



BOUGAINVILLEA

STRATA TITLED

THE BAY CLUB RESORT



You will want to know as much as possible about living at "Bougainvillea"-The Bay Club Resort, our Strata Titled Village - when making your decision to move into a residential village.

We have produced the enclosed material in an effort to answer all the questions we've ever been asked about "Bougainvillea" - if we've left any question unanswered for you, please let us know.

Sales & Management Office

9:00am to 5:00pm

Monday to Friday

Saturday/Sunday 11:00am to 3:00pm

Telephone: 9953 5741

Fax: 9953 6712

Reception

8:00 a.m. to 4:00 p.m.

Monday to Friday

Telephone: 9953 9214

Fax: 9953 6712

**Village Open for Inspection Monday to Friday 09:00 a.m. to 5:00 p.m.
Saturday/Sunday 11:00am to 3:00pm**

7 - 17 Waters Road & 260 - 270 Military Road Neutral Bay NSW 2089

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VILLAGE LIFESTYLES

The Management Company

What is it and who are the people behind it?

Bougainvillea is a strata title retirement resort of 138 apartments. The first residents took occupation in October 1988, in a wonderful location in the heart of Neutral Bay with nearby supermarkets, a local medical practice, a wide range of shops, restaurants, cafeterias and major transport routes.

Unlike a nursing home or care facility, there are no medical staff employed on-site.

Keverin Investments Pty Ltd T/as "Village Lifestyles" as the principal, has many years' experience in both the establishment and running of successful Strata villages, whose reputation is testimony in itself. Director Carol Mitchell is actively involved in all aspects of village life and is personally available to residents and their families, upon request.

Village Lifestyles is committed to providing the security of continuous quality service in a friendly atmosphere, with all levels of staff chosen not only for their ability to ensure things are well run, but for their personal qualities of genuine interest, caring, common sense and sense of humor.

Village Lifestyles places the utmost value and importance on resident input in all decision-making processes and actively seeks and encourages just this in many village life matters.

Carol Mitchell served on the Strata Committee of the Retirement Village Association of NSW from its inception in October 1988 until 1997 and still makes herself available to that Committee for consultation. She was a member of the Consultative Committee who with the NSW Tenancy Commission / Strata Titles Commission (now "Department of Fair Trading") reviewed and reported to the State Government on the Retirement Villages Code (1989) as a representative of the Housing Industry Association and resulted in the Retirement Villages Act 1st July 2000 at which time that particular Committee was dissolved.

***Village Lifestyles'** principal and director Carol Mitchell has been involved with Bougainvillea almost since inception, and is proud of its reputation as a happy, friendly village and aims to provide standards higher than required by statutory regulation at the most cost-effective rate possible.*

Bougainvillea has one-bedroom **Serviced** Apartments as well as one & two bedroom **Independent Living Apartments**, set in the heart of Neutral Bay.

Bougainvillea offers a wide range of community facilities:

- 24-hour experienced staff at hand
- Internal emergency call system throughout the village
- Restaurant for the use of residents, families and friends, with very reasonable prices
- Inviting lounge with piano corner
- Landscaped gardens with water features
- Village bus for shopping trips and regular outings

- Private function facilities available for residents
- Heated swimming pool and spa
- Exercise room
- Activities and craft room
- Card room
- Snooker room
- Social program
- Treatment room
- Library

Bougainvillea is designed for people who recognize that they have reached that stage in life where they could enjoy life more if they did not have to continue to maintain a home and garden. Where company is readily available when they choose. Today's very informed buyer is looking for an environment which provides choices, as well as offering security and peace of mind. Few companies are better qualified than Village Lifestyles to offer this.

Since the inception of **Bougainvillea** in 1988, it has built a reputation that is envied in the Retirement Living field.

Choose to bring your treasured belongings to your new home or start completely afresh with new furniture.

You can enjoy a lifestyle where cleaning the gutters, mending the drainpipes and keeping up with the weeds in the garden, is all taken care of.

Woolworth's supermarkets, banks, boutiques, restaurants and transport are all at your doorstep.

Information specific for independent living apartments which can have a flexicare option.

These apartments are planned for people who want the security, activities and companionship offered by a village atmosphere when they choose, but still wish to retain their independence and privacy of their own STRATA TITLED apartment with the option of using our services on a 'user pays' basis.

It is likely that they will cook, clean and launder for themselves most of the time, but like the idea that those services are available should they need them in the future, or temporarily, from time to time. They also like the idea that maintenance is taken care of for them.

Inclusions in purchase price:

Generally, carpets, curtains, clothes dryer (independent living only) and light fittings are included by way of individual negotiation with the vendor. Many residents have installed split system air-conditioning with Owners Corporation approval.

Car spaces & store rooms:

Security car spaces and storerooms are sometimes available on a separate title and incur separate rates charges from Council. These spaces also attract a separate Strata levy. They can be bought and sold separately from apartments within the development, to residents of Bougainvillea only. There is visitor parking in the village for guests.

Maintenance:

Owners of these apartments need only maintain the interior. The outside of your apartment is looked after by the Owners Corporation and the cost of these services form part of the Strata levy you pay. The same levies are paid by everyone who buys an apartment which is part of a STRATA COMPLEX anywhere.

STRATA TITLED means that apartments at *Bougainvillea* are purchased from an owner, not from the village operator and are *owned* by the residents in much the same way as a family home, or any other Strata titled apartment. You, or your estate, are free to sell if you wish (if the new owner is 55 years of age, or younger if physically challenged). A medical assessment may be requested from management.

Strata Committee

The Strata Committee is elected by the owners at the General Meeting of the Owners Corporation-SP33651 in each year.

The Committee meets quarterly and all owners (residents) are welcome to attend these meetings.

Residents' Committee

Meetings are arranged from time to time (in addition to Strata Committee meetings) to discuss any matters of resident interest or concern as well as village budget meetings.

Strata levy and Village Lifestyle charges:

The owners of independent living Strata titled apartments are responsible in proportion to their apartment/unit entitlement, for Strata plan administration costs, to be levied by the Owners Corporation. Village Lifestyle services are itemized separately within its own budget and are standard to each type of apartment. Strata Levies and Recurrent Charges combined are on average \$202.24 per week for each independent living-care apartment. Combined charges/levies are on average \$467.75 per week each for fully serviced apartments (prices include GST).

Items covered by Strata levy:

The items covered by the Strata levy include:

- Insurance cover on:
- The external buildings
- Common property
- Public liability - common property

Capital Works Fund provisions:

- Maintenance, repair and replace of common property / building elements
- Replacement of capital items

Energy costs:

- Public lighting & ventilation on common property

General:

- Cleaning, and general maintenance and repairs on common property

Building maintenance:

- External maintenance of apartments and common property

Landscape & general maintenance:

- Supplies (plants), tools and equipment
- Vehicle costs for the village bus

Items covered by Village Lifestyles charges

Management Company's provision of administration services, personal care staff and administration staff.

Administration costs – Village Lifestyles:

- Wages and on costs including superannuation, workers compensation and long service leave.
- Stationery and office expenses - phone, fax, photocopies, postage
- Accounting costs

Note:

People services and certain building services are arranged by the Management Company and are not within the scope of the Strata managing agent.

Current Village Lifestyles service fee:

- The average weekly recurrent charge component for all **independent living** apartments is \$122.11.
- The average weekly recurrent charge component for all **serviced** apartments is \$399.86

Strata levies:

According to unit entitlements, levies vary between \$65.74 - \$99.79 per week (includes GST), for both serviced & independent living apartments.

Departure fee

A departure fee, in accordance with the village contract and the retirement village legislation, becomes payable on the resale of all apartments. THERE IS NO SEPARATE CAPITAL GAINS CHARGE OR ENTRY FEE.

The recurrent charges/village levies and Strata levies are purely to cover the day to day running costs. There are no on-costs. The Management Company does not profit from recurrent charges paid by residents.

The departure fee is payment to the Management Company for providing day to day general and personal services to residents, for ensuring the village runs smoothly, for ensuring compliance with retirement village legislation and generally, to providing the residents with an ongoing quality lifestyle.

Basis for calculating departure fee for independent living and serviced apartments:

Independent living apartments:

The departure fee % is based the greater of the *entry payment or the new entry payment* and is calculated as and from the commencement date (*the earlier of the date from when you complete your purchase of the Premises or the date of first occupation*) to the exit date (*the date you permanently vacate your premises or die*) in the following manner:

Departure fee structure		
Time	Percentage	
Less than 1 year	7.5%	The minimum departure fee you will pay is 7.5% and the maximum departure fee percentage you will pay is 35% calculated on a daily basis
1 year or more but less than 2 years	15%	
2 years or more but less than 3 years	19%	
3 years or more but less than 4 years	23%	
4 years or more but less than 5 years	27%	
5 years or more but less than 6 years	31%	
6 years or more	35%	

Serviced apartments:

What is the departure fee % based on? The departure fee % is based the greater of the *entry payment* or the *new entry payment (or purchase price paid for your Premises)* and is calculated as and from the commencement date (*the earlier of the date from when you complete your purchase of the Premises or the date of first occupation*) to the exit date (*being the date you permanently vacate your premises or die*) in the following manner:

Departure fee structure

Time	Percentage	The minimum departure fee you will pay is 10% and the maximum departure fee percentage you will pay is 35% calculated on a daily basis
1 year or less	10%	
1 year or more but less than 2 years	15%	
2 years or more but less than 3 years	20%	
3 years or more but less than 4 years	25%	
4 years or more but less than 5 years	30%	
5 years or more	35%	

Summary of legal aspects

Title: The apartments are each separate lots in the Strata plan of "Bougainvillea".

Ownership: Residents acquire freehold strata title which ensures security of tenure.

Age Restriction: As with all accommodation at "Bougainvillea", one residing party to a purchase contract must be aged 55 years or over (or have special medical needs if younger).

Right of entry to apartments: In case of emergency or of necessity, the Management Company or its employees are permitted to enter residents' apartments.

Emergency care: The village contract authorizes the Management Company to arrange medical care or hospitalisation in case of emergencies.

The Management Company is directly responsible for the provision of services to residents of the serviced apartments.

An experienced, personal care assistant will be on call (on site) 24hrs to tend to resident's calls.

How are Strata levies and Village Lifestyle fees paid?

The fees are payable quarterly in advance and are levied by the Strata Managing Agent (strata levies) and Village Lifestyles (village recurrent charges).

Items covered by the Strata levy weekly fee (paid quarterly in advance):

The following items are included in the current weekly fee of between \$65.74 and \$99.79 per week including GST (according to Unit Entitlement):

Strata Levy:

- Common property building insurance
- Common property lighting, power and maintenance
- Common property vehicle insurance and maintenance

Items covered by the serviced apartment recurrent charge of \$399.86 per week (incl GST)

- Breakfast continental style
- Supplies delivered to apartments twice weekly (cereals, fruits, bread, butter, jams, marmalades, sugar, tea, coffee, milk, juices)
- A light two course lunch is served in the dining room at 12:30pm Monday to Saturday and a main meal three course lunch at 12.30pm on Sundays.
- A full three course dinner is served in the restaurant at 6:00pm Monday to Saturday and a light two course dinner at 6:00pm on Sundays.
- Weekly unit cleaning & linen laundry. Residents own bed linen, towels and face washers are changed.
- Medication management or personal assistance up to 10 minutes per day, upon request, dependent on availability.

Note: Tea and coffee making facilities are also available 24 hours a day in the 2 lounge areas for the use of residents and their guests.

Timing of meals is determined by consultation between residents and management from time to time. Currently lunch is served at 12:30pm and dinner at 6:00pm. Generally, lunch and dinner will be served in the restaurant unless medical reasons require special consideration. Our kitchen prides itself with daily preparation, using fresh ingredients and an ever-changing seasonal menu.

Monitoring of emergency call service:

This is a 24 hour on-site monitoring service. Should you require **URGENT** assistance, you only have to press the **mobile button** kept on you personally or in your apartment, or the wall buttons situated in various common areas.

Personal services:

Limited occasional personal needs, light dressings, putting on socks/stockings, meal delivery (in cases of hospitalization recovery, for up to two weeks at no cost for serviced residents are covered by our serviced apartment levy, up to 10 minutes a day). Also, available to independent living residents on a user pays basis, upon request, dependent on availability.

Extra personal care services:

Should you require assistance by way of prompting for meals or outings, breakfast preparation (when available), meal delivery, or medication management, this can be arranged through reception.

Additional help is often available through **Home & Community Care Service (H.A.C.C.)**. Your doctor may be able to assist in arranging this where possible (subject to means test). This is a marvellous community service at a minimum cost.

Servicing of your apartment includes up to 1 hr cleaning:

Weekly:

- Vacuum carpets, wet mop all other flooring (note: residents are generally expected to keep their apartment dusted and tidy)
- Clean and disinfect: toilet, shower, vanity unit in bathroom
- Clean sink, bench top and tiles in kitchenette
- Launder two sheets, two pillowcases, re-make bed with clean linen. If you wish to have your bed regularly made, please ensure that three sides of the bed are clear from any wall
- Launder two towels, bathmat, hand towels & face washers, two tea towels

Note: A fully equipped laundry is available for you to attend to your personal laundry requirements, in the serviced apartment area of the village. A service for personal laundry and dry cleaning is available at the resident's cost if required. (We are happy to wash, tumble dry and fold resident's non-iron clothes **with their weekly linen load** at no extra cost, if there is enough space in the washing machine to make up one load)

- Twice yearly, we clean outside windows (serviced units and common areas only)
- Maintain all communal areas in the village
- Maintain areas which will create a pleasant living environment
- Organize social functions and gatherings for your enjoyment (actual cost of some functions will be at the expense of the resident). These costs will be advertised in our monthly village magazine "The Bougainvillea Chat"

Sale of apartments:

In selling your apartment, our sales division, Keverin Investments will use its best endeavours to obtain a purchaser at the **best market price**, if you choose us as your agent. We can advise you and/or your family of recent comparable sales within the Village to help you establish what the market price is and then list as per your instructions. An agent's fee of 3.5% (plus GST) of the sale price is payable which includes all advertising until the point of sale, photography, floor plan and staging, if required.

Keverin Investments maintains a Monday to Friday 9:00-5:00pm & Saturday & Sunday 11:00-3:00pm by appointment, sales operation.

Prospective purchasers are provided with a full tour of the village and apartment inspection.

Council & Water Rates:

Being Strata titled, each property is separately assessed and rated individually. Please contact the following authorities to gain an estimate of price:

North Sydney Council – 993 68100

Sydney Water – 132 092

Centrelink:

You should contact Centrelink if you feel any concessions may be applicable to you, on 131 021.

Pharmaceutical Benefit Scheme

If you spend \$378.00 per annum or more on prescriptions, please talk to your pharmacist. You may qualify for prescription concessions.

Staffing of "Bougainvillea"

Bougainvillea is managed by Village Lifestyles, which has overall responsibility for general administration and standards in the village. Staff are employed by the Management Company and especially chosen for qualities to ensure a secure friendly atmosphere, whilst respecting individual residents' privacy and dignity.

Are guests permitted?

Of course, your guests are welcome, but other than for short stays, the approval of the Management Company is requested, which will never be unreasonably with-held.

Village contract:

A resident is required to enter into a village contract with Village Lifestyles. A copy is available at our sales office at-all-times and will be made available to you or your solicitor upon request. If you feel you would like to proceed towards purchase, a full disclosure statement will be provided. No

village contract may be entered into until 14 days from receipt of the disclosure statement, to allow you the opportunity to carry out further investigation during this time.

Rules & regulations:

In the interest of all residents, certain minimum rules and regulations are necessary and are decided upon by consultation with residents.

These include:

- When upon common property, residents should be appropriately dressed (e.g: no dressing gowns, slippers, etc)
- Residents are responsible for the actions of their guests, who are at-all-times to be in the company of the resident
- No disturbing noises should be made that detract from the enjoyment of other residents
- Heating methods to have prior approval of management, as to safety, etc.
- **No** washing to be dried on balconies - it really does offend other residents

Pets:

Animals are allowed to reside with their owners at "*Bougainvillea*" in suitable apartments with the approval of the Strata Committee. Such pets must be kept within the owner's lot.

Building security:

The Bougainvillea retirement complex is monitored 24 hrs a day via a CCTV system strategically positioned throughout the building. This combined with reception being attended between the hours of 8am and 4pm daily and staff on-site 24 hrs a day gives our residents peace of mind. All front doors of independent living & serviced apartments are keyed to the unique Bougainvillea locking system. This ensures express response time to attend all emergency calls.

18 Most Common Questions?

About living & moving into Bougainvillea

-Answered For You-

Question 1: What do I get for my money when I buy an independent living or serviced apartment at Bougainvillea?

Answer: *A fully self-contained home with kitchen or kitchenette, bathroom and living room, generally opening onto a private balcony or courtyard. One or two bedrooms, individual laundry or facilities and a joint ownership of all village facilities.*

Question 2: What about parking?

Answer: *All available security car spaces are currently owned by residents, but as they are on separate title they become available from time to time for separate purchase, as are a limited number of storage spaces, subject to availability. These attract a separate Strata levy and may be bought and sold separately to the apartments if no longer required. Alternatively, car spaces are sometimes available for rental from an owner/resident.*

Question 3: What form of title will I have?

Answer: *All apartments at "Bougainvillea" are strata title.*

Question 4: Can I sell it at any time?

Answer: *Yes. A restriction is that the new owner must be 55 years or over, as the retirement village legislation only allows people who are 55 or over (or younger if special requirements exist), to buy homes in retirement villages, and approved by village management. The Management Company can assist with the sale, or you may have an agent of your own choosing. A departure fee will become payable on settlement of the resale (see chapter on departure fee).*

Question 5: If I make a capital gain on the sale, is it mine to keep?

Answer: *Yes, you will receive the amount paid by the new owner, less the departure fee and selling commission.*

Question 6: What is the departure fee for and why is it paid at the time of sale?

Answer: *The departure fee reimburses the Management Company for the services it provides to its resident, its overall participation and capital investment which ensures the guaranteed provision of continuity of quality services, including on-site 24 hour, 7 day emergency care, becomes payable*

on the resale of the apartments so that it does not involve a drain on weekly income for the residents during their ownership within the Village: (NB the recurrent charges cover the cost of the services delivered by the Management Company but do not provide the Management Company with any

profit. The only profit the Management Company (as Operator) receives is the Departure Fee payable on completion of sale of an apartment.

Question 7: How much will the departure fee be?

Answer:

*For **Independent Living Apartments** see table below*

The departure fee % is based the greater of the *entry payment or the new entry payment* and is calculated as and from the commencement date (*the earlier of the date from when you complete your purchase of the Premises or the date of first occupation*) to the exit date (*the date you permanently vacate your premises or die*) in the following manner:

Departure fee structure		
Time	Percentage	
Less than 1 year	7.5%	The minimum departure fee you will pay is 7.5% and the maximum departure fee percentage you will pay is 35% calculated on a daily basis
1 year or more but less than 2 years	15%	
2 years or more but less than 3 years	19%	
3 years or more but less than 4 years	23%	
4 years or more but less than 5 years	27%	
5 years or more but less than 6 years	31%	
6 years or more	35%	

*For **Serviced Apartments** see table below*

What is the departure fee % based on?

The departure fee % is based the greater of the *entry payment* or the *new entry payment (or purchase price paid for your Premises)* and is calculated as and from the commencement date (*the earlier of the date from when you complete your purchase of the Premises or the date of first occupation*) to the exit date (*being the date you permanently vacate your premises or die*) in the following manner:

Departure fee structure

Time	Percentage	
1 year or less	10%	The minimum departure fee you will pay is 10% and the maximum departure fee percentage you will pay is 35% calculated on a daily basis
1 year or more but less than 2 years	15%	
2 years or more but less than 3 years	20%	
3 years or more but less than 4 years	25%	
4 years or more but less than 5 years	30%	
5 years or more	35%	

THERE IS NO SEPARATE RETENTION OF ANY PORTION OF CAPITAL GAINS.

Question 8: Who pays for things like maintenance and gardening?

Answer: *When you buy a Strata titled apartment, external maintenance and common area gardening are paid for at the direction of the Strata Committee. The Strata Committee is made up of owners of apartments, just like yourself. The Annual General Meeting of the Owners Corporation considers and approves the budget which determines what the owners will pay for the coming year. The budget covers a wide range of expenses.*

Question 9: How much will this cost me?

Answer: *The current weekly combined costs for apartments at "Bougainvillea" are:*
Independent Living ***average \$202.24 including GST***

Serviced ***average \$467.75 including GST***

(or approximately \$66.82 per day for all meals, 24-hour vital call service, cleaning & laundry depending on Strata unit entitlement).

Council and water rates are charged individually to each owner directly by North Sydney Council and the Sydney Water.

Question 10: What will I get for this?

Answer:

- * *Insurance cover on buildings, common property, public liability on common property.*
- * *Energy costs such as public lighting and common property electricity and gas consumption.*
- * *General items such as cleaning, repairs and replacements (e.g. light globes) on common property.*
- * *Building maintenance including external maintenance of apartments and common property.*
- * *Landscape and general maintenance including supplies, tools and equipment, vehicle costs of those vehicles owned by the Owners Corporation.*
- * *Village management staff administration costs, including wages, ongoing & associated costs e.g. superannuation, workers compensation, office expenses, stationery, all accounting, auditing and incidental costs.*

Question 11: Can I invite family and friends to stay?

Answer: *Yes. However, management reserves the right to ensure that guests do not disrupt the privacy or enjoyment of any other residents in the village. To this end, family and friends are only invited to use the common facilities accompanied by the owner.*

Question 12: Can my visitors use the community facilities?

Answer: *Yes, the community facilities are there for residents and their families or friends. Normal courtesy rules of conduct and noise apply of course. If you wish, you can arrange to invite your family and friends to the dining room the same way you would go to a restaurant. Bookings are requested by 3pm the day prior to using the restaurant weekdays, and by 12 noon Thursday for weekend bookings, and can be paid for at the time of booking or on a monthly account if you prefer (we will always do our best to still fit you in after these times). The function area can be used for larger family gatherings. Naturally, advance notice is requested. Catering by Bougainvillea may be possible. See the village manager for a quotation.*

Question 13: I have heard that it is possible to buy an apartment jointly with a friend. Is this true?

Answer: *Yes, joint ownership is possible under Strata title. We have apartments at "Bougainvillea" big enough for two people to live comfortably (of course, age restrictions and medical assessment may apply). Costs of purchase and maintenance and proceeds of sale would then be shared by the owners. An additional fee is charged in respect of second persons in serviced accommodation (approximately \$250.00 per week for three meals a day, 24-hour vital call service, cleaning, linen laundry, including GST).*

Question 14: What care facilities are available should I need them?

Answer: An experienced person is available on site 24 hours a day, 7 days per week, **to respond to emergency calls**. A mobile emergency call system is located in each unit, and staff are available by telephone to answer other calls for assistance or advice. People who prefer services provided on a full-time basis would be more comfortable in the serviced apartments at "**Bougainvillea**" as these offer all meals, cleaning and linen laundry service as well.

Question 15: What is flexicare?

Answer: Flexicare is the availability (at the advertised cost) of all services of the village, to **all** residents of independent living apartments, which they use on a user pays basis. For example, an independent living resident can request **all** or **any** of the following: (provision of personal care services is dependent on current availability)

FLEXI-CARE AT BOUGAINVILLEA - USER PAY ITEMS

**Bougainvillea The Bay Club Resort
Extra Services Price List
Valid as at 1st November 2020**

- Meal Delivery \$5.30 per delivery

If a resident has been in hospital we happily deliver meals for a 14 day period on the residents return from hospital at no delivery cost.

Cost is incurred when meal delivery is required as a once off convenience or as an ongoing service.

- Supply of general groceries as per order sheet available from reception delivered on Tuesday and Friday
- Showering & dressing \$5.30 per 5 minutes
- Wound dressing/eye drops/pressure stockings
- if service provided in the treatment room \$cost of consumables
- Wound dressing/eye drops/pressure stockings
(if service provided in resident's apartment - \$5.30 per 5 minutes + \$cost of consumables)
- Medication - \$25.00 per week
X 2 Daily
X 3 Daily \$35.00 per week

Cleaning -This is a general service of up to 1 hour and includes

- *Wipe down of kitchen benches and doors*
- *Cleaning of toilet, vanity and shower*
- *Mopping of all hard floor surfaces*
- *Vacuuming of carpets* *\$35 per hour*

- *Laundry – including 2 x sheets, 2 x pillowcases , 2 x towels, a bathmat, hand towels and face washers
2 x tea towels (no personal items)* *\$20.00 per service*

- *Laundry – washing of items as described above plus bed remake* *\$25.00 per service*
- *Ironing* *\$35.00 per hour*
- *Maintenance services* *\$45 per hour*
- *Bus trips in village bus – to restaurants & short excursion trips from* *\$5, per trip*
- *Gardening* *\$40 per hour*
- *Non-urgent Vital Calls (Vital Call for a non-medical emergency)* *\$20.00*
- *After hours call outs after 9pm (e.g. to open a door)* *\$20.00 + \$5.30 per 5 mins*
- *Replacement Vital Call Pendant* *\$185*
- *Replacement Proximity Key* *\$20*
- *Replacement Car Park Remote* *\$90*
- *Bus Trips in Village bus for short excursions from* *\$5 pp*
- *Accounting Assistance* *\$15 per 15mins*

For example: Direct Debit set up for council and water, concessional claim for council.

(Please note there is no charge for arranging set up of credit card or direct debit method for Bougainvillea or Strata invoices).

BOUGAINVILLEA RETIREMENT VILLAGE

RESTAURANT PRICE LIST AS OF 1ST November 2020 (All prices GST inclusive)

Monday-Friday

	<u>Resident</u>	<u>Guest</u>
<u>Lunch- 2 course</u>	\$17.00	\$20.00
<u>Dinner- 3 course</u>	\$20.00	\$25.00

10 or more weekday lunches per month \$15.00

Saturday

	<u>Resident</u>	<u>Guest</u>
<u>Lunch- 2 course</u>	\$18.00	\$21.00
<u>Dinner- 3 course</u>	\$21.00	\$26.00

Sunday

	<u>Resident</u>	<u>Guest</u>
<u>Lunch- 3 course</u>	\$21.00	\$26.00
<u>Dinner- 2 course</u>	\$18.00	\$21.00

Takeaway Meals

Entrée	\$ 9.00
Main course	\$14.00
Salad	\$10.00
Sweet	\$ 5.00
Sandwich	\$ 6.50
Soup	\$ 8.00
Delivery	\$ 5.30 per meal

Cancellation Policy – All meals must be booked or cancelled with a minimum of 24 hours' notice or meal cost will be charged.

Question 16: If I leave the village temporarily, am I still responsible for Strata and village levies?

Answer: Yes. "**Bougainvillea**" is a strata titled village, and as in any strata complex, strata levies are payable until the title passes to a new owner. Unfortunately, costs remain static to the village when a resident leaves in all respects. After 28 days' absence from the village, a recurrent charge rebate will apply (\$3,610.82 per quarter calculated daily if less than a quarter) to serviced apartment residents only, as they are charged for optional or personal services, prior to permanent vacation.

If a resident leaves the village permanently and management is notified of this, the calculation of the departure fee ceases on the date the resident permanently vacates.

Question 17: How can I be sure that management won't increase recurrent charges beyond my capacity to pay in the future?

Answer: The village budget is arrived at by a process of discussions between the Management Company, owners and where necessary, the Strata managing agent. All suggestions are investigated, quoted upon, and then prioritised before any decisions are reached. The budget is approved by residents with the aim of keeping recurrent charges as low as possible while still maintaining the required standards.

Question 18: If I need more services at any stage, do I move to a serviced apartment?

Answer: You would need to sell your independent living apartment and purchase a serviced apartment to do so. Most residents choose to stay where they are and just increase the services as they require, as residents become attached to their home and the thought of moving again can seem quite daunting.

Deed of Management

Parties to agreement

The management agreement is between the Owners-SP33651 ("Owners Corporation") and Keverin Investments Pty Ltd t/as Village Lifestyles (the Management Company).

Purpose

The purpose of this agreement is to document the manner under which the Management Company has been engaged by the Owners Corporation to render particular services to owners and to the Owners Corporation itself.

Common property

In a Strata titled development, the common property in very simplistic terms can be stated as being the exterior of all buildings, i.e. community buildings, the grounds of the complex, recreational and other common facilities and all buildings or part thereof not specifically owned as separate title.

The Management Company is not a Strata managing agent

A separate Strata managing agent may be appointed. At *Bougainvillea*, Alldis and Cox has been appointed by the owners to undertake various duties, including calling meetings, preparing and keeping the strata accounts, and when necessary, engaging specialist trades to undertake certain repairs and maintenance. Contact Ph: 9326 4488 for our Strata Manager Jenny Morrissey, 61A-65 Frenchmans Road, Randwick NSW 2031.

Management Company to provide certain strata services

The Agreement with the Owners Corporation appoints the Management Company to manage and administer the common property and community facilities; lists the services that are currently provided by the Management Company to its residents and to the Owners Corporation, including the engaging of contractors to repair and maintain and clean all buildings, landscaped areas and communal facilities. The Management Company must also ensure the maintenance repair and replacement of the items mentioned in the Agreement and is responsible for the refurnishing and redecorating of common property areas.

(Separately, under the Village Contract and the Retirement Villages Act and Regulations, the Management Company is required to arrange for support services including the employment of staff, the provision of 24-hour on-site emergency response, ensure residents comfort and safety, management and administration, and provision of personal care services, including meal service.)

Owners Corporation responsible for costs

The Management Company in employing staff and undertaking the responsibility to administer the strata scheme is indemnified for all costs in so doing by the Owners Corporation. Individual residents are responsible for all village operating costs. The Management Company does not charge on-costs and does not profit from the delivery of these services.

Residents pay via levy

The Owners Corporation will levy and charge the owners of all apartments, an amount to cover strata operating costs and services.

VILLAGE RESIDENT SERVICES

Assistance with Services

The Management Company may be able to assist in arranging a wide range of additional services, at the residents' request and cost, including:

- Medical assistance
- Podiatry
- Hairdressing
- Home care and support
- Home help-domiciliary services
- Meal service
- Laundry service
- Internal maintenance and repairs of apartments, gardening

24-Hour Emergency Call

An experienced person will be available on call, on site 24 hours a day, 7 days per week, to respond to **emergency calls**.

Call system

A mobile emergency call button is designated to each apartment.

Telephone help

Staff are available by telephone to answer other calls for assistance or advice (24 hours 9953 9214). There is a charge for non-emergency calls between 9pm & 7am.

Resident funded

Residents pay directly or indirectly for all services provided. Thus, efficient management is assured in return.

Audit of operating expenses

The Management Company is required to maintain separate financial records of all residents' service fees received and the expenditure of the same and these are audited annually.

Rules and regulations

The Management Company is empowered to make "rules and regulations" regarding the use of the village for the purposes of maintaining safety, care, cleanliness and order.

Residents' rights

Residents are invited and encouraged to participate in the decision-making processes affecting the village. Strata Committee meetings are held regularly, as are Resident Committee meetings, where any concerns, ideas, worries or complaints may be freely expressed.

Village Contract

Parties to Agreement

The agreement is between the resident and the Management Company.

Purpose

The purpose of this agreement is to document the duties and responsibility of the Management Company regarding the provision of support services at the cost of the resident.

Management Company authorized to act in emergency

In the case of an emergency or suspected emergency, the Management Company is empowered to enter the apartment and to arrange medical care or hospitalization, as the circumstances dictate.

Not to lease without consent

The apartment can only be leased if the prior consent of the Management Company has been obtained. It can only be leased to a person over the age of 55 years and who is considered an appropriate resident, unless other special circumstances exist. A medical assessment may be required. A residential tenancy agreement must be entered into between owner and tenant.

Before a resale can occur

The resident or authorized person must advise the Management Company in writing if the apartment is to be sold. Management will assist with the sale and the sales price is set by the owner/family with advice from management as to current market sales.

While an owner is entitled to use any sales agent, most choose our onsite agents because we can ensure that enquiring purchasers are properly and fairly informed of what they may expect should they decide to buy into the village. However, the owner or other agents are not precluded from introducing purchasers to management.

Market price

The apartment must be sold for the "fair market price" at the time, irrespective of whom the purchaser is. This figure is recommended based on recent sales within the village, as well as comparable, on the market figures.

Any sale is conditional upon a new retirement village contract

Any sale must be subject to the purchaser entering into a sale of land contract, as well as a village contract.

Management can handle the resale

Village Lifestyles can arrange resale on the owner's behalf and give every assistance to the owner's legal representative. An Agents fee shall be charged upon settlement at the rate of 3.5% (plus GST) of the selling price. This figure is inclusive of a contribution to general village advertising as well as unit specific advertising. The fee covers all advertising until the point of sale, floorplans, photos and staging, if required. The owner may also appoint an agent of their own choosing.

Departure fee

The Management Company shall, from the proceeds of the sale, be entitled to a departure fee. (Refer to pages 13 and 14 to see how the departure fee is calculated)

NOTE: no separate charge is made in respect of any capital gains accrued.

To secure the Management Company, by way of payment of the departure fee, the resident shall execute a charge in favour of the Management Company. This charge will be registered on the title.

Authorised By: Pare Tocker & Darren Hunt	Position: Sales & Village Manager
Date: Feb 2022	Review Date: Feb 2024