



GOLDEN VIEW

LIFESTYLE VILLAGE

Frequently asked questions

Q. Can my family and friends visit me at Golden View Lifestyle Village?

A. Yes, definitely! Your dwelling is your home and your visitors are most welcome to visit and use the village amenities with you.

Q. What happens to my home when I go on holiday?

A. We will care for your home and garden while you are away for short or extended periods. We ask to be advised of any extended absence and any change of plans you may make while you are away.

Q. Can I rent or lease out my home?

A. No. The dwelling is for the sole use of the person/persons named in the occupation licence.

Q. Is there a 24-hour emergency facility?

A. All homes are equipped with an emergency call system which is connected 24 hours a day to a specialist call centre. If the call centre receives a signal from a villa in our village, the person on duty will phone that villa in an effort to speak to the person who pushed the emergency call button. If nobody answers, the call centre will then phone the appropriate emergency services as well as well as a staff member on call.

Q. Can I bring a pet?

A. Pets play an important role in people's lives. House trained pets such as a cat, caged bird or small dog are welcome with management's consent.

Q. Can I have my own garden?

A. We encourage residents to take an active part in the creation of their gardens, but you can do as little or as much as you like. The village landscape gardeners look after your garden along with the village grounds and gardens.

Residents also have the option to have their own raised vegetable box adjacent to their villa. In addition, communal vegetable and flower garden allotments are provided.

Q. What does the weekly fee pay for?

A. A village payment is payable by the resident, which is adjusted by no more than the CPI each year. The village operator is responsible for outgoing costs payable in respect of the village such as rates, water rates in common areas, insurance on the buildings, maintenance of the facilities, rubbish collection, lawn mowing, common area garden maintenance and full use of the lodge.

Q. What other expenses will I be responsible for?

A. In addition to your weekly fee, you are responsible for your own electricity, internet, telephone, TV, contents insurance, water metering. The village has its own electricity network which provides residents with electricity at reduced rates.

Q. Is there regular financial reporting to residents?

A. Yes. The annual financial reports are available to all residents. These include the past year's village outgoings, financial statements and the budgets for the coming year. The accounts are reviewed by the company auditor and the statutory supervisor.

Q. What community facilities are available?

A. The Golden View Lodge includes lounge/dining, kitchen, swimming pool/spa, gymnasium with a selection of equipment, library, crafts room, cinema/chapel/meeting room, hairdresser, relaxation room for use by beauticians, masseuse and podiatrist, family meeting room, administration area, an outdoor terrace/bbq area, bowling green and petanque court. There is also a workshop, community gardens, golf croquet course and RV and Caravan Park.

Q. If I have a complaint, who do I raise issues with?

A. You may speak with the Village Manager at any time. You can also speak with the Village Residents Committee who can take the issue to the Manager on your behalf. Covenant Trustee Services and the Retirement Villages

Association are available to the residents and will assist with any problems not able to be remedied by village management.

Q. Do you have availability in the Villas?

A. People are welcome to call Golden View Village reception to make an appointment to view the lodge and be shown around the village. You will be given a package of the villa plans and asked if you wish to fill out an expression of interest form to enable you to be placed on the waiting list and receive our newsletters. Once you have chosen the villas that you prefer you will be asked to fill out a more comprehensive questionnaire. We have a waiting list for all types of our villas. To be placed on the waiting list there is no payment required.