



## Factsheet for mixed tenure 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, ongoing charges and financial liabilities on permanent departure (covered in sections 9 and 10 of this document)
- consider what questions to ask the village manager before signing a contract
- consider whether retirement village living provides the lifestyle that is right for you
- review the *Guide to choosing and living in a retirement village*.

**The Guide and other general information about retirement living is available on Consumer Affairs Victoria's website at:**  
[www.consumer.vic.gov.au/housing/retirement-villages](http://www.consumer.vic.gov.au/housing/retirement-villages).

**All amounts in this factsheet are GST-inclusive, unless stated otherwise where that is permitted by law.**

# 1. Location

Name and address of retirement village:	The Village Baxter 8 Robinsons Road Frankston South VIC 3199
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# 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):	Baptist Village Baxter Ltd 8 Robinsons Road Frankston South VIC 3199
2.2 Year construction started:	1973

# 3. Management

3.1	<ul style="list-style-type: none"><li>Name of company or organisation that manages the retirement village: The Village Baxter</li><li>ABN: 96 006 640 544</li><li>Address: 8 Robinsons Road Frankston South 3199</li><li>Telephone number: 03 59 711 349</li><li>Date company or organisation became manager: 1986</li></ul>
3.2	Is there an onsite representative of the manager available for residents? Yes
	If yes, the onsite representative is available on these days: Monday to Friday from 8 am to 4pm (excluding Public Holidays)

# 4. Nature of ownership or tenure

Resident ownership or tenure of the units in the village is:	Licence (non-owner resident)
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## 5. Number and size of residential options

5.1 Number of units by accommodation type:	<ul style="list-style-type: none"><li>• 56 one-bedroom units</li><li>• 312 two-bedroom units</li><li>• 50 two bedroom + study units</li><li>• 418 in total</li></ul>
5.2 Garages, carports or carparks:	<p>General car parking is available in the village for residents and visitors.</p> <p>Some styles of Units have attached garages, for other units, a limited number of garages and carports are available for rent otherwise general parking is available in the Village</p>

## 6. Planning and development

Has planning permission been granted for further development of the village?	Yes, the Village is going through a planned, 30 year redevelopment of the entire site.
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**Note:** See the notice at the end of this factsheet regarding inspection of the permission document.

## 7. Facilities onsite at the village

7.1 The following facilities are available to residents as at the date of this statement.
<b>Note:</b> 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.
<ul style="list-style-type: none"><li>• Activities or games room</li><li>• Arts and crafts room</li><li>• BBQ area outdoors</li><li>• Billiards room</li><li>• Bowling green</li><li>• Chapel</li><li>• Croquet green</li><li>• Internet Cafe</li><li>• Community centre</li><li>• Dining room</li><li>• Gym</li><li>• Hairdressing</li><li>• Library</li><li>• Medical rooms</li><li>• Restaurant</li><li>• Shop</li><li>• Lounges</li><li>• Village bus</li><li>• Workshop</li><li>• Pottery workshop</li><li>• Painting room</li><li>• Computer Club</li><li>• Darts</li><li>• Table Tennis</li></ul>

7.2 Does the village have an onsite or attached residential or aged care facility?	Yes – There is no guarantee a place will be available or offered to Village Residents.
<b>Note:</b> 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 <i>Aged Care Act 1997</i> .	

## 8. Services

8.1 Services provided to all village residents (funded from the recurrent service charge paid by residents):	<p>Day to day management of the Village including staffing</p> <p>Annual auditing of village accounts</p> <p>Cleaning and maintenance of communal areas and facilities</p> <p>Maintenance and care of communal lawns and gardens</p> <p>Management and administration services</p> <p>Insurance of staff, buildings and common areas</p> <p>Payment of all rates (inclusive of pensioner discount), taxes and charges for the communal areas and village facilities including for gas, water and electricity for common areas.</p> <p>Non-pensioners will be required to pay an additional fee equal to the pension concession for Water and Council Rates</p>
8.2 Are optional services provided or made available to residents on a user-pays basis?	<p>Yes</p> <p>The list of current private services and fees is available from our Community Care Office</p>

## 9. Entry costs and departure entitlement

9.1 The resident must pay:	<p>a <b>refundable</b> in-going contribution (Lease Type 1)</p> <p style="text-align: center;"><b>OR</b></p> <p>a <b>non-refundable</b> in-going contribution (Lease Type 2)</p>
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<p>9.2 If the resident must pay a <b>refundable</b> in-going contribution: <b>(Lease option 1)</b></p> <ul style="list-style-type: none"> <li>the range is:</li> </ul> <p>It is refunded:</p>	<p>\$150,000 to \$650,000</p> <p>The lease provides payment on the earliest to occur of 14 days after the next resident takes possession of the unit, 14 days of receipt of the next in-going contribution and 6 months of permanent departure. Current Village practice is to refund the amount upon vacation of the Unit and return of the keys.</p>
<p>9.3 If the resident must pay a <b>refundable</b> in-going contribution, is a fee deducted at permanent departure?</p> <p>If yes, the departure fee is based on:</p>	<p>Yes <b>(Lease Option 1)</b></p> <p>6% per annum - for a maximum number of 6 years of residence of the in-going contribution</p> <p>Departure fee shall be no less than 12% and no more than 36% of the ingoing contribution. (** special pricing arrangements for \$150,000 units of 12% per annum with a minimum of 24% and maximum of 72%)</p>
<p>9.4 <b>(Lease option 2)</b> If the resident must pay a <b>non-refundable</b> in-going contribution, the amount is:</p>	<p><b>(Lease Option 2)</b> Lease Option 2 pricing is variable according to Unit style and price. It is a single, one-off payment that is not refundable and is calculated inclusive of all standard agreement fees plus an amount equal to 3% p.a interest on the refundable portion of the standard price over 10 years.</p>
<p>9.5 These costs must be paid by the resident on permanent departure, or are deducted from the refundable in-going contribution:</p>	<p><b>(Lease Option 1)</b></p> <ul style="list-style-type: none"> <li>2% Administration Fee</li> <li>(** special pricing arrangements for \$150,000 units of 4% Administrative fee)</li> <li>\$15,000 Asset replenishment Fee</li> </ul> <p><b>(Lease Option 2)</b> These costs are all <b>included</b> in the single one-off non-refundable payment for Lease option 2</p>

9.6 The estimated sale price ranges for all classes of units in the village (on a reinstated or renovated basis) as at 1 July 2023 are:	1 bedroom unit:	\$158,148 to \$400,000
	2 bedroom unit:	\$150,000 to \$500,000
	2 Bed+ Study unit:	\$306,455 to \$650,000

## 10. Ongoing charges

10.1 The current rates of ongoing charges for new residents:

Type of unit	Service charge	Long term maintenance fund charge
Self-contained unit:	\$660.80 per month	\$0 per month

## 11. Financial management of the village

11.1 The village operating surplus or deficit for the last financial year is: \$319,912 deficit as at 30 June 2022

11.2 Does the village have a long-term maintenance fund? No

## 12. Financial management of the owners corporation

This section does not apply – there is no owners corporation

## 13. Capital gains or losses

If the unit is sold, does the resident share in any capital gain or loss? No

## 14. Reinstatement or renovation of the unit

Is the resident responsible for reinstatement or renovation of the unit on permanent departure? No, unless a resident has damaged the unit beyond reasonable wear and tear or made an alteration or addition without written management approval.

## 15. Insurance

15.1	Is the village owner or manager responsible for arranging any insurance cover for the village?  If yes, the village owner or manager is responsible for these insurance policies:	Yes  Building insurance, public liability insurance and other business / staffing related insurances
15.2	Is the resident responsible for arranging any insurance cover?  If yes, the resident is responsible for these insurance policies:	Yes  Personal contents insurance

## 16. Security

Does the village have a security system?	No, Unmonitored Security cameras are located throughout the Village
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## 17. Emergency system

Does the village have an emergency help system?	Yes
If yes: • the emergency help system details are:	Emergency call button in all units and community buildings
• the emergency help system is monitored between:	24 hours a day, 7 days a week

## 18. Resident restrictions

18.1	Are residents allowed to keep pets?  If yes, any restrictions or conditions on pet ownership are available on request.	Yes - Cats and birds that are kept indoors at all times may be kept with Management permission. Presently no dogs are permitted as Units are not privately fenced
18.3	Are there any restrictions on <b>visitors'</b> car parking in the village?	Yes, Parking in parking bays only and not on grass or roadways.

## 19. Accreditation

Is the village accredited:

- under the Lifemark Village Scheme (administered by The British Standards Institution and initiated by the Property Council of Australia)? No.
- by the Australian Retirement Village Association? No, the RVA no longer exists
- under the International Retirement Community Accreditation Scheme (administered by Quality Innovation Performance and initiated by Leading Age Services Australia)? No, Leading Age Services Australia no longer exists.  
The ARVAS Accreditation program administered by Quality Innovation Performance self-assessment process is underway and is expected to be completed by June 2024

## 20. Resident input

Does the village have a residents committee established under the *Retirement Villages Act 1986*? Yes

## 21. Waiting list

Does the village have a waiting list for entry? Yes

If yes: \$2,000

- what is the fee to join the waiting list?
- is the waiting list fee refundable on entry to the village? Yes.



**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).**

- X Village site plan
- X Plans of any units under construction
- X The statutory statements and report presented to the previous annual meeting of the retirement village
- X 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
- X Examples of contracts that residents may have to enter into
- X Planning permission for any further development of the village
- X Village dispute resolution documents

**Declaration: The information in this factsheet is correct as at [1 July 2023](#).**