

The ARQRV is a strong consumer protection organisation that represents the interests of residents in retirement villages to governments and scheme operators. We are a not-for-profit organisation run by volunteers who are themselves residents in a retirement village, so we have first-hand experience of the issues affecting all residents. We act to inform members of their rights under the *Retirement Villages Act* and provide on-going information about issues that are significant to the retirement village lifestyle.

ARQRV has produced a range of fact sheets on various topics that may be of assistance when it comes to understanding retirement village living.

Recent changes to the *Retirement Villages Act 1999* has commenced improvement to the pre-contractual disclosure process we well as resident and prospective resident access to village operational documents. These changes are designed so residents are protected and empowered and the industry can supply quality services.

Pre-contractual Disclosure - Commenced 1 February 2019

<p>Information to be given to prospective residents</p>	<p>A scheme operator must not enter into a residence contract for the village unless the person has been given a copy of each of the following documents:</p> <ul style="list-style-type: none"> • the residence contract; • the village comparison document for the scheme; • a prospective costs document for the residence contract; • any by-laws for the village; and • any other document prescribed by regulation.
<p>Pre-contractual disclosure waiver</p>	<p>A person may give the scheme operator a waiver under which they agree to receive the documents listed above less than 21 days before they enter into the contract.</p> <p>The waiver must be in the approved form, must state that the person obtained legal advice from a Queensland lawyer about entering into the contract and be signed by the person and the lawyer.</p>
<p>Timeframes</p>	<p>The scheme operator must give a document or details relating to a residence contract:</p> <ul style="list-style-type: none"> • 21 days before the scheme operator and the person enter into the contract; or • If the person gives the scheme operator a pre-contractual disclosure waiver, that states the timeframe in which the person agrees to receive the documents, or if no timeframe is stated, immediately before the scheme operator and the person enter into the contract.

For further information please contact ARQRV

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