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# eCONNECT

October 2019

The Association of Residents of Queensland Retirement Villages is the voice of residents in the Queensland retirement village industry.



## President's Ponderings



### Annual General Meeting

I am pleased to report that we had a very successful Annual General Meeting on 3rd September at Fitzy's, Loganholme. Numbers were down slightly from the previous year, but I believe that those who attended found it informative. In addition, we had three officers from the Department of Housing and Public Works attend, as well as our guest speaker, Kim Teudt, who is the Chairperson of the Retirement Living Council Queensland Committee.

We also welcome a new member to the committee, Gus Hatter from the Plantation Retirement Village in Morayfield.

[Click here to read the 2018/2019 Annual Report.](#)

### Loan facility

At the meeting we advised that ARQRV is currently investigating the possibility of finding a financial institution willing to offer small personal loans to people living in a retirement village, with the loan and interest to be repaid from the exit entitlement. We have the support of the industry group and a show of hands indicated that our members consider it would be something that could prove useful to residents. Unfortunately, at this time we have not been successful in finding a willing lender, but will continue to pursue this and keep you informed.

### ARQRV Website

and if there is any other information you think should be included. As usual I acknowledge the work that Ray Jordan has done in developing such an informative website.

## Departmental consultation

Mike Fairbairn and I recently attended a consultation meeting with the Department of Housing and Public Works on the proposed new forms that will apply to the re-development of a village, the closure of a village or the sale of a village. These forms will need to be completed by the operator and made available to residents. Consultation with industry is still to take place and we will keep you informed once they are finally approved. The only Amendments yet to be finalised are those concerning financial disclosure around village budgets, the Maintenance Reserve Fund and Capital Replacement Fund. ARQRV are not expecting to receive any information about these until November/December this year with implementation to begin for the 2020/2021 financial year.

## Village Comparison Document

Something you may not be aware of, as part of the changes to the *Retirement Villages Act 1999* every operator is required to give current information about each of the villages they operate, fees, vacant villas, sales etc. They must display this on the website of each individual village. Currently there are 323 retirement villages in Queensland and all but six now have this information available. It is a great tool for anyone trying to obtain information about a village prior to making a decision to move in. You can check out this document for your own village and any other village. Go to the village website and click on *Village Comparison Document*, which must be displayed on the home page - makes for interesting reading and may provide information about your village that you did not know.

*Judy Mayfield*  
President



**ARQRV regularly visits retirement villages** to inform residents about the benefits of ARQRV membership. We also inform residents about changes to the *Retirement Villages Act 1999*. **If you would like ARQRV to visit your village**, please contact ARQRV on **0437 906 074** to arrange a suitable date and time.



## Mediation Matters

**Below is a summary of some meditations that Mike Fairbairn from the ARQVR Committee has been involved in. It makes interesting reading and perhaps may help solve an issue that you may be dealing with.**

### Who pays for the garbage disposal unit

There was an issue of who pays for the members sink garbage disposal unit. Following an exchange of correspondence, the operator conceded to ARQVR's advice that the cost was his responsibility. The operator paid for the member's new disposal unit and the labour involved for its fitment.

### Reinstatement costs

A member is leaving his village and required clarification on the meaning of reinstatement which was provided. A copy of ARQVR's previously published newsletter article on the subject was provided. This enabled the member to both understand his obligation in terms of his lease and avoid unwarranted charges being accepted from his scheme operator.

### Hot water supply

A member was lead complainant in a group action regarding the supply of hot water to the block of apartments in which he lives. The system was unsuitable for the installed use and excessive charges per litre resulted. ARQVR researched the fair commercial rate, challenged the operator, and got the cost per litre reduced together with a refund per resident for previous excessive charges.

### Neighbours trees

A member requested our help resolving an issue if a tree in his neighbour's garden dropping flowers and leaves into the footpath that his wife uses to access the washing line. Normally ARQVR would not assist in an issue between residents. However, when it was mentioned that his wife nearly 80 and has had two knees replaced, we wrote to the area manager who fixed the problem within 24 hours!

### Compulsory buy back

A member left her unit on 12 October 2016 and asked for an introduction to our retained lawyer at our reduced hourly rate to help her negotiate the compulsory buy back of her unit due on 19 June 2019 which her operator was resisting. The matter was resolved within days! A good example of the 18 month buy back clause, which ARQVR was instrumental in having made retrospective!

### Exit Entitlement

A member's son-in-law wished to dispose of her unit following his mother-in-law having had a fall and the family being advised that she will remain in high care indefinitely. ARQVR advised that he needed a Power of Attorney in order to deal with the operator and that he needed to locate the original contract to reside before being able to determine how the exit entitlement will be calculated. This was obtained, the exit entitlement checked, and the unit sold.

### Pet friendly

Contracts to reside in this village include a no pets permitted policy. The village then advertised in the local press as being "pet friendly". The enquiring member was provided with a draft letter to send to his scheme operator. The pet policy was reviewed and pets are now allowed but with conditions regarding the size of the pet and the areas on the village in which pets are not permitted.

## Residents Committee Manual

Every village which has a residents committee or is considering establishing a residents committee, is invited to apply for a **free** copy.

Residents of a village may purchase additional copies, if they decide to do so at a residents meeting. Additional copies of the manual are \$35 which covers printing, binding and postage.

ARQRV members may purchase their own copy at a cost of \$35.

Feedback on the manual has been very positive with over ??? copies of the manual distributed to date !!

**DON'T FORGET TO REGISTER YOUR MANUAL TO RECEIVE UPDATES AS THEY HAPPEN !!**

Updates will be provided to manual holders where contact details including an email address is registered with the ARQRV office.

**Contact the ARQRV office to arrange your copy. Ph: 0429 098 417 or Email: [membership@arqrv.org.au](mailto:membership@arqrv.org.au)**

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Judy Mayfield, President of ARQRV was invited to attend afternoon tea at Government House in Brisbane on 1st October as part of the celebrations for International Day of Older Persons

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Would you like a free ARQRV carry bag?

If you recruit a **new** ARQRV member, both you and the new member will receive a **free ARQRV carry bag**. Be sure to let us know the new membership was referred by you.

## POSITIONS VACANT ON THE ARQRV COMMITTEE:



The ARQRV committee is looking for at least two more members. Please consider joining us as we work to support our members.

### Secretary:

- Knowledge of the role of secretary in an Incorporated Association
- Proficient in taking minutes
- Excellent computer skills
- Ability to work to deadlines.

The Administration team in the office does many of the day to day tasks associated with the position.

### Join the Disputes Team:

The disputes team is led by the Vice President, Mike Fairbairn, who personally responds to and deals with all issues brought to him by members. Barbara Irving provides additional assistance to villages on the southside of Brisbane and to freehold villages. ARQRV's mandate is to deal with breaches of a member's PID and of the Retirement Village Act.

Skills needed that have been gained from experience:

- Ability to read and understand legal documents
- Understand contract law
- Negotiating skills
- Good computer skills
- Ability to write reports and letters
- Ability to travel ( mileage is reimbursed)

You will have the opportunity to work alongside Mike in the first instance and as your skills and understanding develops to take on cases of your own. There is a team of additional members who provide support and advice in relation to particular matters and we have access to legal advice when required.

If you are interested in either position please **contact Judy Mayfield (President) on 0401 695 695 to discuss** and arrange to attend a committee meeting.

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### HANDY LINKS:

Please click on the link below to take you directly to that page

[ARQRV Website](#)

## ***Residents Committee Help Desk***

### **What is the Help Desk?**

The help desk provides specialist help and advice to residents committees about matters relevant to the of role residents committees. ARQRV has established a portfolio within the association's committee structure which focuses on providing assistance to residents committees.

The help desk compliments the ARQRV Residents Committee Manual.

ARQRV will also advise and assist with the establishment of a residents committee.

### **How does the Help Desk work?**

Fees are paid annually and are based on the number of accommodation units within a village regardless of the number of ARQRV members. Subscriptions will be valid for 12 months from the date of payment.

Number of accommodation units	Annual fee
Up to 50	\$30
51 to 100	\$50
101 - 200	\$70
Over 200	\$90

### **How to subscribe**

To subscribe, you must send a completed Residents Committee Help Desk Sign Up form and payment to the ARQRV office. The form is available on the ARQRV website or from the ARQRV office.



## **Bequest Request**

The ARQRV is a recognised and respected **not-for-profit organisation**, operating on a **very small budget** and run by volunteers. Its sole source of income is from **modest fees** and small **donations**. Everyday costs continue to erode finances and there is a conscious effort to **keep membership fees low**.

To help the Association continue to survive and to assist members who need assistance now and in the future, as many of you have done in the past, you may **consider a bequest in your will**.

Remember the **benefits to your family** are there long after you are gone.

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**ARQRV** PO Box 5057 BRENDALE Qld. 4500

**Membership enquiries**

Phone: 0429 098 417 Email: [membership@arqv.org.au](mailto:membership@arqv.org.au)

**General enquiries**

Phone: 0437 906 074 Email: [enquiries@arqv.org.au](mailto:enquiries@arqv.org.au)

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