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*.


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: | Tudor Village Lilydale  
520 Maroondah Highway, Lilydale, 3140 |

# 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): | T.V. Mews Pty Ltd  
Owners Corporation PS303565L  
Owners Corporation PS615205D  
165 Union Road  
Surrey Hills VIC 3127 |

| 2.2 Year construction started: | 1990 - 2001: Lots 1 – 186  
2008: Lots 231 – 259 (except 258)  
2012: Balance of Lots 201 – 260  
2018: Lots 261 - 377 |

# 3. Management

| 3.1 Name of company or organisation that manages the retirement village: | T.V. Mews (Management) Pty Ltd |

| • ABN: | 55 007 440 208 |

| • Address: | 165 Union Road Surrey Hills, Victoria 3127 |

| • Telephone number: | 03 9890 8500 |

| • Date company or organisation became manager: | 20 August 1990 |

| 3.2 Is there an onsite representative of the manager available for residents? | Yes |
If yes, the onsite representative is available on these days: Monday to Friday, from 8:00 am to 5:00 pm, after hours in emergency at all times.

4. Nature of ownership or tenure

| Resident ownership or tenure of the units in the village is: | • Strata title (owner resident) Unit 1 - 260  
| | • Lease (non-owner resident) Unit 261 - 377 |

5. Number and size of residential options

| 5.1 Number of units by accommodation type: | • 211 two-bedroom homes  
| | • 50 two-bedroom plus study homes  
| | • 43 three-bedroom homes  
| | • 304 homes in total |

| 5.2 Garages, carports or carparks: | Each unit has its own garage or carport attached to the unit except for lots 23B, 38A and 82.  
| | General car parking is available in the village for residents and visitors. |

6. Planning and development

| Has planning permission been granted for further development of the village? | Yes. A Permit has been granted for a further 48 Independent Living Units (included in Section 5.1 above) including:  
| | • 11 off 3 bed, 2 bath, 2 car garage  
| | • 10 off 2 bed + study, 2 bath, 2 car garage  
| | • 12 off 3 bed, 2 bath, 1 car garage  
| | • 14 off 2 bed + study, 2 bath, 1 car garage  
| | • 1 off 2 bed, 2 bath, 1 car garage home |

Note: See the notice at the end of this factsheet regarding inspection of the permission document.
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.

- Activities or games room
- Allied health professionals room
- Arts and crafts
- Auditorium
- BBQ area outdoors
- Billiards
- Bowling green indoor & outdoor
- Caravan Storage
- Car washing bay
- Community centre
- Dining room with bar
- Gymnasium
- Hairdressing
- Indoor heated swimming pool
- Library
- Medical & allied health services consulting suite
- Restaurant (for residents functions and subject to demand)
- Separate lounge in community centre
- Tea and coffee facilities with daily newspapers
- Theatre with free-to-air and broadcast services
- Vegetable gardens
- Village bus
- Walking paths and open space

7.2 Does the village have an onsite or attached residential or aged care facility?

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):

- Financial administration of the village, including annual audit of accounts
- Cleaning and maintenance of communal areas and facilities and infrastructure
- 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
- Insurance of all buildings
- Insurance of the business income of the village together with other insurance of office bearers as required at law
- Consumables in the Community Centre, e.g. tea, coffee, biscuits, newspapers and office supplies
- Maintenance communal buildings and infrastructure in the Village
- Operation and maintenance of village bus and other vehicles in the village
- Pest control in common areas
- Security and monitoring services
- Emergency response service
- MATV service.

### 8.2 Are optional services provided or made available to residents on a user-pays basis?

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Happy Hour (weekly)</td>
<td>$2 - $3</td>
</tr>
<tr>
<td>Social outings</td>
<td>$5 - $25</td>
</tr>
<tr>
<td>Card Making</td>
<td>$20</td>
</tr>
<tr>
<td>Physiotherapy exercise classes</td>
<td>$8</td>
</tr>
<tr>
<td>Water aerobics class</td>
<td>$6 - $10</td>
</tr>
<tr>
<td>Podiatry</td>
<td>$40</td>
</tr>
<tr>
<td>Hairdressing</td>
<td>$10 - $70</td>
</tr>
<tr>
<td>Art classes</td>
<td>$3</td>
</tr>
<tr>
<td>Men’s Shed Group</td>
<td>$5 p.a.</td>
</tr>
</tbody>
</table>

### 9. Entry costs and departure entitlement

#### 9.1 The resident must pay:
- a **refundable** in-going contribution and / or
- a **non-refundable** in-going contribution

#### 9.2 If the resident must pay a **refundable** in-going contribution:
- the range is: $650,000 to $850,000 for leasehold units
| 9.3 | If the resident must pay a **refundable** in-going contribution, is a fee deducted at permanent departure? | Yes |
|     | If yes, the departure fee is based on:                                                                 |     |
|     | • 3.5% per annum (or part thereof rounded up to the next whole year) - for a maximum number of 10 years of residence of the market value of the in-going contribution paid by the next resident |

| 9.4 | If the resident must pay a **non-refundable** in-going contribution, the amount is: | For leasehold residents: $5,000. For strata / freehold residents: Residents must pay the market based purchase price of the property. |

| 9.5 | These costs must be paid by the resident on permanent departure, or are deducted from the refundable in-going contribution: |     |
|     | • A Deferred Management Fee (ie. Departure Fee) as detailed in Item 9.3 above |     |
|     | • A contribution to the long-term maintenance fund of: |     |
|     | • Nil |     |
|     | • Refurbishment costs: The cost of reinstatement or renovation of your unit (see item 14) |     |
|     | • Re-establishment Fee of 0.55% of the cost of refurbishment if the Manager undertakes the works |     |
|     | • Sale costs (only in the event the recommended Real Estate Agent is not used) being 1.1% of the in-going contribution paid by the next resident. |     |
9.6 The estimated sale price ranges for all classes of units in the village (on a reinstated or renovated basis) as at July 2018 are:

- 2 bedroom homes $380,000 to $650,000
- 2 bedroom plus study homes $670,000 to $760,000
- 3 bedroom homes $670,000 to $850,000

10. Ongoing charges

10.1 The current rates of ongoing charges for new residents: as at 1st July 2020

<table>
<thead>
<tr>
<th>Type of unit</th>
<th>Service charge</th>
<th>Long term maintenance fund charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strata Section</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self-contained home:</td>
<td>$338.30 per month</td>
<td>$25.40 per month</td>
</tr>
<tr>
<td>Leasehold Section</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self contained home:</td>
<td>$338.30 per month</td>
<td>$25.40 per month</td>
</tr>
</tbody>
</table>

10.2 The owners corporation fee is included in the service charge of the Strata section

11. Financial management of the village

11.1 The village operating surplus or deficit for the 2019/20 financial year is:

- $32,342 surplus

11.2 Does the village have a long-term maintenance fund?

- Yes, the village has two long term maintenance funds:
  - a Major Maintenance Fund which has been discontinued in new agreements since 2013
  - Owners Corporation Sinking Fund
The cash balance of the funds at the end of the 2019/20 financial year was:

- Major Maintenance Fund: $159,276
- Owners Corporation Sinking Fund: $23,448

12. Financial management of the owners corporation

**Note:** Residents who own their strata title unit are members of the owners corporation. Lots 1 – 186 and Lot S33 are members of Owners Corporation PS303565L. Lots 230 – 260 are members of Owners Corporation PS615205D.

12.1 The surplus or deficit at the end of the 2019/20 financial year was: $32,342 surplus

12.2 Does the owners corporation have a long-term maintenance plan? Yes

12.3 Does the owners corporation have a long-term maintenance fund? Yes

If yes:
- The balance of the maintenance fund was, at the end of the 2019/20 financial year: $23,448

13. Capital gains or losses

If the home is sold, does the resident share in any capital gain or loss? Yes, all of the capital gains

If yes, the resident’s share in any capital gain or loss is calculated using this formula:
- Resale price (market based) of home – ingoing contribution = capital gain or loss to resident.
### 14. Reinstatement or renovation of the unit

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

If yes, the resident must pay for:  
Unless otherwise agreed between the Unit Owner and the Manager, the maximum amount of $35,000 indexed to Melbourne's CPI, for renovation or refurbishment of the Unit to ensure the unit is brought to a condition reasonably suitable for sale.

### 15. Insurance

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

If yes, the village owner or manager is responsible for these insurance policies:  
- Buildings within the village
- Public Liability for the Village
- Professional Indemnity

15.2 Is the resident responsible for arranging any insurance cover?  
Yes

If yes, the resident is responsible for these insurance policies:  
- House contents
- Personal legal liability

### 16. Security

Does the village have a security system?  
Yes

If yes:  
- the security system details are:  
  - The Community Centre has an after hours alarm system  
  - The Community Centre and surrounds have CCTV surveillance.
• the security system is monitored between:  
The alarm system is monitored by staff.

17. Emergency system

Does the village have an emergency help system?  
Yes

If yes:
• the emergency help system details are:  
  NHA 4G GPS Life Alarm Pendant monitored within Village by staff trained to First Aid level 2 standard. Useable external of village monitored by resident appointed contact.

• the emergency help system is monitored between:  
  At all times

18. Resident restrictions

18.1 Are residents allowed to keep pets?  
Yes, with prior written approval of Manager on terms determined by Manager

If yes, any restrictions or conditions on pet ownership are available on request.

18.2 Are there restrictions on residents' car parking in the village?  
Yes

If yes, details of parking restrictions are available on request.

18.3 Are there any restrictions on visitors' car parking in the village?  
Yes
19. Accreditation

Is the village accredited:

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

20. Resident input

Does the village have a residents committee established under the Retirement Villages Act 1986? Yes – It has Owners Corporation Committees that has the powers of a residents committee under the Act.

21. Waiting list

Does the village have a waiting list for entry? Yes

If yes:
- what is the fee to join the waiting list? 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
- 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 1 August 2019