



Fact Sheet for loan-licence or loan-lease 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, on-going charges and financial liabilities on permanent departure (covered in sections 9 & 10 of this document);
- Consider what questions to ask the Resident Village Manager before signing a contract;
- Consider whether Retirement Village living provides the lifestyle that is right for you; and
- Review the “guide to choosing and living in a Retirement Village”.

Note: The guide and other general information about Retirement living is available on the Consumer Affairs Victoria website at:

www.consumer.vic.gov.au/Retirement-Villages

All amounts in this fact sheet are GST inclusive unless stated otherwise where it is permitted by law.

1.Location

1.1	Name and address of Retirement Village:	Glengollan Village 97 Underwood Road
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FERNTREE GULLY VIC 3156

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):
 Glengollan Village ACN 006 179 906
 97 Underwood Road
FERNTREE GULLY VIC 3156
- 2.2 Year of construction: 1956

3. Management

- 3.1
- Name of company or organisation that manages the Retirement Village: Glengollan Village
 - ABN: 50 006 179 906
 - Address: 97 Underwood Road
FERNTREE GULLY VIC 3156
 - Telephone number: 03 9758 1093
 - Date company/organisation became manager: 1956

- 3.2 Is there an on-site representative of the manager available for Residents? ☒ Yes ☐ No
- If yes, the onsite representative is available on these days:
- | | |
|-----------|-----------------|
| Monday | from 9am to 5pm |
| Tuesday | from 9am to 5pm |
| Wednesday | from 9am to 5pm |
| Thursday | from 9am to 5pm |
| Friday | from 9am to 5pm |

4. Nature of Ownership or Tenure

Resident ownership or tenure of the units in the Village is:

- Licence (non-owner resident)
- Rental – short term tenure

5. Number and size of residential options

5.1 Number of units by accommodation type:

- 53 one-bedroom units
- 82 two-bedroom units
- 7 three-bedroom units

142 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 carpark:
- ☐ Adjacent to the unit
 - ☐ Separate from the unit
- ☒ General car parking is available in the Village for Residents and visitors
- Other:
- ☒ 58 units have garages
- ☒ 7 units have carports attached
- Units without garages can reserve a carport for a small additional cost
- ☐ 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

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

7. Facilities on-site 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.

- Clubrooms (2)
- Village Bus
- Library
- Activities room for arts & crafts
- BBQ areas outdoors
- Garden hothouse
- Bar
- Private dining room

7.2 Does the Village have an on-site 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):

- Pensionable Council Rates (includes Independent Living Units (ILUs))
- Water Rates (includes ILUs)
- Water Usage (refer to individual contact)
- Building Insurance of ILUs
- Gardening & lawn mowing (communal areas)
- Maintenance of the exterior of the unit
- Maintenance of the common areas & community facilities
- Cleaning & lighting of the communal areas and facilities
- Maintenance and repair of:
 - Communal areas & facilities & administration areas
 - External surfaces of any building or structure at the Village
 - Village equipment & infrastructure

- Annual smoke detector & battery check & battery replacement (if required)
- Check/change of blown globes/down lights to units (resident to supply replacement globes)
- Apply for & maintain licences required by applicable legislation in relation to the Village
- Reception services
- Arrange for bookkeeping, accounting & legal services necessary for the proper operations of the Village
- Pay all out-goings, costs & expenses in connection with the ownership, operation, management and administration of the Village Communal Areas including but not limited to:
 - Charges for water, gas, electricity, telecommunications, sewerage, waste disposal & other than out-goings costs & expenses payable directly by Residents
- Take out & Maintain insurances relating to the Village that are contemplated by this contract or that the Manager deems appropriate
- Annual auditing of Village accounts
- Management, maintenance team & administration services

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

☒ Yes

☐ No

If yes, the list of current services and fees for Maintenance services not covered by the Service Charge is attached.

9. Entry costs and departure entitlement

9.1 The resident must pay a **refundable** in-going contribution

9.2 If the resident must pay a **refundable** in-going contribution the range is \$500,000 to \$800,000
It is refunded:

- Within 14 days of the next resident taking possession of the unit
- Within 14 days of receipt of the next in-going contribution of the unit
- Within 90 days of permanent departure

9.3 If the resident must pay a **refundable** in-going contribution, is a fee deducted at permanent departure?
If yes, the departure fee is based on:

☒ Yes ☐ No

The Deferred Management Fee (DMF) will be a maximum of 30% of the in-going entry contribution

The DMF will consist of:

- Year 1 (or part of a year rounded up to the next whole year) a fee of 6% of the entry contribution: and
- Year 2, 3, 4, 5, 6 and year 7 (or part of a year rounded up to the next whole year) a fee of 4% of the entry contribution

Long term maintenance fund
Will you be required to make a separate contribution to the long-term maintenance fund?

☒ Yes ☐ No

- 1% of the in-going contribution fee

9.4 These costs must be paid by the resident on permanent departure or are deducted:

2 Bedroom Units

The refurbishment fee on cessation of the agreement/departure from the unit will be a minimum of \$10,000.00 with a maximum of \$20,000.00, the actual amount will be at the total discretion of the owner noting the amount will be no higher than \$20,000.00

These costs must be paid by the resident on permanent departure or are deducted:

3 Bedroom Units

The refurbishment fee on cessation of the agreement/departure from the unit will be a minimum of \$15,000.00 with a maximum of \$30,000.00, the actual amount will be at the total discretion of the owner noting the amount will be no higher than \$30,000.00

9.5 The *estimated* sale price ranges for all classes of units in the Village (on a reinstated or renovated basis) as at June 2024 are:

- 2-bedroom unit:
 - \$520,000 to \$680,000
- 3-bedroom unit:
 - \$700,000 to \$800,000

10. On-going charges

The current rates of on-going charges for new Residents:

Self-contained unit Service Charge:

- \$295.40 per fortnight

11. Financial management of the Village

11.1 The operating surplus or deficit for the 2023-2024 financial year for Glengollan Village is:

- \$826,058 profit

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

☒ Yes

☐ No

12. Capital gains or losses

If the unit is sold, does the resident share in any capital gain or loss on the resale of their unit?

☐ Yes

☒ No

13. Reinstatement or renovation of the unit

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

☒ Yes

☐ No

If yes, the resident must pay for:

A set refurbishment amount – see paragraph 9.4 above

14. Insurance

14.1 Is the Village owner or manager responsible for arranging any insurance cover for the Village? ☒ Yes ☐ No

If yes, the Village owner or manager is responsible for these insurance policies:

- Building insurance, public liability insurance, workers compensation, common law and statutory liability in respect of employees employed by the owner for the Village, plant and machinery breakdown insurance, extended fire and flood insurance, glass breakage insurance and any other insurances deemed necessary by the Owner.

14.2 Is the resident responsible for arranging any insurance cover? ☒ Yes ☐ No

If yes, the resident is responsible for these insurance policies:

- Contents insurance (if desired)

15. Security

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

16. Emergency system

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

17. Resident restrictions

17.1 Are Residents allowed to keep pets? ☒ Yes ☐ No
Specific units in certain areas only – e.g.: Storen Close

17.2 Are there restrictions on **Residents'** car parking in the Village?
Allocated & reserved at a minimal charge where not attached to a unit

☒ Yes ☐ No

17.3 Are there any restrictions on **visitors'** car parking in the Village?
Minimal signed spaces available unless resident has reserved a visitor space

☒ Yes ☐ No

18. Accreditation

Is the Village accredited?

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

19. Resident Input

Does the Village have a Residents committee established under the *Retirement Villages Act 1986*? ☒ Yes ☐ No

20. Waiting list

Does the Village have a waiting list for entry? ☒ Yes ☐ No

If yes, what is the fee to join the waiting list? ☐ Yes ☒ No

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 plans
- ☒ 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 August 2021

Attachments included:

- ☒ Financial Overview Independent Living Units (ILU/s)
- ☒ Village Site Plan
- ☒ Floor Plan Specific to ILU of interest
- ☒ Private Care brochure
- ☒ Pet policy for Storen Close ILUs only



FINANCIAL OVERVIEW—INDEPENDENT LIVING UNITS

1. **Deferred Management Fee—capped at 30% over 7 years**

The deferred management fee (DMF) is the amount deducted when you vacate your unit. The DMF is the contribution you pay to the village after you have had the benefits of living in the village. Its sort of enjoy now, pay later. These funds go towards the management and upkeep of the village.

The calculation is worked on your initial investment by the following calculation:

Year 1 = 6%

Years 2—7 = 4%

For example, your initial outlay is \$525,000.00

$$\$525,000.00 \quad \times \quad 30\% \quad = \quad \$157,500.00$$

2. **Long Term Maintenance Fee**

To maintain the village, 1% of your initial outlay is deducted on departure to contribute to the Long Term Maintenance Fund for continual improvements and major repairs.

3. **Fortnightly Maintenance Fee~**

To enable you to work out your fortnightly budget, our fortnightly fee is currently \$295.40 and increases annually reflective of CPI.

Please refer to our Maintenance Schedule for inclusions.

4. **Refurbishment Costs**

2 Bedroom Units

The refurbishment fee on cessation of the agreement/departure from the unit will be a minimum of \$10,000.00 with a maximum of \$20,000.00, the actual amount will be at the total discretion of the owner noting the amount will be no higher than \$20,000.00

3 Bedroom Units

The refurbishment fee on cessation of the agreement/departure from the unit will be a minimum of \$15,000.00 with a maximum of \$30,000.00, the actual amount will be at the total discretion of the owner noting the amount will be no higher than \$30,000.00

5. **Home Care or Personal Care**

If you have any arrangements, either privately or through Home Care Packages, these can be transferred to your new home.

6. Glengollan Aged Care

Its comforting to know that at Glengollan Village we have our own Aged Care Facility at the same location as our Independent Living Units. Residents are given priority admission, dependant on the availability of a bed and urgency of your need. We will work with you to support and assist until an admission is possible.

7. Fees Cease

Upon vacant possession of your unit, the Maintenance Fees will stop.

8. Repayment Promise

At Glengollan Village the longest time you will wait to be repaid the balance of your entry contribution is 90 days guaranteed from the date of vacant possession.

9. Length of Time From Signing your Contract to Settlement

After your 21 day cooling off period has passed and your contract has been signed, we will provide you with up to 6 months from that date to sell your existing home and have a settlement date to move to your new lifestyle at Glengollan Village.

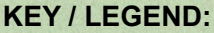
10. Six Month Buy Back Guarantee

Having been in operation since 1956, Glengollan Village is so committed to providing a lifestyle where you will feel safe and happy with your decision, that we offer a 6 month money-back guarantee.

If you are unhappy with your decision or decide village life is not for you, your entry contribution (less a weekly fee for rental) will be reimbursed.

**All items mentioned can be found in more details in the
Glengollan Village
Residence and Management Contract**





- Admin
- Aged-care Home
- Club Room
- Entry
- Glass House Potting Shed
- Letter Boxes
- Library
- Medical Clinic
- Maintenance Shed
- Veggie Garden

About us

Founded in 1956, Glengollan is a fully accredited, not for profit, aged care provider caring for up to 90 residents, including specialist care for 15 residents living with dementia. We are part of a continuing care community which includes 130 retirement living units which helps our residents maintain their social connections with community and friends.

Glengollan is nestled amongst the foothills of the Dandenong Ranges. Spanning approximately 12 acres in leafy Ferntree Gully in Melbourne's outer East.

For more information visit:

www.glengollan.com.au

Glengollan Village

97 Underwood Road,
Ferntree Gully, Vic, 3156

Postal: PO Box 8118,

Ferntree Gully, Vic, 3156

General enquiries,

appointments or tours:

Monday-Friday 9am-5pm

Phone: (03) 9758-1093

Email: info@glengollan.com.au



IT'S ALL ABOUT HAVING A CHOICE, A PURPOSE AND SENSE OF BELONGING

Glengollan Residential Aged Care understands that every person is a valued individual with a unique story.

This is why our team of dedicated staff are trained to understand and address the unique challenges faced by residents with dementia, offering personalised care plans, therapeutic activities and continuous support for both residents and families.

Through our holistic approach, we aim to ensure that every resident feels valued, respected and understood.



Private Care

Available to all residents of Glengollan Village

Your independence, dignity, individuality and quality of life are our primary focus. We know that a little bit of help makes all the difference.

Our Services

- ♦ Nursing
- ♦ Personal Care
- ♦ Transport
- ♦ Domestic
- ♦ Maintenance

REQUEST AN INFORMATION PACK

Visit our website
www.glengollan.com.au

Select our “Contact Us”
option and further
information will be
emailed to you

Glengollan Village

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Why choose us

- ◆ We are owned by our local community
- ◆ We are fully accredited with the Aged Care Quality Standards
- ◆ We employ “personal, caring, and compassionate staff
- ◆ You will receive high quality services
- ◆ All staff have a national police check and are fully certified
- ◆ Staff receive ongoing training
- ◆ We provide quality, consistent service
- ◆ Customers are our focus
- ◆ All funds paid to Glengollan are utilised for resident services

PRIVATE CARE CHARGES

Per Hour Cost	Weekday	Weekday Evening after 6pm	Saturday	Sunday	Public Holiday
Registered Nurse	\$97	\$125	\$145	\$170	\$235
Personal Care/Social	\$60	\$85	\$90	\$105	\$145
Maintenance	\$70	N/A	N/A	N/A	N/A
Domestic	\$47	N/A	N/A	N/A	N/A

Notes

- ◆ Charges effective May 2025
- ◆ Charges are reviewed from time to time and can be altered by Glengollan with one months notice
- ◆ Minimum booking .5 hr
- ◆ (except Maintenance which is .25hr)
- ◆ Kilometre charge \$1 per Kilometre
- ◆ Cancellation fee of \$35 if less than 24 hours notice given

PET OWNERSHIP POLICY AND GUIDELINES

1.0 PURPOSE

Glengollan Village respects the right of all residents to live in a safe, happy and harmonious retirement village community. Management recognises that some clients who wish to enter the Village would prefer to transition with their pet(s) and therefore advocates that if possible, owner and pets remain together when entering the Retirement Village.

The Pet Ownership Policy and Guidelines will assist management in determining; suitability the pet(s) suitability to enter the village on a case-by-case basis.

2.0 DEFINITIONS

Nil.

3.0 PROCEDURE

Scope of Pet Ownership

- A current resident in a pet permissible unit who is considering pet ownership of either a dog or cat, that complies with the Glengollan Village Approved Pet Guidelines;
- A current resident in a pet permissible unit who wishes to apply for short term care of either a dog or cat, e.g. temporary care of a family members pet; and
- A prospective resident for a pet permissible unit who at the time of submitting a written application for a Retirement Village Unit is able to demonstrate ownership of a registered dog or cat.

Exclusions to this policy are assistance animals which are covered under the Disability Discrimination Act 1992.

Glengollan Village Approved Pet Guidelines include:-

- 3.1 Assessed suitability (including size & breed);
- 3.2 A dog or cat per pet permissible unit;
- 3.3 Indoor fish & birds are acceptable for all residents;
- 3.4 Resident to be able to demonstrate that the pet (dog/cat) is well behaved, either by a signed letter from their local Vet or a Behavioural Trainer Assessment.
- 3.5 Pet behaviours that would be viewed as inappropriate for residing in a Retirement Community include; continual barking, risk of injury to other animals and people.
- 3.6 Also, behaviours on lead and/or reactive to noise, other animals, familiar and unfamiliar people could be viewed as inappropriate for residing in a retirement community.
- 3.7 Appropriate pet must be registered, de-sexed & vaccinated.
- 3.8 Arrangements as to who will manage the pet if the owner is sick or unable to care for the pet.
- 3.9 Arrangements are in place in the event the owner requires residential care or in the event the owner dies.

PET OWNERSHIP POLICY AND GUIDELINES

- 3.10 A Pet Policy / Guidelines is included in the Information Pack for prospective residents of pet permissible units.
- 3.11 Residents who indicate a preference to transition to a pet permissible unit with their pet are required to complete an "Application to keep a Pet (Storen Close only)".
- 3.12 Resident pet(s) who meet the Pet Approval guidelines & conditions, are only offered in the pet permissible units.
- 3.13 A dog is required to be on a leash at all times whilst exercising, within Glengollan Grounds.
- 3.14 Pets are not permitted in Communal Areas, Village Gatherings or Functions or the Aged Care Facility unless permission has been sought.
- 3.15 Any excrement is to be picked up by the pet's owner and disposed of in an appropriate manner, that is placed in a plastic bag and placed in a yellow bin (general rubbish) or flushed down owners' toilet.
- 3.16 Cats are to remain in owners' home or an enclosure in their rear garden and are not permitted to roam free in compliance with Knox City Cat Curfew.
- 3.17 Owners are required to demonstrate that they are responsible owners for example: do they vaccinate and arrange regular health checks, do they have arrangement for when they are on holidays or away overnight, is the pet microchipped and has an ID tag on its collar.

Complaints

In the event of a complaint(s) received from other residents, in the first instance the complainant will be encouraged to approach the pet owner to discuss. If there is a second complaint the Retirement Village Manager will discuss with the pet owner.

Written Warnings – a first and second warning would be issued in the event the verbal or written complaint is not acted upon. The warning will detail corrective action and time frames. A final warning will be issued if the corrective actions are not acted upon, the final warning will request the owner remove the pet from the Village within a specific time frame.

Pet Replacement

When a pet dies it cannot be replaced by another pet without prior approval, excluding fish, birds or assistance animals.

4.0 DOCUMENTATION

Application to keep a Pet

5.0 REFERENCES

Disability Discrimination Act 1992

GLENGOLLAN VILLAGE

Form

APPLICATION TO KEEP A PET

Section One

Owner & Pet Details

Resident's Name(s): Unit No:.....

Pet's Name:

Breed: Age:.....

Description of pet (size, coloring/markings etc):

..... Microchip no:

Vet Details:

Agreement & Checklist

- ☐ I will adhere to all pet regulations of Knox City Council (KCC)
- ☐ I have registered my pet with KCC
- ☐ I have a letter from my Vet or Animal Behavioural Therapist, detailing any behavioural concerns
- ☐ I have had my pet neutered and vaccinated (please supply documentation)
- ☐ I will regularly exercise my dog on a lead
- ☐ I will not allow my pet to roam freely around Glengollan Village Grounds
- ☐ I will carry a bag and dispose of droppings when walking dog
- ☐ I will not allow my pet to urinate on a resident's garden or letterbox
- ☐ My pet will live mainly indoors and sleep indoors at night
- ☐ I have a pet plan to cover times when I am away or unable to look after my pet if hospitalised or sick (as attached)
- ☐ I will ensure my pet has regular Vet health visits

Section Two

When I am no longer able to care for my pet due to illness or in the event of an emergency, I have made arrangements for its rehousing.

1. What are your Plans:-

.....

2. Name and details of 1st contact

Name:

Address

Phone No:(h) (m)

GLENGOLLAN VILLAGE

Form

APPLICATION TO KEEP A PET

3. Name and details of 2nd contact

Name:

Address

Phone No:(h) (m)

4. Assessment & Request for Approval Stage

This application is to be assessed by Village Management for approval.

I have read the Pet Ownership Policy and Guidelines for resident pets and agree to abide by all the conditions documented in the policy.

Print Name:

Signature: Date:

Section Three (office use only)

Outcome of Application (*pls circle below*)

Retirement Village Management **Agree / Do Not Agree** to approve the application.

The reason for, not agreeing are outlined below:

1.
.....
2.
.....
3.
.....

Retirement Village Manager Name:

Signature:

Date: