



OFFICE HOURS FOR DECEMBER and JANUARY

The office will be closed over the Christmas period from COB 22 December 2017

It will reopen on 8 January 2018



The Association of Residents of Queensland Retirement Villages Inc.
Please leave a message if we are unable to answer your call.
Enquiries - 0437 906 074
Membership - 0429 098 417
December 2017



PRESIDENT'S PONDERINGS

Hi ARQRV Member

As 2017 draws to a close we can look back on a successful year for ARQRV and for the retirement living sector as a whole.

During the year, thanks to the hard work of all Committee members, we

[Click on Links below to take you directly to that page](#)

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- [Dept of H & PW](#)
- [FACEBOOK Page](#)
- [ARQRV Contacts](#)
- [RV ACT](#)

were successful in assisting members with a range of disputes and budget issues, as you would have seen from the articles published in our newsletters.

Our Features

- Presidents Ponderings
- Mediation with Mike

We have gained the respect of many village operators who see that we are more interested in resolving issues than heading off to a Tribunal hearing and this has resulted in them being more willing to work operatively with us. We have also taken some operators to task and involved the Residential Services Unit in cases where there has been a total disregard for the Retirement Villages Act and harassment and bullying of residents.

We were relieved when the amendments to the **RV Act** finally passed through Parliament, and while we believe that there are still issues to be addressed it is certainly better than what we have had in the past. The 18 month buy-back being made retrospective was a great win.

As you are aware the Government has also provided us with a significant amount of money to assist us to inform residents of their rights under the amended Act, to provide education and training to residents' committees and to expand out network of Liaison Officers across the State. Once Parliament resumes this money will be released to us and we will provide you all with the details of this 18 month project.

We relocated our office to Brendale to be more central and now have 2 part time employees, Jan who is the Administration Assistant / Membership and Val who will be producing both the eConnect and Connect Newsletters. Given the increasing membership and the decreasing number of people on our committee it has made our workload a bit easier knowing we have the back-up of staff to support the work we do. The committee continue to volunteer their time and I thank them all for the work they do.

I also take this opportunity to extend to you and your families every good wish for Christmas and the upcoming year, and offer a prayer that we will finally see peace spread across the world in 2018.

The next eNews will be published in February 2018

Judy President 0401 695 695

Mediation with Mike

What a Year!

2017 was a busy year in terms of work undertaken on behalf of members

where we are able to record a success rate of 94%.

Not only did we deal with over 400 individual issues that members had with their scheme operators but we were actively involved with the Department of Housing and Public Works with the review of the Retirement Villages Act. We attended many meetings with Department heads and Ministers where we were able to expand on the case set out in our written submissions.

We were hugely relieved when the outgoing Government managed to get the review through Parliament only just before the election was announced when the Government went into “caretaker” mode. Had they not done this all our work could have been consigned to the scrap heap! We didn’t get all that we wanted from the review but what we have got is an improvement which we regard as a basis for further improvement. Forever optimistic you will note! The retrospective application of the new buy back provision (whereby current residents of villages stand to benefit) was a major success achieved by ARQRV.

The Four Corners television programme must have been the biggest wake up call scheme operators had during the year. The public newspaper charm offensive launched (and in-house ones from other operators) by the targeted operator bears testimony to the damage that was done. We now have a new word in the industry. “**Churning**”. This word is guaranteed to make an operator squirm because it exposes in a single word the means by which some of them seek to “optimise” their profit. Why else would they increase the entry age to villages if not to churn units more frequently?

Last year reinforced our previously loosely formed opinion that there are some people who are not suited to living in a retirement village. In about half a dozen cases we were able to negotiate the departure of residents in this position on conditions better than those to which they were contractually entitled.

A member being in breach of their contract to reside has been an increasing occurrence over the year. Failure to read (or perhaps understand) their PID has almost always been the cause. We urge members to maintain awareness of their contractual obligations set out in their PID. We find it impossible to defend breaches of contract and members have expressed disappointment when we have declined to support an untenable position. This Association will not expend member’s funds pursuing a known impossible objective.

Another issue which is increasing in frequency is that of introducing another person onto an existing lease. We have successfully negotiated several such additions and we know of other successful requests where our financial model has been used by others. There is no obligation on the operator’s part to consider such a request so, if you find yourself in this position, be aware that

demanding will not work, but persuasion just might!

MEMBERSHIP INFORMATION FOR 2018

PLEASE CLICK ON THE BUTTON BELOW TO DOWNLOAD A MEMBERSHIP FORM
ONLINE PAYPAL PAYMENT IS AVAILABLE FOR LIFE AND ANNUAL NEW/RENEWAL

**DOWNLOAD MEMBERSHIP
FORM**

Membership Application & Renewal 2018

LIFE MEMBERSHIP DOES NOT NEED TO BE RENEWED

Annual membership covers you for ARQRV services for a full calendar year - from 1 January to 31 December. The annual membership is due on the 1st of January 2018. Renewals received after the 31st of March 2018 will be regarded as a new sign up and incur a \$20.00 joining fee. The Association is fully funded through membership fees and receives no outside funding. This means your timely renewal is vital for the continuation of the Association and the services we provide for our members.



Membership Mobile: 0429 098 417

Membership email: membership@arqrv.org.au

Renewing your membership through your village Liaison Officer

Please fill in the form below and hand it to the Liaison Officer in your village, along with the renewal fee. You can pay the renewal fee in cash or by cheque, or through a bank deposit to ARQRV. Our bank details can be found at the bottom of the form. When you choose to pay your fee by bank deposit, please use your last name and unit number as a reference on the deposit form - i.e. Jones 59 - and give (a copy of) the deposit slip to the Liaison Officer along with the renewal form.

Renewing your membership directly by bank deposit or Paypal

If your village does not have a Liaison Officer, or you prefer to renew your membership directly with ARQRV, please fill in the form below and send it with your cheque or (a copy of) the deposit slip to :

ARQRV Membership, P.O. Box 1361, Buddina QLD 4575.

Payment through Paypal is available from the website, but please complete this form and email a copy to membership@arqrv.org.au.

Limitation on new member services

Expenditure for services that are outlaid by ARQRV for new members during the first 12 months of membership, is limited to the amount paid for membership. Based on current fees, expenditure for new annual members would be limited to \$50 and for new lifetime members to \$250.

Membership application & renewal form 2018

- | | |
|---|---|
| <input type="checkbox"/> Renewing annual member - \$30.00 | <input type="checkbox"/> Payment to Liaison Officer - cash/cheque |
| <input type="checkbox"/> New annual membership - \$50.00 | <input type="checkbox"/> Payment by bank transfer/direct deposit |
| <input type="checkbox"/> New associate membership - \$50.00 | <input type="checkbox"/> Payment by cheque - cheque enclosed |
| <input type="checkbox"/> Life membership - \$250.00 | <input type="checkbox"/> Payment via Paypal - through website |
| | <input type="checkbox"/> Donation |

VILLAGE NAME: _____

Unit/Villa No.: _____

Suburb: _____

Address: _____

Postcode: _____

APPLICANT(S) DETAILS

First name: _____

Last name: _____

Partner first name: _____

Partner last name: _____

Phone no.: _____

Mobile no.: _____

Email: _____

Signature: _____

Signature: _____

Date: _____

Bank transfer or direct deposit should be made to: BOQ, account name: ARQRV-BSB: 124-001 -Acct. No: 20511301
Please use your name and unit no. as a reference on the deposit slip - i.e. Jones 59.

PAST NEWSLETTERS

ARQRV CONTACTS

PRESIDENT

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WEB SITE