

GENERAL INQUIRY DOCUMENT

Current as at: April 2022

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 Tea Gardens

Street address 50 Spinifex Avenue, Tea Gardens NSW 2324

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: PALM LAKE RESORT 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: Amanda Clements **Phone:** (07) 5552 1300

Position: Executive Manager People & Operations **Email:** amandac@palmlake.com.au

Accommodation details

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

There are planned to be 275 residential premises in the village, made up of:

0 x bedsitters

0 x 1br premises

41 x 2br premises

61 x 3br premises

132 x other (specify): 2 bedroom / plus study

78 x other (specify): 3 bedroom / plus study/living

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 \$800,000.00 to \$1,200,000.00

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

\$..... per or ranges from \$361.38 per fortnight to \$438.81 per fortnight
.....

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"/> Visiting hairdresser |
| <input checked="" type="checkbox"/> Village bus | <input checked="" type="checkbox"/> Swimming pool |
| <input checked="" type="checkbox"/> Emergency call system | <input checked="" type="checkbox"/> Tennis court |
| <input type="checkbox"/> Restaurant | <input checked="" type="checkbox"/> Bowling green |
| <input checked="" type="checkbox"/> Dining room | <input checked="" type="checkbox"/> Gym |
| <input type="checkbox"/> Shop | <input type="checkbox"/> Chapel/prayer room |
| <input checked="" type="checkbox"/> Library | <input checked="" type="checkbox"/> Workshop |
| <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 checked="" type="checkbox"/> Optional services (e.g. meals, laundry and home cleaning) |
| <input checked="" type="checkbox"/> Activities/games room | <input checked="" type="checkbox"/> Other [specify]: Billiards room, lounge and BBQ area, visitor parking |
| <input type="checkbox"/> Medical consultation room | |

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: John Davies

Phone No./email: (02) 4919 8209

* 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 or calling 13 32 20. A disclosure statement and village contract will provide you with more information should you decide to become a resident.