



## Frequently Asked Questions

### **How do I buy an Apartment?**

To buy into an Apartment, you're required to pay a deposit to secure your apartment plus a capital sum for an occupation right agreement (ORA). This is a licence to occupy, which gives you a contractual right to live in the Apartment, but no legal ownership of the property itself or the land.

Under a licence to occupy, on exit there is a deferred management fee of your initial capital sum which covers the long-term costs of residing in the Apartment such as maintenance of facilities and communal areas and the re-licensing and refurbishment of your property after the licence ends.

The deferred management fee accrues between the first 2-3 years of residing in the Apartment and is deducted on the re-sale of your licence.

### **What does the Village Outgoings Payment pay for?**

A Village Outgoings payment is payable by the resident on the 1<sup>st</sup> of each month. The apartment operator is responsible for outgoing costs payable in respect of the apartments such as rates, water and wastewater charges, insurance on the buildings, maintenance of the facilities such as the lifts, fire alarm systems, rubbish collection, common area garden maintenance and full use of the lodge. Plus, coffee and tea in the common area.

### **What other services can I have?**

We can talk with you about each of the services separately by calling us to have a chat. There are options that include maintenance services such as access to monthly wifi, cleaning, linen changed, personal care, grocery shopping and more. There is a compulsory service which includes 5 main meals at midday per week.



### **What will be provided in the apartment?**

The apartment chattels that are included are window furnishings in all rooms, shower curtain, dish drawer and heatpump. You will need to bring your own furniture for your bedroom, lounge and kitchen such as a bed, duchess, bed side table, lounge suite, TV cabinet, TV and all kitchenware such as a microwave, crockery, cutlery. There are some optional extras we can help to organise such as a bathroom heater on request.

### **If something is broken in the apartment that has been provided by Golden View who pays for the repair?**

As detailed in your ORA, all maintenance costs are the cost of the operator, so we will fix this on your behalf.

### **What other costs do I need to think about?**

Power will be charged monthly at a reasonable rate. Any additional services you take plus your user paying services like internet, sky or phone.

### **Can I do any alterations on the apartment?**

You must not make any alterations or additions to your Home or modify the Operator's Chattels, fit aerials or other items without our prior written consent. However, if you have a disability you are entitled to alter your Home if it does not meet your needs. If you wish to make such alterations, you must give us written notice and consult with us. We will undertake such alterations at your cost and may require the Home to be reinstated to its original condition on termination (at your cost).

### **Can I attend any of the Golden View Village weekly activities programme?**

Yes, you can enjoy these activities. Golden View Village has an updated monthly calendar at the lodge on the TV screen as you enter, and you can read about them in the weekly newsletter. The calendar is also given out to each resident at the start of each month. Golden View Care has separate activities, you can find them at reception.

### **Can I bring a pet?**

We understand that pets play an important role in people's lives however due to the restricted size of the apartments and busy nature of the carpark close by we are not allowing residents to bring pets.



### **Is there 24-Hour emergency assistance?**

All apartments are equipped with an emergency call system which is connected 24 hours a day to the Golden View Care facility. If the Care facility receives a signal from an apartment, the person on duty will phone that apartment to speak to the person who pushed the emergency call button. If nobody answers, the on-call nurse manager will enter the apartment to check on that resident and call the appropriate emergency service. There are call out charges.

### **How do I do my laundry?**

We have an onsite laundry facility that has washing machines, dryers and a tub. We will provide washing powder or liquid.

### **I have a car; do I have a car park outside my apartment?**

We have 1 car park space allocated for each apartment; these are on a first come first served basis.

### **I have a scooter; do you have scooter charging stations?**

Some of the ground floor apartments have scooter charging stations situated on your terrace. There are also scooter parks at one end of the building.

### **Can I bring a hob or countertop oven?**

Unfortunately, we do not have provisions for fire protection and ducting. It is not regulated to allow for this. You can bring a kettle and toaster. If you want to bring other appliances, you will need to get the Village Managers permission to do so. We also have a tagging and testing policy for any electrical appliances.

### **Do you offer short term rest home care?**

Yes, we will be able to offer short term rest home care in your apartment until there is a care room available in our rest home facility. There will be charges for the rest home care according to our service agreement.