

## Will I own my own home?

When you sign a contract to live in the village and pay an upfront entry contribution, you purchase a license to occupy the unit. You do not own the home you reside in. You are in effect a tenant. There are no further amounts that you have to put forward for your accommodation. When it's time for you to leave the village, Christadelphian Homes will look at your contract and identify the amount you agreed to pay for your accommodation dependent on the number of years you have lived in the village. This amount will be deducted from the entry contribution you gave at the beginning of your stay with us. This is called a "deferred management fee" (DMF). Essentially, it's an amount for the rent of that time which you have spent in the village. The remainder of the money is returned to you.

## What is a Deferred Management Fee?

The deferred management fee, or exit fee, is calculated on a per cent per year that you live in the village and is capped at a 30% of the amount you originally paid as the entry contribution. Courtlands village charges 5% per year, and it is capped after six years. This gives you certainty as to how much it will cost you to live in the village and how much you will receive when you leave the village.

## What are the monthly management fees?

Monthly management fees cover rates, water, electricity to common areas, the village bus, unit maintenance service, maintenance and cleaning of common areas, lawn and gardens and village insurance, and vary depending on if you live in a one, two or three bedroom apartment.

## Can my personal doctor visit my home?

Yes. You are free to choose your own doctor. You should check if your current doctor is able to visit Courtlands on a regular basis.

## Do you provide transport to shops and medical centres?

Courtlands operates a village bus which is booked for regular trips, including nearby shopping centres. The bus is also used for social outings and longer day trips.

## Do you have an emergency call system?

Each unit has access to a 24hr, seven days per week emergency button. When pressed, staff on duty will ring your telephone to evaluate the situation. If it is an emergency situation please call 000.

### **Who is responsible for the maintenance of my home?**

A full-time maintenance team works onsite in the village to help you settle in and keep your home in working order. Maintenance is provided in your unit to the structure, fixtures and fittings that were a part of the unit at the time of purchase. Once you have settled in, we will be happy to install your pictures and wall hangings – just let us know when you are ready.

### **Can I make alterations to my unit?**

Minor alterations and improvements can be made with the approval of the village manager, as long as it conforms to village requirements.

### **What happens if I want to go on holidays?**

Many residents like to pack-up and go on an extended holiday. If you are planning on leaving the village for any period for social or hospital leave, please notify administration so we can make a note, and let us know when you return.

### **Do you provide meals to the apartments?**

Both lunch and dinner are available to be delivered to your apartment seven days a week for a very reasonable cost. Menus are available in the village centre and are changed weekly.

### **Are there medical services available at the Village?**

Courtlands Village has regular doctors who visit and may be seen during certain times and by appointment. There are also other health services regularly available, and we offer a daily prescription service for your convenience.

### **How is the resale price of my home decided?**

The amount we ask the next resident to pay is determined by us and the current market. The process of finding a new resident for your premise will also be handled by us.

### **What happens when I leave the Village?**

When you wish to leave the Village you will be required to pay a departure fee. The maximum departure fee is 30 per cent of your entry contribution (5% per year), and is capped after six years. If you are transitioning to higher care place within a Christadelphian Aged Care Home, please talk to us about “rolling” your entitlements over to assist with payment towards your new arrangements.

### **What happens if a self-care residents needs to transition to higher care?**

Places in any aged care Home are allocated on a “needs” basis, and entry is subject to both availability and an admission assessment. A transfer to an associated aged care Home is not able to be guaranteed.

### **Is there a Village Resident Committee at Courtlands?**

Yes, there is a robust village resident committee who meet monthly. The committee provides a link between residents and management, and aims to enhance quality of life and ensure a caring community.

### **What protection do I have when moving into a Retirement Village?**

The *Retirement Village Act 1999* and the *Retirement Villages Regulations 2017* are designed to protect residents of retirement villages and the operators of retirement villages. There are rights and obligations on both sides. Christadelphian Homes encourage you to seek legal advice prior to signing any Contract. We also encourage you to ask questions so you and your family understand the terms and conditions.

There are many advantages to village life. Some of these are living in a like-minded community, social activities such as bus outings, dinners, craft groups and special events. You can be as active or as relaxed as you like, independent living with the peace of mind of support close by.