



The Association of Residents of
Queensland Retirement Villages Inc.
OFFICE HOURS MAY VARY
Please leave a message if ringing
Enquiries - 0437 906 074
Membership - 0429 098 417
April 2018



PRESIDENT'S PONDERINGS

Hi ARQRV Member

As you would have seen in our print newsletter, there are only 2 clauses of the amended RV Act that have been proclaimed and Mike described these in some detail. No advice yet of when the other amendments will be completed and proclaimed.

I believe there are a number of forms that have still to be developed.

In Connect, I wrote about the Building Consumer Confidence Project and I have had a number of enquiries about this project. First let me explain that this is a joint project and we are expected to work in partnership with COTA, National Seniors, and the Association of Residential Parks and Tenants Qld to ensure that all consumers (residents and tenants) understand the changes under the Building Better Futures Legislation, that amended not only

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Our Features

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- Member Letter
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SAVE THE DATE

AGM

Monday 17 September

2018

Caboolture Sports Club

the Retirement Village Act but also the Residential Parks Act and the Act that regulates Boarding Houses and Rental Accommodation.

~
*just a few steps away from
the Morayfield railway station*
~

At ARQRV we are also focusing on developing our organisation to cater for the expected increase in members as the Department of Housing is keen to have us extend our advocacy and support services into the majority of retirement villages in Qld.

All of this will take some time. Expect to see a special edition print newsletter in the next couple of months that will give you full details and expected outcomes of the work we are doing under the Building Better Futures Initiatives.

I have recently been involved as a panel member at a number of conferences organised by the Property Developers and Managers of retirement villages across the State. They are keen to get a residents' perspective on the industry and to address the issues that are causing dissatisfaction within the sector.

Of course I have had a lot to say in this regard and whilst giving examples of the types of issues we deal with on a regular basis I pointed out that what we want is to be respected, listened to and our concerns taken seriously and dealt with fairly. As an industry, a Code of Practise for operators is currently being developed and we have been invited, along with all the other State Residents' Associations, to have some input.

Further in this newsletter is a summary of the recent residents' survey that was completed just before Christmas, some interesting reading but nothing that we didn't already know.

Other members of the Committee have the same workload they always carry so it continues to be a busy time for us all.

Judy President 0401 695

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MIKE'S MEDIATION

Resale of the right to reside in both freehold and leasehold villages

This paragraph could be the most valuable you will read on a "savings per word" that you will ever read.

Selling a freehold Accommodation Unit

Some scheme operators who have previously "sold" the right to reside to a resident on a freehold contract are now "reselling" those units on leasehold contracts.

The value of an accommodation unit, when “sold” leasehold, is generally lower than the same unit if it is sold freehold.

If a former resident’s exit entitlement is calculated on the lower leasehold value when “selling”, but was purchased originally for a higher freehold value, there is a strong possibility of the return of capital being lower than it should be if the former resident allows the “sale” to be conducted on the wrong basis.

The scheme operator is free to sell the unit for whatever price the market will accept and on whatever basis is agreed. **But ... the departing resident’s exit entitlement should be based on the accommodation unit’s value on the same basis on which it was acquired by the former resident at the outset of his or her contract to reside.**

Selling a leasehold accommodation unit

Several scheme operators now offer prospective residents non capital appreciation leases. In these instances the incoming resident does not benefit or share in the increased value of the unit when eventually resold to another new resident. The incoming resident would be expected to pay substantially less for an non-capital appreciation lease.

However, **where the departing resident has a capital appreciation lease, and the operator has elected to “sell” the right to reside based on a (lower value) non capital appreciation lease, the departing resident’s exit entitlement should be calculated on the unit’s capital appreciation lease value.**

Mike Fairbairn Vice President

MEMBER LETTER

Hello Noel,

I have received your email regarding the role of a village Liaison Officer (LO) and have responded to your questions (in blue) on behalf of ARQRV.

Association :-

1) Is there a ‘Job Description Manual’ available for those who wish to apply to fill this Position.

The role of a LO is a voluntary position. The LO must be a resident of the village and must also be a financial member of ARQRV. A Liaison Officer Handbook has been produced and will be available from next week. This will be sent to all current LO's. I have attached an electronic [draft copy](#) for your perusal.

2) A list of GoL Residents not currently Members

ARQRV supplies a list of members for your particular village as part of the resource kit supplied to all LO's. You may have to view this alongside a list of all residents to ascertain which residents are not currently members of ARQRV.

3) List/Copies of forms presently being used by Liaison Officers.

ARQVR supplies all the resources you need to undertake the role of a Liaison Officer. The resource kit includes ARQVR brochures, membership forms, newsletters, a laminated poster, LO badge, receipt book, personalised introduction letter(s) Member Payment Forms and reply paid envelopes. The new LO Handbook will also be included from next week. Extra supplies can be requested at any time.

4) Ordinary Membership covers a calendar year and allows three months to 31 March to pay – correct or otherwise?

Yes - this is correct. Membership fees are due by 1 January each year. If not paid, that member becomes unfinancial and will be unable to receive individual help or support until fees are paid. However, members have until 31 March to pay their fees. Where fees are not paid by 1 April, a member will have to re-join as a new member to retain their membership.

5) Are there Assn. meetings where LO's need to attend. If yes, when and where are they convened and how often. Can these or other out-of-pocket Expenses be claimed?

There are usually no ARQVR meetings where LO's are required to attend.

6) Is a copy of the recently revised R.V. State Act available for LO's.

ARQVR does not supply a copy of the Act as the role a LO does not require reference to legislation.

7) When annual fees are payable, can a list be provided of those who have failed to renew. This to be used to follow-up late Village payments.

LO's are provided with a list of current membership status with their resource kit and each year after the ARQVR annual general meeting. However, these lists can be provided at other times by contacting the ARQVR office.

8) New Residents joining the Association, the paperwork required for each ARQVR provides LO's with a supply of Membership Forms. Additional forms can be supplied upon request.

9) Does the Association have any past or current problems relevant to Gardens on Lindfield.

There are no issues highlighted on the ARQVR database.

10) Expectation of the Association, in brief, relative to a Liaison Officer and his/her Duties.

ARQVR is always appreciative of volunteers who undertake this role. The main duties of an LO are to promote the services of ARQVR by distributing brochures and membership forms and to assist with new and existing membership applications. LO's must refer members who have issues with the scheme operator or residents committee, to the ARQVR committee. It is not the role of an LO to deal with any issues members may have.

If you have any further enquiries, please do not hesitate to contact me.

Angela Jordan - Project Coordinator
Building Consumer Confident Project.

THANKS TO THOSE MEMBERS WHO RESPONDED TO THE UNCLAIMED
MEMBERSHIP FEES RECENTLY AND.....

PLEASE NOTE

ANYONE WANTING TO RENEW THEIR MEMBERSHIP WILL NOW HAVE TO
PAY FULL PRICE OF \$50 TO RE-JOIN AS THE CUT OFF DAYS FOR
ANNUAL RENEWALS CLOSED ON 31 MARCH.

National Resident Survey 2018

Summary of Findings

Carried out by market research firm Australia Online Research (AOR) in January, the survey received responses from 19,477 residents across 529 villages. It found a quarter (25 per cent) said their life had significantly improved while over half (52 per cent) said their happiness had increased. **The majority (84 per cent) of residents are happy with their life as it is today.**

Why is this the case?

The survey showed the main factors for buying into a retirement village are the same as they always have been – being able to downsize while physically able (63 per cent); the family home becoming difficult to manage (39 per cent); and concern about future health (36 per cent).

Retirement living ‘solves’ all of these issues – allowing residents to stay living independently while removing the hassle of maintenance. There are also the benefits of safety and ease of ageing that living within a community provides.

On key services and benefits provided by the village, generally expectations were met or exceeded. However, six per cent of residents were ‘not satisfied’ with their village experience.

Room for improvement

The results were clear, there is room for improvement. Only half of residents said they ‘completely’ understood village maintenance fees with just over half (56 per cent) seeking legal advice on their village contract.

Only thirty-seven per cent feel a *valued customer*

While overall residents believe that their village is managed professionally and responsibly, they are less certain about the transparency and fairness of costs and plans for the village.

The majority of residents feel their village manager does not have the skills,

knowledge and authority to do their job properly and that they lack the personal qualities to get the job done, for example being proactive, quality focused, consistent and accountable.

Fewer than one in five residents (17 per cent) thought they understood the exit fees extremely well and another 37 per cent quite well. That leaves another 46 per cent unsure about what they will pay when they depart their village.

Almost half(44 per cent) of residents were also unsure about the process for complaints, with only half of those who had a complaint feeling that it was dealt with quickly, fairly and respectfully.

Levels of financial stress are increasing with increasing fees and in some cases, change of ownership

There is an element of declining levels of satisfaction associated with the length of time in the village, with the primary decline in the first four years.

A segmentation amongst residents highlights their different experiences, from those who couldn't be happier, to those that are happy but have underlying concerns, to a significant minority who have had a series of negative experiences and stressors that have significantly reduced their satisfaction levels.

What needs to be done

The survey has highlighted a number of issues that operators need to address

- Handle complaints with respect and sensitivity
- Address issues with village manager and staff training
- Build a sense of community where this is lacking
- Simplify contracts

This **is** a brief snapshot of the outcomes of the survey. Please do not ask us for more detailed results as we do not have access to the complete survey. However, because we know that many members participated we are providing you with this short overview of the results.

**PAST
NEWSLETTERS**

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The Voice of Residents in Qld Retirement Villages

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