/bond/>

9.3 If the resident must pay a **refundable** in- going contribution, is a fee deducted at permanent departure?  
(not applicable to RTA leases)

☒ Yes ☐ No

If yes, the departure fee is based on:

- 6% per annum for a maximum of 8 years of residence of your in-going contribution

9.4 If the resident must pay a **non- refundable** in- going contribution, the amount is:  
(not applicable to RTA leases)

- \$1,000 for a contribution towards the Manager's legal costs (payable at commencement)

9.5	These costs must be paid by the resident on permanent departure, or are deducted from the refundable in-going contribution:  (not applicable to RTA leases)	<ul style="list-style-type: none"> <li>A contribution to the long-term maintenance fund of: \$2,000 per annum – for a maximum of 5 years of residence</li> <li>Reinstatement or renovation of your unit Details outlined below in Section 13</li> </ul>
9.6	The estimated sale price ranges for all classes of units in the village (on a reinstated or renovated basis) as currently:	<ul style="list-style-type: none"> <li>bedsit / one-bedroom unit: \$120,000</li> <li>larger one-bedroom unit: \$150,000</li> </ul>

## 10. Ongoing charges

10.1	The current rates of ongoing charges for new residents entering a lifetime lease under the RV Act:	
	<b>Type of unit</b>	<b>Maintenance charge</b>
	one-bedroom	\$340.39 per fortnight
	larger one-bedroom	\$365.72 per fortnight
	New maintenance charges are usually implemented on 1 January each year following the Annual Resident Meeting in accordance with the Retirement Village Act 1986.	
	Other: RTA lease	

## 11. Financial management of the village

11.1	The village operating surplus or deficit for the last financial year is:	<ul style="list-style-type: none"> <li>\$21,133 deficit (associated with residents who are on inherited pre 2010 contracts. This will continue to be underwritten by Uniting (Victoria and Tasmania) Limited from cash reserves for the length of the inherited contracts).</li> </ul>
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11.2	Does the village have a long-term maintenance fund?	<input checked="" type="checkbox"/> Yes    No
	If yes:	\$72,918
	<ul style="list-style-type: none"> <li>the balance of the maintenance fund at the end of the last financial year was:</li> </ul>	

## 12. Capital gains or losses

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

## 14. Insurance



15.1	Is the village owner or manager responsible for arranging any insurance cover for the village?  If yes, the village owner or manager is responsible for these insurance policies:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <ul style="list-style-type: none"> <li>Buildings Cover</li> <li>Public Liability Cover</li> </ul>
15.2	Is the resident responsible for arranging any insurance cover?  If yes, the resident is responsible for these insurance policies:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <ul style="list-style-type: none"> <li>Contents Cover on their possessions, if they wish</li> </ul>

## 15. Security

Does the village have a security system?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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## 16. Emergency system

Does the village have an emergency help system?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes: <ul style="list-style-type: none"> <li>the emergency help system details are:</li> <li>the emergency help system is monitored between:</li> </ul>	Emergency help system available upon resident's request, via MEPACS. Resident responsible for monthly monitoring fee.  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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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17.2	Are there restrictions on <b>residents'</b> car parking in the village? If yes, details of parking restrictions are available on request.	<input checked="" type="checkbox"/> Yes	No
17.3	Are there any restrictions on <b>visitors'</b> 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> ?	Yes <input checked="" type="checkbox"/> No
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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"><li>• No Fee</li></ul>
• what is the 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
- ☐ Plans of any units under construction
- ☒ 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
- ☐ Planning permission for any further development of the village
- ☒ Village dispute resolution documents

**Declaration: The information in this factsheet is correct as at January 2024.**