

Frequently asked questions

All Hallows Mews Independent Living Units



Please don't hesitate to call our friendly team on 1800 317 009 or email agedcare@anglicaresa.com.au if you have any additional questions.

How do I secure my new unit?

Once you have selected your new home, one of our friendly team will meet with you to go through the contract (Residence Agreement), and make arrangements for the deposit.

After signing the Residence Agreement you will have a cooling off period of 10 business days. You will be given a copy of the Residence Agreement for your own records.

We recommend that you seek independent legal advice prior to signing your Residence Agreement. Fees for such advice will be at your expense.

What is a Residence Agreement?

All people who live in an AnglicareSA unit are covered under a leasehold arrangement known as a Licence to Occupy. Whilst AnglicareSA maintains the title ownership of the property, the Retirement Villages Act 2016 and the Residence Agreement protect your tenure.

As a resident, your interest in the unit is secured by a lifetime lease. The rights and obligations of residents are clearly set out in the lease, and cannot be changed without your consent. This means that although you do not have the title to your unit, you will have the exclusive right to occupy your unit for your lifetime if you wish, subject only to certain exceptions set out in the *Retirement Villages Act 2016*.

If I sign a Residence Agreement am I protected?

The Residence Agreement is covered by the *Retirement Villages Act 2016* so you can feel comfortable that you are protected.

What if I am still trying to sell my home at the time?

We will work with you as you try and sell your current home and maintain in contact with you throughout this time period. If you are still working on selling your home after 30 days past the settlement date, we will discuss your options with you in person.

What is an Entry Contribution?

Entry contribution is the fee you will pay to provide you a licence to occupy and the rights to take up residency. Please talk with our friendly team to discuss the entry contribution of your preferred unit.

How and when do I pay the Entry Contribution?

You will be asked to pay your entry contribution on settlement date. Your conveyancer will organise the payment for you at this time.

Is the Entry Contribution price fixed?

Your entry contribution is a fixed price and this will be discussed and agreed with you at the time of signing your Residence Agreement.

How much of my Entry Contribution will I get back upon vacating the unit?

The amount you receive when you move out of your unit depends on the length of time you live with AnglicareSA and will be explained when you sign your contract.

The following information sets out the formula

Length of occupancy in years Proportion of Next Entry Contribution to be paid

- Less than 1 year (subject to your rights during the settling in period) 90%
- Greater than or equal to 1 and less than 2 years 85%
- Greater than or equal to 2 and less than 3 years 80%
- Greater than or equal to 3 years 75%

What happens with my Entry Contribution if I need to enter Residential Care?

Once you decide to vacate the unit you will receive the agreed amount from your entry contribution. This will form part of the asset test from the government that determines what you need to contribute to your costs in residential care. Our team can help discuss your individual circumstances when or as is suitable.

Once I move in do I have a settling in period?

Yes. You have 90 days from the date of the contract or when you first occupy the unit (whichever is the earlier) to decide if you like the retirement village lifestyle. If you choose not to progress with the property purchase, we refund your money in full, less market rent value for the time that you have occupied the unit, and less other expenses incurred by us.

Do I need to pay stamp duty?

No – as AnglicareSA remains the owner of the property and you have the right to full occupation, there is no transfer of title at the Lands Titles Office. As a result, no stamp duty needs to be paid. This is a considerable saving compared with purchasing a typical residential property or community title.

What do the maintenance fees cover?

The maintenance fee is designed to simplify household budgeting by incorporating many of the typical household costs into one regular charge. Additionally, it also funds the ongoing operation of the facilities and services provided at site as detailed in your contract.

The fee is levied to meet the cost of:

- rates and taxes – e.g. council, water, emergency services levy
- insurance (excluding contents) of building, common areas, plant and equipment
- public lighting
- repairs, painting and maintenance of buildings, plant and equipment
- use and maintenance of all common facilities
- administration costs – administration, gardening and maintenance staff
- cleaning of common areas, rubbish removal
- repair of hot water services, air conditioning (installed by AnglicareSA), appliances, floor coverings which were supplied in the unit when it was first occupied by the resident

What other costs will I have when residing in an AnglicareSA unit?

As a resident you are responsible for internal cleaning, general housekeeping and the maintenance of the rear garden. You must also pay for your own electricity and gas, your own phone bill, contents insurance, and if required, pay TV and internet.

What if I require assistance with maintenance – particularly after hours?

Our on-site maintenance team can assist you with your request. After hours and weekend maintenance services are available in emergency situations. The cost of this service is included in the weekly maintenance fee.

What if I require additional support or my care needs increase?

We offer a range of home care and health and wellness services designed to support your individual needs and keep you independent. AnglicareSA's units are also co-located with Residential Care sites if your care needs increase over time.

Do you have a Resident's Committee?

We are committed to supporting stronger communities. Each independent living unit site may wish to establish a Resident's Committee. Under the *Retirement Villages Act 2016*, provision exists for the establishment of a Resident's Committee.

Can I have visitors?

Yes, of course. There is nothing to prohibit family and friends visiting you in the same manner you are used to. Overnight guests are also welcome though we request you let us know if those guests stay with you for more than 10 days in any one year period.

Are there limitations on absences?

AnglicareSA requests you let us know if you have an intended period of absence so we can ensure security and maintenance if appropriate during your absence.

Vacate or be compelled to leave my unit?

You may choose to leave your unit at any time by giving thirty days written notice to AnglicareSA. Subject to the provisions of the Retirement Villages Act 2016, AnglicareSA may also terminate the lease, but only if the person breached any of the terms of the lease or if, in accordance with medical advice, the unit is no longer appropriate for daily living.

What inclusions does the unit contain?

Your unit comes complete with floor coverings, wall oven, cooktop, range hood, heating and cooling, hot water service as well as other fixtures and fittings as outlined in your documents.

Is there a Capital Repayment Fund?

There is a Capital Repayment Fund for All Hallows Independent Living Units of one per cent for each year, or part of a year, for the term of the licence of the amount of the Next Entry Contribution to a maximum of 10% (ten per cent).

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