

# ARQRV CONNECT

ISSUE 121

FEBRUARY 2023

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

**ANNUAL MEMBERSHIP RENEWALS ARE NOW DUE**  
***Renew online at [www.arqrv.org.au](http://www.arqrv.org.au)***  
***See pages 2 and 3 for other options***

## Benefits of renewing your ARQRV membership

Renewing your membership, is like paying your car or contents insurance premium each year.

It ensures you will have continued access to advice and support from specialist advisors to resolve issues relating to your residence contract.

You will also assist the ARQRV Committee to continue working to advance and protect the rights and interests of all residents in Queensland retirement villages.

If you let your membership lapse, and you or your family in the future, wish to take advantage of our services, you will have to pay the administration fee in addition to the membership fee **to rejoin**.



# Application form to renew membership

**Please Note: Life Members do not need to renew membership.**

## Instructions

Hand your completed membership application form and payment to your village Membership Support Officer (MSO), where there is one

or

Forward the completed membership application form to the ARQRV office by email ([membership@arqrv.org.au](mailto:membership@arqrv.org.au)) or by surface mail; **and** pay by cheque/money order; bank deposit or credit card **and** then as a courtesy please advise your village Membership Support Officer, where there is one, that you have renewed.

Membership renewal application forms are also attached to the ARQRV brochure.

## How to complete the form

- Tick Renew Annual membership
- Tick if you would like to include a donation with your fee payment
- Clearly print:
  - ⇒ the **full name of your village** and the village address
  - ⇒ villa/unit number
  - ⇒ your name and all contact details
  - ⇒ the name of any other resident in the unit
  - ⇒ your current email address
- All members must sign the form
- Date the form

## How to make a payment

You may make the payment by any of the following methods:

- hand a cash or cheque payment with the completed form to your village Membership Support Officer, if there is one and they will provide you with a receipt
- send a cheque / money order with your completed form directly to ARQRV (do not send cash)
- make a direct credit to ARQRV bank account where you have either sent the completed form to ARQRV directly or handed it to your village Membership Support Officer (**use your last name, unit number and village name as a reference for the transaction (for example - Jones59Bayview)** and send a copy of the deposit/transaction slip to ARQRV)
- make a credit card payment by contacting the ARQRV office on 0429 098 417.

**Payment by direct credit should be made to:**

Bank of Queensland

Account Name: ARQRV Inc

BSB: 124-001

Account No.: 20511301



# ANNUAL MEMBERSHIP RENEWAL

ARQRV (ABN 40263620100) carries \$10,000,000 public liability insurance.

☐ Renewing Annual Membership \$44

**(LIFE MEMBERS DO NOT NEED TO RENEW)**

☐ Donation ..... *thank you!*

(Membership fees include GST)

**VILLAGE NAME** \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

## APPLICANT(S) DETAILS:

**UNIT OR VILLA NUMBER** \_\_\_\_\_

### Resident 1

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

### Resident 2

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

Phone no.: \_\_\_\_\_ Mobile no.: \_\_\_\_\_

**Current Email:** \_\_\_\_\_

Signature/s: \_\_\_\_\_

Date: \_\_\_\_\_

## METHOD OF PAYMENT - PLEASE DO NOT POST CASH

☐ Payment to Membership Support Officer

☐ Cheque (enclosed)

☐ Bank Deposit

☐ Credit Card (Ph. 0429 098 417)

**MAIL TO: ARQRV Inc. P.O. BOX 5057 BRENDAL QLD 4500**

## Presidents' Ponderings

Welcome to the first edition of our newsletter for 2023, I hope you all enjoyed the Christmas season and managed to spend time with family and friends. I personally enjoyed the break from all the activities I am involved in and even managed to read a couple of books. Now it's back to work.

The most important reminder is that ANNUAL MEMBERSHIP RENEWALS ARE DUE ON 1 MARCH, you will find a renewal form on page 3 of this newsletter. Please remember to renew by 30 March at the latest otherwise you will have to pay a rejoining fee. Please note that membership has increased to \$44 per annum or \$69 if joining as a new member or if you forget to renew. A current member may upgrade to Life Membership for \$300 until 31 March after then new Life Membership will be \$440.

It is with some sadness that we say goodbye to Mike Fairbairn who has resigned from the committee effective as of 28th February 2023. As most of you will know Mike has been the person on the committee who has dealt with the majority of disputes for the past 9 years. I really have no idea how many member's queries he has handled, my answer would be "a lot" Further in this newsletter you will find Mike's letter of resignation. The committee wish him all the very best in his retirement (finally he really gets to retire) and thank him, as I am sure you all do, for his dedication and the work he has done for ARQRV over many years.

As Mike retires we welcome Mark Richards who has been appointed by the committee to handle the disputes and mediation portfolio. Many of you in an AVEO village would already have met Mark as, along with David Wise, he visited 19 villages providing support and information about the current class action. Mark is highly qualified and we are delighted to have him on board, he will make a valuable contribution to the work we do. You will find a brief introduction to Mark elsewhere as well as information about how he can be contacted.

This year we are focusing on recruiting more Membership Support Officers (MSOs) into villages. MSOs play an important role promoting ARQRV in their village and ensuring that any new residents are informed about the role and work of the association. It is not an onerous task, full support and resources are provided along with a handbook explaining the role. We hold quarterly zoom meetings via computer and encourage MSOs to attend and meet MSOs in other villages from all over the State. This year we hope to invite along guest speakers who will address some topics of broader interest that impact village life. If you think this is something you would like to do please contact the membership number to find out more. Some villages already have an MSO, but still let us know if you are interested as it is good to have a backup should the current MSO resign.

For those of you who follow the Amendments to the Retirement Villages Act we are still waiting on the timeframe for payment of the exit entitlement and the new financial reporting requirements. We have seen the launch of the Village Comparison website so if you know of someone wanting to move into a village this website allows them to compare villages (rather like health fund comparison websites). There are also a number of Guidelines for operators that make interesting reading, we will let you know as soon as they are available and put a link on our website.



I look forward to a productive year, no doubt we will continue to see changes in the broader retirement living industry as aged care continues to dominate the discussions and as usual we will keep you up to date on what is happening in the retirement village sector.

Best wishes for 2023

*Judy Mayfield* ARQRV President

## ARQRV Vice President Resignation

*After nine years of service to retirement village residents with the ARQRV committee, the last eight as Vice President holding the disputes and mediation portfolio, I have decided, with a significant birthday due in 2023, that the time has come for me to depart. I have accordingly resigned from both areas of responsibility with effect from 28th February 2023.*

*It has been my privilege to assist members with problems with their scheme operator, various Government and Local authorities and sometimes (infrequently) with each other and to have been able to record a success rate of between 93% and 97% in my endeavours when I found time to carry out a calculation.*

*With the assistance and support of the ARQRV committee and the ARQRV associated lawyer sums ranging from a few hundred dollars up to \$126,000.00 have been recovered or saved for members individually and collectively for one village of \$622,661.00 which had been incorrectly charged to the (resident funded) village Maintenance Reserve Fund as opposed the (operator funded) Capital Reserve Fund.*

*Involvement in achieving the passing into law of the 18-month compulsory buy back provision, and of it being made retrospective by the then Minister for Housing and Public Works for the benefit of members and non-members alike, would be a high point of my involvement with the Queensland Government.*

*I record my thanks for the support of the ARQRV committee and members and, with a single notable exception, record my appreciation for the professional way that scheme operators have dealt with issues raised with them on behalf of ARQRV members.*

*In closing may I encourage all who read this to continue to support the Association without whom it is likely that the boundaries of legislation would continue to be explored to the disadvantage of residents by some scheme operators within the industry.*

**Michael Fairbairn**

**ARQRV Vice President 2014 to 2022**



**David Wise Solicitor**  
Discounted advice for ARQRV members  
0412 254 080 | [dtwise@gmail.com](mailto:dtwise@gmail.com)  
[www.davidwisesolicitor.com.au](http://www.davidwisesolicitor.com.au)  
PO Box 120 Woombye QLD 4559

### Contact ARQRV

#### GENERAL ENQUIRIES

[enquiries@arqrv.org.au](mailto:enquiries@arqrv.org.au)

Phone: 0437 906 074

#### MEMBERSHIP ENQUIRIES

[membership@arqrv.org.au](mailto:membership@arqrv.org.au)

Phone: 0429 098 417

#### POSTAL ADDRESS

PO Box 5057

Brendale Qld 4500

#### WEBSITE ADDRESS

[www.arqrv.org.au](http://www.arqrv.org.au)



## Developing a residents constitution—a case study



ARQRV committee will advise and support residents committees who subscribe to the Residents Committee Support Desk in the development or the review of a residents constitution for their village.

Recently, a committed residents working party, guided by an ARQRV committee member, have completed a lengthy project to develop and adopt a comprehensive and relevant residents constitution for their village. This constitution will be published soon as the *Model Residents Constitution* which other villages may wish to amend and adopt

There were various issues to resolve, including, residents not understanding the purpose of a residents constitution; some residents, in ignorance, starting procedures to go down the wrong path; groups of residents with differing views; poor residents committee support; and limited avenues of communication within the village due to practically no email. On a positive side, the Village Manager and the Area Manager were very supportive of the project.

Various information sheets were distributed to all residents explaining the purpose of a residents constitution; stages of the project, including full and open consultation with residents; and at the end; the voting procedures.

As a residents constitution belongs to residents, every resident was invited to be involved in the project by being requested to give feedback to the working party on each part of the constitution as it was developed. Eventually, the full constitution was then distributed to every resident ready for their final consideration and the vote.

After many months of hard work, a clearly decisive affirmative vote resulted.

The coordinator of the working party attests...

*"I can highly recommend the service of the ARQRV and its committee members, all volunteers, working for retirement villages under the Retirement Villages Act. A selfless group of individuals and we are indebted to them for guiding us through a constitution we are proud to have achieved."*

## Residents committee needing help with their role?

ARQRV has established a portfolio within the association's committee structure which focuses on providing assistance to residents committees through a subscription-based service.

The Support Desk provides specialist assistance and advice to residents committees about matters specific to the role of residents committees but especially those topics included in the Residents Committee Manual and the Village Financials guideline. Subscribers will also be given advice and direct assistance when developing or reviewing a residents constitution.

**Please note** - The Support Desk does not assist with matters relating to individual residents, to residence contracts nor those issues affecting the village as a whole, or a substantial part of it (other than village financial matters).

More information may be found on our [website](#).

## Introducing...Mark Richards



*Hi. I would like to introduce myself. From 2017 through to April 2022 I was General Counsel and Chief Operations Officer for Seachange Lifestyle Resorts - although from December 2021, I was with Ingenia Communities following the sale of the Seachange business. I am also a member of the UDIA Seniors Living in Residential Care Committee. My area of practice since being admitted in February 1986 has predominantly been in the commercial property space being well-versed in various pieces of legislation in the retirement, property, corporate, finance and capital fundraising, insurance & commercial sectors. However, my forte is repairing, developing, and maintaining relationships, and resolving disputes through mediation and conciliation.*

*My experience with the ARQRV is that you have a very dedicated and passionate group of volunteers representing your interests and I am grateful to have been asked to join the team.*

*Whilst only 61 years of age and not a resident of a Village, I have developed a passion for the retirement sector and believe I can bring a different perspective and knowledge to the ARQRV to assist their purpose of representing residents in the retirement sector vis-a-vis Operators and Government.*

*I look forward to working with the ARQRV committee and helping to make a positive difference in the lives of residents.*

To contact Mark with your queries or concerns please send an email to [membership@arqrv.org.au](mailto:membership@arqrv.org.au) or phone 0429 098 417 and Mark will get back to you. Currently we are waiting on setting him up with a phone and email address. You could also send details of your concerns to [enquiries@arqrv.org.au](mailto:enquiries@arqrv.org.au)

# DSL LAW

RETIREMENT + PROPERTY

## Selecting a lawyer who specialises in Retirement Village Law makes all the difference

We help residents and their families navigate the challenges of moving into, living in and leaving villages every day.

We offer efficient and expert services - and we provide a 10% discount to ARQRV members.

1300 DSL Law (1300 375 529)  
[www.dslaw.com.au](http://www.dslaw.com.au)

Gold Coast  
Suite 4 'Benowa Mansions East'  
181 Ashmore Road, Benowa Qld 4217

Brisbane  
Level 2 'Gasworks Plaza', Lobby 1  
76 Skyring Terrace, Newstead Qld 4006

### Visits to villages by ARQRV

Now that things are back to a new 'normal' ARQRV has recommenced promotional visits to villages.

You may wish to arrange a visit to your village, we will probably schedule blocks of time to the more regional areas. Our aim is to let the residents know about the work we do including help and support to individual members, ongoing information provided to families when a member leaves the village, assistance to Residents Committees through the Support Desk and support and recognition of the Membership Support Officers (MSO) through regular zoom forums.

The presentation is usually about one hour and there is no cost to residents.

Please note that the visit is not to sort out issues that may exist within the village.

Please contact the office to arrange a visit.  
Phone Laurie or Pauline on 0429 098 417

## Do you live in a village with an embedded network?

Did you know embedded network customers now have access to a free, fair and independent dispute resolution service to help with complaints about their electricity?

If you live in an embedded network, you'll receive your power bill from your retirement village scheme, rather than directly from an authorised electricity retailer. When you have a problem with your electricity, the first thing to do is contact them and let them know about the issue. Their details should be on your bill. If your issue isn't fixed or you're unhappy with the outcome, contact the Energy and Water Ombudsman.

The Energy and Water Ombudsman Queensland (EWOQ) can help when you have a problem with your electricity bill or your power supply, including:



- High bills and disputed electricity accounts
- Credit issues and default listings
- Access to payment plans, rebates and concessions
- Connection issues
- Disconnection of supply
- Poor customer service.

A handy [Embedded network customer brochure](#) is available from the EWOQ website or copies can be provided free of charge by submitting the online order form on the [brochure area](#) of the website or by emailing [embedded@ewoq.com.au](mailto:embedded@ewoq.com.au).

Visit [www.ewoq.com.au](http://www.ewoq.com.au) or call 1800 662 837 to find out more or submit a complaint.

## Did you know?

Residents committees who subscribe to the [Residents Committee Support Desk](#), in addition to other benefits, are invited to attend regular Zoom virtual forums. These forums provide a great opportunity to hear from other committees around the State and are also an excellent opportunity to connect with Senior officers of Regulatory Services (Qld Gov. Dept. Communities Housing and Digital Economy), Danielle Lim, a solicitor who whilst not giving legal advice always will provide a legal perspective on issues raised, and special topic speakers provide a useful contribution to extending our knowledge.

Refer to our [website](#) or contact the office to find out more.

