



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 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:

- 55 one-bedroom units
- 84 two-bedroom units
- 8 three-bedroom units

147 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 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 \$25,000.00, the actual amount will be at the total discretion of the owner noting the amount will be no higher than \$25,000.00

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 2023 are:

- 2-bedroom unit:
 - \$500,000 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:

- \$278.75.00 per fortnight

11. Financial management of the Village

11.1 The operating surplus or deficit for the 2021-2022 financial year for Glengollan Village is:

- \$214,730.00 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:

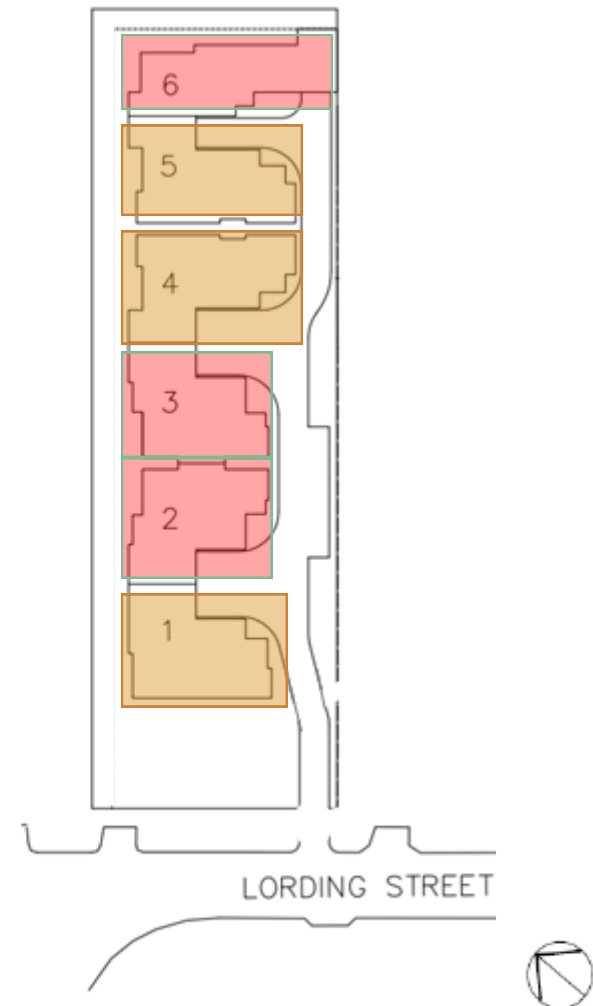
- ☒ Financial Overview Independent Living Units (ILU/s)
- ☒ Village Site Plan
- ☒ Floor Plan Specific to ILU of interest
- ☒ Private Care brochure
- ☒ Pet policy for Storen Close ILUs only



Village Layout
St Elmo Avenue to Lording Street



Neville Cowin Close (NCC)
131 Forest Road



28 Lording Street

**Great value with homes from
\$500,000.00 to \$800,000.00**



A range of 2 bedroom units in various designs and locations throughout our village including carports and garages, modern kitchens and bathrooms heating and cooling.

Look out for our new development currently in the planning stage due for completion in 2024. Showcasing 8 new units, a mix of 2 & 3 bedrooms, 2 bathrooms, internal entry from the single or double garage including a private fenced rear courtyard. These units will be pet friendly.

We already have expressions of interest and holds on a few. You could also be amongst the first to secure your ideal location.

Unlike many retirement villages Glengollan Village also has some units available for rental — terms & conditions apply.

Its comforting to know the Service Fees cease from the day the unit is cleared and vacated.

The remaining equity in the Unit after fees are deducted will be refunded in 90 days from Vacant Possession.

We believe this practice is beneficial and assists in working out future finances.

**To arrange a tour or for more information
Please contact us.**

Info@ glengollan.com.au

(03) 8706 4502

**97 Underwood Road
Ferntree Gully Vic 3156**

www.glengollan.com.au



97 UNDERWOOD ROAD

FERNTREE GULLY 3156

PH: 9758 1093

**A storybook lifestyle where you'll live
happily ever after**





What we have learnt during unprecedented times is its important to be somewhere you feel safe, protected, cared for and most importantly somewhere you don't feel alone.



Nestled at the foot of the Dandenong Ranges is picturesque Glengollan Village, set amongst 12 acres of established leafy gardens with an abundance of native birds.

Founded by a group of caring Ferntree Gully residents led by Violet Lambert in 1956 as a welcoming community for senior living.

Glengollan Village is not for profit, non-denominational, charitable organisation for community senior housing

It is the perfect place to call home with a range of accommodation styles to choose from.

Our Independent Living Units and Aged Care Home are conveniently co-located and removes the worry of relocating if the time comes that you may required 24 hour supported care.

Our philosophy is to provide excellence in care, wellness, lifestyle and housing options in a supportive & connected homelike community

Guided by an Honorary Committee of Management to provide independent and aged care housing.

Our village is represented by the CEO, Retirement Village Manager & Director of Nursing all on site for your convenience

