

ARQRV CONNECT

ISSUE 119

AGM EDITION

AUGUST 2022

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



PRESIDENT'S PONDERINGS...

The year has passed so quickly and here we are at AGM time again. In this edition you will find the minutes of last year's AGM and details about the meeting to be held this year. As is our custom the meeting will move to the southside of Brisbane at Fitzy's Loganholme having been on the northside last year. The meeting will commence with morning tea at 10am for a 10.30am start time, finishing around 12.30pm. We are hopeful that we will again have officers from the Department of Communities, Housing and Digital Economy (DCHDE) who will provide us with an update of what is happening in the village sector as well as answering any questions you may have.

This year we will be asking members to vote on an increase of fees. We have retained the same fees for many years but with an increase in the costs associated with running the office we have been forced to reconsider our fee structure. We regret that this is necessary, but I am sure all members will understand the need for the increase.

It is proposed that the fees will be increased as follows (incl GST) :

New Life Membership: \$440

Annual Membership: \$44

New Annual Membership \$69 – which includes a \$25 administration fee.

Fees for new members will increase from 1 October 2022. Annual renewals for 2023 for existing members will be at the higher rate when they are paid. Payment is due by 1 March 2023.

Below you will find the motions to be approved by members. One vote per membership, i.e. one vote per accommodation unit, voting paddles will be issued at the meeting. Proxy votes must be lodged on the relevant form and handed in by the appointed proxy to the registration desk or may be sent to a committee member c/o the office address. Voting will be by a show of hands and the motion will be passed by a majority vote.

As you will be aware we have started a couple of new initiatives this year by hosting video conference (zoom) meetings for both the MSOs and residents committees. The forums for committees have been well attended and are open to any residents committee who has signed up for the Support Desk.

Continued on next page...

Eligible committees unable to participate can request a link to a recording of the session that they may watch at any time.

We are pleased to let you all know that we finally have an updated version of the Classification of Expenditure document. Committees who received a free copy of the Residents Committee Manual will receive a hard copy of this document in the post, it is also available on our website to download and print. Any other member may purchase a copy of the document for \$6 which covers the cost of printing, handling and postage, please contact the office or membership@arqrv.org.au to order your copy.

We have recommenced village visits please let us know if you would like to have a member of the committee visit your village. Unfortunately, we are not able to visit the more regional areas but are currently considering doing so later in the year. In the meantime, a USB is available showing our village presentation, you can request one be sent to you and MSOs or residents committees may be able to organize to have it shown in the community hall. There is a Q & A session following the presentation. The session is also available on the ARQRV You Tube channel, just search ARQRV in You Tube.



We are still waiting to hear from DCHDE re the final outcome in regard to the timeframe for payment of the exit entitlement, the new financial reporting for village budgets and standardised contracts for new residents. We will of course advise you as soon as this information becomes available.

We look forward to meeting as many of you as possible at our AGM in September. Please remember to RSVP for catering purposes.

Judy Mayfield - Acting President ARQRV - Director—Sector Engagement

ARQRV — 2022 Annual General Meeting

An Invitation

The ARQRV Annual General Meeting is your opportunity to meet committee members—old and new, learn more about the work we have done over the past year and chat informally about your ideas for the Association in the next year.

Time and place

The ARQRV Annual General Meeting will be held on **20th September 2022** at **Fitzy's Loganholme**, Bryants Road, Loganholme (**Exit 28 Pacific Motorway**) commencing at **10am**, concluding at 12:30pm. On-site parking is available.

Motions to increase membership subscriptions

In accordance with clauses 3.5 and 5.4 of the ARQRV Constitution, the following motions are put forward for voting by members at the AGM.

Motion 1 – That, from 1 Oct 2022:

subscriptions for renewal for Ordinary Members (annual members) and for Associate Members will be \$44 (inc. GST) per year; and

subscriptions for new Ordinary Members (annual members) and for new Associate Members will be \$44 (inc. GST) per year plus a one-off \$25 administration fee.

Motion 2 – That, from 1 Oct 2022, subscriptions for new Financial Life Members will be \$440 (inc. GST).

Agenda

10am Opening and Welcome

1. Attendance and Apologies
2. Minutes of previous meeting – as circulated
3. Business arising from minutes
4. Reports:-

- President
- Treasurer - Appointment of Auditor
- Mediation and Advocacy
- 5. General Business
- 6. Election of incoming committee
- 7. Closure of meeting

MINUTES - ARQRV 2021 ANNUAL GENERAL MEETING

Tuesday 21st September 2021 Kedron Wavell Services Club, Chermiside

1 WELCOME Judy Mayfield (President)

The meeting was opened by Judy Mayfield (President ARQRV) at 10:10am

A warm welcome was extended to all present with a special mention of the senior officers from the Department of Communities, Housing and Digital Economy (the Department) (Mark Wall ,General Manager Strategy Policy & Programs; Terry Green, Executive Director Regulatory Services; Lisa Pollard, Manager Legislation and Reform; Katherine Harvey, Regulatory Analyst, Residential Services Unit)

2 ATTENDANCE: Judy Mayfield (President)

Refer to records held at the ARQRV office, Brendale Members – 35, Guests – 9 guests (4 were officers of the Department)

The number of proxies held by members were 2. There were 4 apologies.

3 CONFIRMATION OF MINUTES: Judy Mayfield (President)

The minutes of 17 November 2020 Annual General Meeting had been previously circulated to all members of ARQRV via the Connect newsletter. MOVED: Hilton Conroy - North Lakes Retirement Resort SECONDED: Meg Scott – Wheller on the Park, that the minutes of 17 November 2020 Annual General Meeting be accepted. CARRIED

4 BUSINESS ARISING FROM MINUTES: Judy Mayfield (President)

No business arose from the minutes of the previous AGM.

5 REPORTS

5.1 President's report Judy Mayfield (President)

Refer to Annual Report. Judy reported on the following topics–

Village visits –COVID-19 restrictions had hampered last year's business of the Association particularly relating to village visits. Judy advised members that a video to take the place of village visits has been produced and will be widely available for any village. It will be beneficial to those villages that are not in the SEQ corner.

18-month buy back of right to reside –the results of the completed review of this provision by the Department has not been released but is keenly sought.

New financial reporting legislation – the Regulation to improve transparency of village budgets has been reviewed by the Committee (draft version only) but is yet to be enacted to make it law.

Introduction of standardised residence contracts and improved disputes handling process – consultation have commenced by the Department, but no outcome is likely to be released until later in 2021.

Meetings with the Department – regular meetings raising issues of residents have been useful. A major concern is the increase in village insurance premiums.

Meeting with retirement living operators – meetings with industry representatives along with presidents of residents' associations from other states has continued via zoom. A major concern was dealing with COVID 19 requirements within villages.

Association Committee – the committee has continued to meet monthly via zoom or in the office when restrictions permitted.

Quarterly meetings with membership support officers – Zoom was used to catch up with and support these important players engaged with residents within their villages. These meetings will be continued into the future.

Administration staff – a very big thank you was given to Jan and Carol who run the office efficiently. They have been reorganising the office, scanning and storing files in the cloud and implementing a new membership data base.

Committee members – Judy expressed her thanks to committee members and to John Rae the previous treasurer who stepped in when the then treasurer John Halling, took ill.

Publications production – Angela Jordan, a non-committee member volunteer, was thanked for her professional production of the Connect newsletters and various other print-based resources used by the Association.

Retirement from the Committee – Judy thanked Gus Hatter, Thea Biesheuvel and Ray Jordan for their contribution to the Committee as they are not renominating for committee membership. However, Ray Jordan will remain part of the team by updating the various manuals and publications, and the web site of the Associations. He will also conduct promotional visits to villages.

Stepping down as President – Judy explained that she will be stepping down as President but will remain closely related to the Association. Further, her time with ARQRV has been challenging at times but has enjoyed the last 7 years. She thanked members for their on-going support. She wished the new committee every success.

5.2. Treasurer's report Les Arbor (Treasurer)

Refer to Annual Report and Auditors Report. VERIFICATION OF AUDITOR 2020 / 2021

Independent auditors report required by legislation –the Associations finances were audited by Audit Assist, Chartered Accountants, North Lakes.

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Treasurer's Report – Les Arbor presented a precis of the financial position of the Association. He made reference to income from the Job Seeker Wage Subsidy, Government funding and member subscriptions. Les noted that savings were made in Operating Expenses due to the change of newsletter production and distribution. He advised that the balance sheet was strong due to the cash resources, but the current rate of income from subscriptions will not cover operating costs for the next year.

Les Arbor proposed that the 2020/21 financial reports and audited statements be accepted.

SECONDED: Brian McKay, Beachmere Sands Retirement Resort CARRIED

5.3 Mediation & Advocacy

Mike Fairbairn (Vice President)

Refer to Annual Report. Mike reported on the following issues–

18-month buy back of right to reside – it appears that most scheme operators have generally accepted this change as it appears that none have elected to apply to Queensland Civil and Administrative Tribunal for an exemption. However, some have attempted to offload some of their corporate expenses on to residents of their village or to attempt to persuade former residents to substantially reduce the selling price of their right to reside toward the end of the 18-month term.

Monthly number of disputes – the number of disputes and other contentious issues of members has risen from 22 in 2020 to 34 in July 2021 mostly contributed by the above stated issue.

Scheme operators electing to adopt formal dispute procedures – it has become evident that scheme operators are preferring to go to formal procedures to resolve disputes with residents rather than use less formal methods.

Issues between residents – COVID 19 requirements have created additional issues of this type. Appropriate advice is provided to members in these cases, even though the Association does not get directly involved.

Confidentiality conditions on dispute settlements – these have made the resolution of similar disputes more difficult as earlier resolutions cannot be referred to.

Acknowledgement of others – Mike thanked the work done by the office staff and that of other Committee members, but especially the President for their assistance with resolving disputes.

Questions – the following matters were raised from the floor, discussed briefly and answered or noted:

Lisa Pollard of the Department asked Mike to clarify certain aspects of confidentiality conditions attached to some dispute resolutions.

Wendy Skitch, Wheller On the Park asked if ARQRV has any notable views about vertical villages. Mike advised that there were presently not any view taken by the Association.

Dennis Fulford, Beachmere Sands Retirement Resort asked if the Association had decided a policy about residents not being vaccinated for COVID-19. Mike answered in the negative.

A member (Barry) highlighted the increased costs of size of village insurance especially the increase in the excess for policies relating to water damage caused from leaks from pipes for some types of refrigerators in residents' units. Attendees were asked to note this point.

A member asked how Mike considered the acceptance by scheme operators of the changes to relevant legislation. Mike replied that it appears that operators are accepting the changes.

Hilton Conroy, North Lakes Retirement Resort added to Mike's thank you to Judy by soliciting from all attendees a show of appreciation to the effort she had given to the Association in general and individual members.

6 GENERAL BUSINESS

Judy Mayfield (President)

No general business was conducted.

7 GUEST SPEAKER

Mark Wahl

Mark covered the following topics–

Impact of COVID19 on the housing market – Mark explained that relevant information must be made available to enable persons to make an informed decision about their living arrangements.

Assistance from ARQRV – Mark acknowledged the help from Judy Mayfield with COVID19 requirements and also that which was provided generally by the Committee to the Department with their initiatives.

Changes to the Retirement Villages Act – These changes are to provide the community confidence and certainty for both sides of the industry. COVID19 had a negative impact on the implementation of the proposed changes but especially standardised residence contracts.

Dispute resolution – The Department is currently investigating different models for dispute resolution.

Comparison of villages online – There is a proposal by the Department to build a single web site which compares different villages.

Minimum financial disclosure by scheme operators – It was explained that the Department is continuing to work toward the Regulation which will provide for improved village budget transparency.

Standardise residence contracts – Mark stated that these should be implemented in early 2022.

Village insurance issues – Mark highlighted the problems that operators are experiencing with insurance costs for their villages.

Pre-contractual advice and buying-in experience – There is a plan to conduct further consultation with residents and other stakeholders about pre-contractual advice sought/received and about buying-in experiences.

Continued over page

Villages exempt from buy-back provision - Mark provided a basic expatiation of resident operated villages and how they will be exempt by law to pay the exit entitlement at the otherwise mandatory time as in other villages.

Questions – the following matters were raised from the floor, discussed briefly and answered or noted:

Judy Mayfield raised the issues of whether persons renting in a village are considered as residents; and that of future problems with village budgets were there is co-located aged care.

A member asked department officers about the progress of the changes to legislation relating to buy back provisions. The Department responded that the issue is currently within the confidential parliamentary process.

Hilton Conroy, North Lakes Retirement Resort raised the issue of operators ‘hiding’ inflated head office costs in village budgets. He considered that draft budgets should include notes explaining these costs.

8 **ELECTION OF COMMITTEE FOR 2021 – 2022** Rosemary Callaghan

Judy Mayfield handed the meeting over to Rosemary Callaghan to conduct the elections.

All positions were declared vacant. The following written nominations were received, by the Secretary, before the meeting:

President – Melanie Dennison Vice President – Mike Fairbairn Vice President – Margaret Scott

Treasurer – Les Arbor Secretary – Jan Sullivan Member – Brian McKay

No further nominations were received from the floor.

Rosemary affirmed that each person was declared elected, uncontested.

8 **ELECTION OF HONORARY LIFE MEMBER**

Mike Fairbairn (Vice President, on behalf of the Committee), pursuant to clause 3.1(c) of the Constitution, moved that Judy Mayfield be nominated for election by Association members as an Honorary Life Member due to her significant contribution to the objects of the Association. Judy Mayfield was elected by members as Honorary Life Member of the Association.

MEETING CLOSED

It was advised that the 2022 AGM would be held on the southside of Brisbane. The meeting closed at 12:10pm



Retirement Living Survey

Catalyst Research is partnering with ARQRV and other industry bodies to conduct a landmark study into Retirement Living.

The study is collecting thoughts on the pros and cons of retirement living, steps along the purchase journey and how the industry should improve.

As well as obtaining interesting data for us as residents, the study will be used to help providers to do a better job, offering services and solutions that people want. COTA will also use the study to ascertain the need for better communications and support as older Australians navigate this complex landscape.

The survey will take 12-15 minutes. For those reading the newsletter online, you can click through to the survey via this link - <https://survey.alchemer.com/s3/6930148/ARQRV>

For those reading our hard copy newsletter, you can access the survey by typing **RLstudy.org** into your browser.

Your input would be most appreciated!



VISIT OUR WEBSITE...
WWW.ARQRV.ORG.AU

Find all the information you need about
ARQRV, becoming a member and
retirement village life.

You can even join or renew and pay your
membership fee online!

2021 PwC / Property Council Retirement Census

Below are some interesting figures from the annual data collection conducted amongst Australian retirement village operators by the Property Council and analysed by PricewaterhouseCoopers.



Weighted monthly service fees by village by location – two bedroom ILU

n = 530 villages

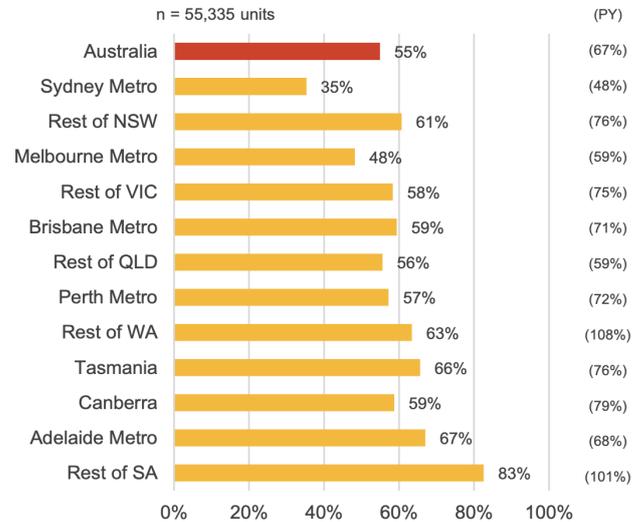


The monthly service fee nationally for two bedroom ILUs has decreased from \$518 to \$502 from FY20 to FY21. The difference between the average Metro and Regional service fee for FY21 is \$105. It should be noted the monthly service fees are charged on a cost recovery basis.



Average two bedroom ILU price compared to median house price¹ (in the same postcode)

n = 55,335 units



ILUs on average have become more affordable, with the average two bedroom ILU sale price being 55% of the median house price in the same postcode, compared to 67% in FY20. This has been largely driven by strong house price growth nationally (in regional and metropolitan locations) relative to ILU price growth.

¹Postcode median data provided by CoreLogic

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IMPORTANT NOTICE

If you would like to receive this printed newsletter by email rather than post, please let us know.

The printed newsletter cost around \$7000 per issue. Your decision to receive it by email would help us enormously. Please contact the office to provide your email address.

Rent Assistance in Villages

Extra money for retirement village residents as Age Pension thresholds increase

Published on July 5, 2022 by *The Weekly Source*

The new financial year has brought changes to asset and income tests for the Age Pension, meaning more money for around one million Australian pensioners.

From 1 July, the extra allowable amount for retirement villages and granny flats has increased from \$216,500 to \$224,500, meaning village residents who have paid less than that will qualify as non-homeowners and be eligible for up to \$145.80 per fortnight in Rent Assistance over and above the Age Pension, depending on their contracts.



Asset thresholds have also increased as follows:

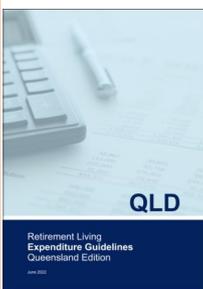
Singles: from \$270,500 to \$280,000 for homeowners, and from \$487,000 to \$504,500 for non-homeowners;
Couples: from \$405,000 to \$419,000 for homeowners and from \$621,500 to \$643,500 for non-homeowners.

Additionally, the income threshold has increased from \$180 to \$190 per fortnight for singles and from \$320 to \$336 for couples, while the lower deeming threshold has risen to \$56,400 for singles and \$93,600 for couples.

The Age Pension itself **grew by 2.1% in March.**

For more information please contact Centrelink Older Australians, on telephone 132 300

NEW—Retirement Living Expenditure Guidelines



Retirement Living Expenditure Guidelines fully replace *Guidelines – Classification of Expenditure* previously distributed by ARQRV.

These Guidelines are for the benefit of both residents in, and scheme operators of, Queensland retirement villages. It provides guidance to assist with the consistent and logical classification of expenditure from the GSCF, the MRF and the CRF.

The updated Guideline was developed by a collaborative work group of retirement village operators, industry advisors, and lawyers. Consultation on a draft guideline was also undertaken with the ARQRV and Queensland Government.

The guideline is available on our website to download and print. Residents committees who have a free copy of the Residents Committee Manual will automatically receive a hard copy of this document in the post.

Any other member may obtain a printed copy of the document for \$6 (to cover printing and postage costs) by contacting the office.

David Wise Solicitor

Discounted advice for ARQRV members

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PO Box 5057 Brendale Qld 4500

www.arqrv.org.au

If you would like to attend the meeting, please let us know by posting the RSVP form to
PO Box 5057 Brendale Qld 4500 or scan it and send by email to: membership@arqrv.org.au



RSVP FORM—expression of interest to attend the ARQRV Annual General Meeting

I/We would like to attend:

_____ Village Name

Guest Name(s): _____ (Circle which applies)

_____ Member / Non Member

To appoint another member as your proxy, fill out the form below and give it to the appointee.

The appointed member must bring the form to the meeting and register as a proxy holder. Only financial members can be appointed and each financial member can hold no more than two (2) proxy votes.

(Do not mail this form to us unless you wish to appoint a member of the committee as your proxy).



APPOINTMENT OF PROXY

I, _____ of _____ Village
appoint _____ of _____ Village
To be my proxy at the 2022 **ARQRV** Annual General Meeting on 20th September 2022.
Signed by _____ (Member giving proxy)

If you are interested in joining the committee, please fill out the nomination form below and post it to The Secretary ARQRV PO Box 5057 Brendale Qld 4500 or scan it and send by email to: membership@arqrv.org.au
no later than 5th September 2022.



NOMINATION FORM

I _____ of _____ Village
Nominate: _____ of _____ Village
To be: President / Vice President / Treasurer / Secretary / Committee Member
Signed by _____ (nominator) _____ (seconder)
Accepted _____ (nominee signature)

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