

# GENERAL INQUIRY DOCUMENT

Current as at: October 2017

This general inquiry document is required to be given to you as a prospective resident or as a person acting on behalf of a prospective resident.

## Village details

**Name of retirement village** Palm Lake Resort Ballina

**Street address** Cnr North Creek Road and Corks Lane, Ballina NSW 2478

**Website** <http://www.palmlakeresort.com.au/>

**Residency in this village is available under** *[tick one or more]*:

- |   |  |
|---|--|
| <input type="checkbox"/> strata title                 | <input type="checkbox"/> rental only           |
| <input checked="" type="checkbox"/> leasehold         | <input type="checkbox"/> company title         |
| <input type="checkbox"/> non-registered lease/licence | <input type="checkbox"/> other [specify] ..... |
| <input type="checkbox"/> community title              |  |

## Management details

**Name of operator:** Walter Elliott Holdings Pty Ltd (ACN 005 277 038)

**How many retirement villages do we operate in NSW?** 2

**We have operated retirement villages in NSW since** 2013

**Are we a member of any industry association?**  Yes  No

If Yes, name of association:

**Contact person for further information about the village:**

**Name:** Manuel Lang **Phone:** (07) 5552 1300

**Position:** CEO **Email:** [manuell@palmlake.com.au](mailto:manuell@palmlake.com.au)

## Accommodation details

**Has construction/development of the village been completed?**  Yes  No

There are planned to be 286 residential premises in the village, made up of:

0 x bedsitters

0 x 1br premises

0 x 2br semi-detached and detached villa homes

0 x 3br semi-detached and detached villa homes

286 x other (specify): 2br plus activity semi-detached and detached villa homes

**The residential premises in the village are:** *[tick all that are applicable]*

- |  |
|--|
| <input checked="" type="checkbox"/> Self-care premises/Independent Living Units                |
| <input type="checkbox"/> Serviced apartments/Assisted Care Units                               |
| <input checked="" type="checkbox"/> Single storey and/or <input type="checkbox"/> Multi-storey |

**Is there a residential aged care facility onsite or attached?**  Yes  No

**Note:** Aged care facilities are not covered by the Retirement Villages Act 1999 (NSW). Entry is not guaranteed and will be subject to availability and meeting the eligibility requirements set by Commonwealth government laws.

## Financial matters

The asking price to enter the village is currently:

\$..... or ranges from \$495,000 to \$720,000

The amount of recurrent charges payable to live in the village is currently:

\$118.78 per week or ranges from \$..... per..... to \$..... per.....

Do residents pay a departure fee when they leave?

Yes  No

Do residents share in any capital gains?

Yes  No

(Other fees and charges may apply.)

## Village facilities and services

Facilities and services available at the village include: *[tick all that are applicable]*

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> on-site manager               | <input checked="" type="checkbox"/> outdoor swimming pool  |
| <input checked="" type="checkbox"/> village bus                   | <input checked="" type="checkbox"/> tennis courts  |
| <input checked="" type="checkbox"/> emergency call system         | <input checked="" type="checkbox"/> bowling green  |
| <input type="checkbox"/> restaurant                               | <input checked="" type="checkbox"/> gym  |
| <input checked="" type="checkbox"/> dining room                   | <input checked="" type="checkbox"/> saunas   |
| <input type="checkbox"/> shop                                     | <input type="checkbox"/> chapel/prayer room  |
| <input checked="" type="checkbox"/> library                       | <input type="checkbox"/> workshop  |
| <input checked="" type="checkbox"/> ten pin bowling               | <input checked="" type="checkbox"/> cinema   |
| <input checked="" type="checkbox"/> community room/centre         | <input checked="" type="checkbox"/> storage area for boats/caravans  |
| <input checked="" type="checkbox"/> arts and crafts room          | <input type="checkbox"/> optional services (e.g. meals, laundry and home cleaning)                                     |
| <input checked="" type="checkbox"/> activities/games room         | <input checked="" type="checkbox"/> other: Outdoor BBQ area, separate lounge, spa (indoor, heated) and visitor parking |
| <input type="checkbox"/> medical consultation room                |  |
| <input type="checkbox"/> visiting hairdresser                     |  |
| <input checked="" type="checkbox"/> heated internal swimming pool |  |

## Village life

Are pets allowed in the village?  Yes\*  No

Can residents do their own gardening?  Yes\*  No

Are there organised social activities in the village?  Yes  No

Are there any village rules in force in the village?  Yes  No

Does the village have a residents committee?

Yes  No *If yes, Name of secretary or chairperson: Mr Robert Bailey*

Phone No./email: (02) 6618 9453 \* Conditions and restrictions may apply.

## More information

This document gives a basic explanation about the village. It contains general information only and may be subject to change.

If there are village rules in force in the village, a copy of the village rules can be requested from the operator of the village.

You should also read the NSW Fair Trading publication ***Moving into a retirement village?*** which gives an overview of the retirement village industry and contains a useful checklist for prospective residents. For more information on your rights and responsibilities, contact Fair Trading by visiting [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) or calling 13 32 20. A disclosure statement and village contract will provide you with more information should you decide to become a resident.