

Cumberland View

Factsheet for loan-licence or loan-lease retirement village

Under the *Retirement Villages Act 1986*, all retirement villages operating in Victoria must give this factsheet to a retiree (or anyone acting on their behalf) within seven days of a request, and include it in any marketing material provided to them and intended to promote a particular village.

Make sure you read and understand each section of this document before you sign a contract to live in this village.

Consumer Affairs Victoria suggests that before you decide whether to live in a retirement village, you should:

- seek independent advice about the retirement village contract – there are different types of contract and they can be complex
- find out the financial commitments involved – in particular, you should understand and consider entry costs, ongoing charges and financial liabilities on permanent departure (covered in sections 9 and 10 of this document)
- consider what questions to ask the village manager before signing a contract
- consider whether retirement village living provides the lifestyle that is right for you
- review the *Guide to choosing and living in a retirement village*.

The Guide and other general information about retirement living is available on Consumer Affairs Victoria's website at:
www.consumer.vic.gov.au/housing/retirement-villages.

All amounts in this factsheet are GST-inclusive, unless stated otherwise where that is permitted by law.

1. Location

Name and address of retirement village:	Cumberland View Retirement Village 101-121 Whalley Drive, Wheelers Hill VIC 3150
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2. Ownership

2.1	Name and address of the owner of the land on which the retirement village facilities are located (company /organisation/owners corporation):	Tingari Group Pty Ltd as trustee for the Cumberland View Retirement Village Unit Trust ABN 76 488 249 380 Of 101-121 Whalley Drive, Wheelers Hill VIC 3150
2.2	Year construction started:	1981

3. Management

3.1	- Name of company or organisation that manages the retirement village: - ABN: - Address: - Telephone number: - Date company or organisation became manager:	Tingari Group Pty Ltd as trustee for the Cumberland View Retirement Village Unit Trust ABN 76 488 249 380 76 488 249 380 101-121 Whalley Drive, Wheelers Hill VIC 3150 03 9795 9166 1 July 2025
3.2	Is there an onsite representative of the manager available for residents? If yes, the onsite representative is available on these days: Our office is closed on Public Holidays	☒ Yes ☐ No - Monday from 9.00am to 5.00pm - Tuesday from 9.00am to 5.00pm - Wednesday from 9.00am to 5.00pm - Thursday from 9.00am to 5.00pm - Friday from 9.00am to 5.00pm

4. Nature of ownership or tenure

Resident ownership or tenure of the units in the village is:

- Lease (non-owner resident)

5. Number and size of residential options

5.1 Number of units by accommodation type:

- 18 one-bedroom units
- 231 two-bedroom units
- 4 three-bedroom units
- 5 other: two -bedroom plus study units
- 258 in total

5.2 Garages, carports or carports:

- ☒ General car parking is available in the village for residents and visitors.
- ☒ Other (*specify*): Garages and car ports are available under a separate licence subject to availability.

6. Planning and development

Has planning permission been granted for further development of the village?

☒ Yes ☐ No

Note: owners have not yet committed to proceeding with this project

Note: See the notice at the end of this factsheet regarding inspection of the permission document.

7. Facilities onsite at the village

7.1 The following facilities are available to residents as at the date of this statement.

Note: If the cost for any facility is not funded from the recurrent service charge paid by residents or there are any restrictions on access, a list is attached with the details.

- Activities or games room
- Community room or centre
- Separate lounge in community centre

• BBQ area outdoors • Billiards room • Bowling green/croquet law [outdoor]	• Gym • Hairdressing or beauty room • Library • Medical consultation room • Shop	• Spa [indoor/heated] • Village bus • Workshop • Other (<i>specify</i>): Allotments and greenhouse, computers and internet access in community areas
7.2 Does the village have an onsite or attached residential or aged care facility? ☒ Yes ☐ No		
Note: The retirement village owner or manager cannot keep places free for residents. To enter a residential aged care facility, you must be assessed as eligible through an aged care assessment in accordance with the Commonwealth <i>Aged Care Act 1997</i>.		

8. Services

8.1 Services provided to all village residents (funded from the recurrent service charge paid by residents):	• Operate, manage, administer and control the Village as a retirement village for the benefit and enjoyment of Residents. • Engage staff and contractors necessary for the proper and efficient management and operation of the Village, which may include, but is not limited to, a Village Manager, cleaning, nursing and maintenance personnel. • Manage, control and supervise the use of the Village Facilities and the Management Facilities. • Clean, maintain, repair and service the Village Facilities and the Management Facilities, including any lawns, gardens and landscaped areas. • Prepare, maintain and update (when appropriate) safety and emergency procedures for the Village. • Maintain a 24 hour emergency call system enabling Residents to summon assistance in an emergency.
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- Monitor, control and eradicate insects, pests, rodents, vermin and termites in the Village Facilities and the Management Facilities.
- Test, monitor and maintain fire fighting and protection equipment located in the Village Facilities and the Management Facilities, including sprinkler systems (if any), hydrants (if any), fire extinguishers and smoke detectors.
- Manage and control of all aspects of security at the Village.
- Apply for and maintain current any licences required by applicable legislation in relation to the Village.
- Arrange for secretarial, book-keeping, accounting and legal services necessary for the proper operation of the Village.
- Pay all outgoings, costs and expenses in connection with the ownership, operation, management and administration of the Village, including but not limited to:
 - rates, taxes, charges, assessments, duties, impositions and fees levied, assessed or charged by any public, municipal, governmental or semi governmental agency; and
 - contributions levied, assessed or charged by the Owners Corporation; and
 - charges for water, gas, oil, electricity, telecommunications, sewerage, waste disposal and other services supplied to the Village,
 - other than outgoings, costs and expenses payable directly by Residents

- Take out and maintain the insurances relating to the Village that are contemplated by this contract or that we deem appropriate.
- Comply with the Act.
- Provide fixtures, fittings, equipment, appliances and furnishings.

8.2 Are optional services provided or made available to residents on a user-pays basis? ☒ Yes ☐ No

- Personal care assistance for specific requirements of residents requested from time to time but not provided as part of the general services, including specific assistance with medications, bathing , cleaning and provision of meals can be arranged through independent service providers on a user pays basis at market rates
- Wellbeing services including doctor, physiotherapist, podiatrist, audiologist and counselling are provided in the village by independent service providers on a user pays basis at market rates. Appointments are required.
- Arrangements exist for hairdressing services, through independent service providers, to be available in the village. Appointments may be required.
- Domestic services such as cleaning, laundry, bed making, and the like can be arranged through independent service providers on a user pays basis.
- Other services as notified by us or third party suppliers to the residents from time to time.

9. Entry costs and departure entitlement

9.1	The resident must pay:	• a refundable in-going contribution • If you select a Prepaid Contract, a prepaid management fee equal to 20% of the in-going contribution (non-refundable)
9.2	If the resident must pay a refundable in-going contribution:	
	• the range is:	\$350,000 to \$1,100,000
	It is refunded:	On the Earlier of • within 14 days of the next resident taking possession of the unit • within 14 days of receipt of the next in-going contribution • other (specify): 12 months after permanent vacation.
9.3	If the resident must pay a refundable in-going contribution, is a fee deducted at permanent departure?	☒ Yes ☐ No
	If yes, the departure fee is based on:	Before you enter into your Residence and Management Contract, you are able to select between two options: • Standard • Prepaid Prepaid ☐ Yes ☐ No If you choose a Prepaid option, there is no departure fee. Standard ☐ Yes ☐ No If you choose a Standard option, there is a departure fee, which is described in the Residence and Management Contract as a Lease Departure Fee. The Lease Departure Fee is an amount calculated as

the relevant percentage appearing in the table below of the Ingoing Contribution (including any prepaid refurbishment costs):

Period from (and including) the Occupation Date to (and including) the Departure Fee Date	Percentage
1 year of less	6%
Greater than one year but less than or equal to 2 years	12%
Greater than two years but less than or equal to 3 years	18%
Greater than three years but less than or equal to 4 years	24%
Greater than 4 years	30%

The relevant definitions used in calculating this amount are contained in the Residence and Management Contract and are:

- **Departure Fee Date:** The date your Residence and Management Contract terminates or ends.
- **Ingoing Contribution:** the amount of the in-going contribution payable by you under your Residence and Management Contract.
- **Occupation Date:** the earlier of the date your Residence and Management Contract commences and the date you commence occupation of your unit.

9.4 These costs must be paid by the resident on permanent departure, or are deducted from the refundable in-going contribution:

- The departure fee set out in paragraph 9.3
- Other costs (*specify*):
 - All service fees (which are described as 'maintenance charges under the residence and management contract) and other moneys owed by you to us under the lease
 - Any amount required to fund and remedy any default by you under the lease
 - Reinstatement or renovation of your unit for damage which goes beyond ordinary fair wear and tear.

- 9.5 The estimated sale price ranges for all classes of units in the village (on a reinstated or renovated basis) as at 1 July 2025 are:
- 1 bedroom unit: Up to \$400,000
 - 2 bedroom unit: Up to \$900,000
 - 3 bedroom unit: Up to \$1,000,000
 - Other (*specify*): 2 bedroom plus study units (built in 2015) Up to \$1,100,000

10. Ongoing charges

- 10.1 The current rates of ongoing charges for new residents:

Type of unit	Service charge* for 2025/2026
Self-contained unit:	\$583.45 to \$724.32 per month, which includes a \$20 per month contribution to the Long- Term Maintenance Fund (\$724.32 applies only to a limited number of larger or upgraded units) <i>Note from Operator:</i> ‘Service charges’ as described in this document are referred to as ‘maintenance charges’ in the residence and management contract.

11. Financial management of the village

11.1	• The village operating surplus or deficit for the last financial year is	\$10,720.00 surplus as at the financial year end June 2024
11.2	Does the village have a long-term maintenance fund? If yes: • the balance of the maintenance fund at the end of the last financial year was:	☒ Yes ☐ No \$171,718.41 as at the financial year end June 2025

*Note from Operator; The fund referred to in this Section 11.2 is operated by residents. The Operator believes the information disclosed to be accurate, but makes no warranty regarding the balance or use of the fund.

12. Capital gains or losses

If the unit is sold, does the resident share in any capital gain or loss on the resale of their unit? ☐ Yes ☒ No

13. Reinstatement or renovation of the unit

Is the resident responsible for reinstatement or renovation of the unit on permanent departure? ☒ Yes ☐ No

If yes, the resident must pay for:

All necessary restorative and refurbishment works required to restore the residence more or less to the same condition as it was in at the commencement date of the lease (excluding fair wear and tear).

A supervising fee equal to 5% of the refurbishment costs, plus GST.

14. Insurance

14.1 Is the village owner or manager responsible for arranging any insurance cover for the village? ☒ Yes ☐ No

If yes, the village owner or manager is responsible for these insurance policies:

Public liability, building and contents (other than for the residents' personal property)

14.2 Is the resident responsible for arranging any insurance cover? ☒ Yes ☐ No

If yes, the resident is responsible for these insurance policies:

- (a) the contents you own, or any other property you own, in your Unit against loss, theft, damage or destruction;
- (b) for public liability claims brought as a result of any incident occurring in your Unit;
- (c) for workers compensation claims brought by any employee or contractor that you engage to carry out work or provide services in your Unit;
- (d) any motorised wheelchair or scooter you own, including public liability insurance.

15. Security

Does the village have a security system?

☒ Yes ☐ No

If yes:

The security system details are:

The security system comprises an alarm in the community building.

The security system is monitored between:

The security system is monitored when the community building is vacant and the security system has been activated. In the event of an activation the monitoring company contacts the on-call manager who will arrange for someone to check the building or request the security company to send someone out, depending on the time of day and/or circumstances.

16. Emergency system

Does the village have an emergency help System? ☒ Yes ☐ No

If yes:

- the emergency help system details are: A base station is provided in each unit, incorporating an emergency call button. An emergency call pendant is provided for each unit.
- the emergency help system is monitored between: 24 hours a day 7 days a week

17. Resident restrictions

17.1 Are residents allowed to keep pets? ☒ Yes ☐ No
If yes, any restrictions or conditions on pet ownership are available on request.

17.2 Are there restrictions on **residents'** car parking in the village? ☒ Yes ☐ No
If yes, details of parking restrictions are available on request.

17.3 Are there any restrictions on **visitors'** car parking in the village? ☒ Yes ☐ No
If yes, details of parking restrictions are available on request.

18. Accreditation

Is the village accredited:

- by the Australian Retirement Village Association? ☐ Yes ☒ No

19. Resident input

Does the village have a residents committee established under the *Retirement Villages Act 1986*? ☒ Yes ☐ No

20. Waiting list

Does the village have a waiting list for entry? ☒ Yes ☐ No

If yes,

- what is the fee to join the waiting list?
 - Fee of \$1,000
- is the waiting list fee refundable on entry to the village? ☒ Yes ☐ No

The following documents are in the possession or control of the owner or manager and can be inspected free of charge within seven days of a request (by law).

- ☒ Village site plan
- ☒ Plans of any units under construction
- ☒ The statutory statements and report presented to the previous annual meeting of the retirement village
- ☐ Statements of the balance of any capital works, capital replacement or maintenance fund at the end of the previous three financial years of the retirement village
- ☒ Examples of contracts that residents may have to enter into
- ☐ Planning permission for any further development of the village
- ☒ Village dispute resolution documents

Declaration: The information in this factsheet is correct as at 1 July 2025.