

General Inquiry Document

Retirement Living



Current as at: Monday, 17 December 2018*

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.

*The financial information contained in this General Inquiry Document is true and accurate as at the date of this document and may change from time to time.

Village Details

Name of retirement village	Highfield Court Retirement Village
Street address	15 Highfield Street, MAYFIELD NSW 2304
Website	http://www.freshhopecare.org.au/services/retirementvillages/highfield/
Residency in this village is available for: <i>[tick one or more]</i>	<input type="checkbox"/> strata title
	<input type="checkbox"/> leasehold
	<input type="checkbox"/> rental only
	<input type="checkbox"/> company title
	<input checked="" type="checkbox"/> non-registered lease/licence
	<input type="checkbox"/> community title
	<input type="checkbox"/> other (specify)

Management Details

Name of operator	Fresh Hope Care (a ministry of Churches of Christ in NSW) on behalf of The Churches of Christ Property Trust
How many retirement villages do we operate in NSW?	7
We have operated retirement villages in NSW since	1973
Are we a member of any industry association?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes, name of association</i>	<ul style="list-style-type: none"> • Property Council of Australia • Aged & Community Services Association of NSW & ACT
Contact person for further information about the village	Customer Service Team
Customer Enquiries	1800 005 484
Email:	hello@freshhopecare.org.au

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Accommodation Details	
Has construction/development of the village been completed?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
There are currently 23 residential premises in the village, made up of:	0 Bedsitters
	13 1-bedroom premises
	10 2-bedroom premises
	0 3-bedroom premises
	0 other (specify):
The residential premises in the village are: <i>[tick all that are applicable]</i>	<input checked="" type="checkbox"/> Self-care premises/Independent Living Units
	<input type="checkbox"/> Serviced apartments/Assisted Care Units
	<input checked="" type="checkbox"/> Single storey
	<input type="checkbox"/> Multi-storey
Is there a residential care service onsite or attached?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<p>Note: Residential care services 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.</p>	
Financial Matter	
The asking price to enter the village is currently:	\$265,000 - \$325,000* *based on standard departure fee calculation option of 30% over 7 years. Further options available on request.
The amount of recurrent charges payable to live in the village is currently:	\$237.13 per fortnight
Do residents pay a departure fee when they leave?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Do residents share in any capital gains?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(Other fees and charges may apply)	

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Village Facilities and Services	
Facilities and services available at the village include: <i>(tick all that are applicable)</i>	
<input type="checkbox"/> on-site manager	<input type="checkbox"/> visiting hairdresser
<input type="checkbox"/> village bus	<input type="checkbox"/> swimming pool
<input checked="" type="checkbox"/> emergency call system	<input type="checkbox"/> tennis court
<input type="checkbox"/> restaurant	<input type="checkbox"/> bowling green
<input type="checkbox"/> dining room	<input type="checkbox"/> gym
<input type="checkbox"/> shop	<input type="checkbox"/> chapel/prayer room
<input checked="" type="checkbox"/> library	<input type="checkbox"/> workshop
<input checked="" type="checkbox"/> community room/centre	<input type="checkbox"/> storage area for boats/caravans
<input type="checkbox"/> arts and crafts room	<input checked="" type="checkbox"/> optional services (e.g. meals, laundry and home cleaning)
<input type="checkbox"/> activities/games room	<input type="checkbox"/> other: visitor parking
<input type="checkbox"/> medical consultation room	<input type="checkbox"/> other:
Village Life	
Are pets allowed in the village?	<input type="checkbox"/> Yes* <input checked="" type="checkbox"/> No
Can residents do their own gardening?	<input checked="" type="checkbox"/> Yes* <input type="checkbox"/> No
Are there organised social activities in the village?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does the village have a residents committee?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
* Conditions and restrictions may apply.	
More Information	
<p>This document gives a basic explanation about the village. It contains general information only and may be subject to change.</p> <p>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.</p> <p>You should also read the NSW Fair Trading publication <i>Moving into a retirement village?</i> 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 or calling 13 32 20. A disclosure statement and village contract will provide you with more information should you decide to become a resident.</p>	