

ARQRV CONNECT

ISSUE 125

FEBRUARY 2024

*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
(or see over page for other options)

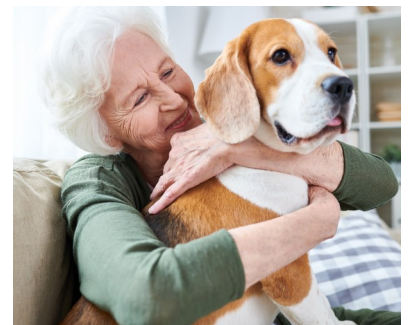
Benefits of renewing your ARQRV membership

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) 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

ARQVR (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: ARQVR Inc. P.O. BOX 5057 BRENDAL QLD 4500

Presidents' Ponderings



Welcome to our first newsletter for 2024. I do hope that you all managed to enjoy the Christmas season despite the heat and humidity.

Of course, as usual, our February edition is a reminder that annual memberships are now due for renewal on 1 March. If you do not renew by the end of March your membership will be cancelled and you will need to rejoin if you wish to continue membership after that time.

2024 will see some updates to the Retirement Villages Regulation finalised and we will of course let you know as soon as we hear anything.

- Timeframe for buy-backs of accommodation units is currently that an operator must purchase the unit from you if not sold after 18 months. We understand that this timeframe will be decreased but have received no official notification as yet.
- We are still waiting to hear about the new Regulation regarding Financial Reporting requirements for villages.
- Work is being done on developing a template for a standardised village contract but of course this will not affect your contract in any way. In the same way if your operator introduces a new contract into the village, your contract does not change.

There is also an article which was adapted from an article originally published by DCM in their village manager newsletter. It is certainly something to be aware of if you own a mobility scooter.

I believe there are a number of emerging issues in the retirement village sector that will impact us in 2024. Some of you have already contacted me with concerns about the increasing age of people moving into a village, and we may see this addressed in the new Aged Care Act, as government seeks to keep people ageing in place rather than moving into an Aged Care facility. New models are emerging for retirement living as options increase and more people enter the retirement phase of their lives.

I think we can expect a year of change.

Judy Mayfield ARQRV President

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Brendale Qld 4500

MEMBERSHIP ENQUIRIES

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Phone: 0429 098 417

WEBSITE ADDRESS

www.arqrv.org.au

Your Residence Contract—why you should read it

Many members contact the ARQRV with questions about what the operator is doing (or not doing for them) in their village, or complaining about maintenance issues and who should be paying for what.

In these cases, the first question we ask is '*what does your residence contract say?*'. When they don't know, we suggest they read what is written in their contract. This frequently resolves their enquiry.

This is because residence contracts answers many of the queries raised. Members are often surprised at what they can resolve for themselves.



If you do not have your residence contract

Under the provisions of the *Retirement Villages Act 1999*, your village manager must let you access or take a photocopy of your residence contract that is held by the scheme operator.

The Retirement Villages Regulation authorises that a fee is payable to the scheme operator for either inspecting or taking a copy, so ARQRV recommends requesting a copy rather than simply inspecting it.

There is further information on the ARQRV website at www.arqrv.org.au

– search for 'operational documents'.



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.dsllaw.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

Cost of selling

Where a right to reside in a retirement village unit is sold, in addition to other amounts, there are usually associated '**costs of sale**' deducted from the proceeds of sale to be paid to either the former resident or their estate.

There are sections in the *Retirement Village Act 1999* (the Act) which provide certain requirements which scheme operators must follow regarding costs of sale.

The Department of Housing, Local Government, Planning and Public Works has issued a Regulatory Guideline providing information reflecting the minimum standards required for village operators to achieve compliance with these legislative requirements, and to protect former residents.



The following are the main points of the guideline.

The costs of selling a retirement village unit include costs incurred from the sale of a particular unit or right to reside, and can include but are not limited to:

- the cost of advertising the unit for sale on a website,
- staff costs related to demonstrating the unit and explaining village lifestyle options to prospective purchasers,
- valuation costs for the unit to determine the resale value.

Costs of sale:

- refer to actual costs incurred in relation to the sale of a particular unit and must be quantifiable and itemised for the unit
- cannot be calculated as a percentage of sale proceeds or as a percentage of the ingoing contribution
- cannot be calculated as, or include, a percentage of general marketing costs for an entire village or village brand
- may include a proportion of marketing costs for the joint advertisement of one or more units within a village that are for sale
- must be shared by the former resident and the scheme operator in the same proportion as they share the gross ingoing contribution upon the sale of the right to reside, as provided for in the residence contract
- must be less than or equal to the resident's proportion (as set out in the residence contract) of the actual costs incurred for the sale of the right to reside
- details must be included in a former resident's exit entitlement statement together with an explanation of the calculation used to determine the resident's proportion of the costs payable.

Penalties may be imposed on scheme operators for non-compliance with legislative requirements regarding the calculation and disclosure of costs of selling and exit entitlements for former residents.

The full guideline may be read on the [department's website](#).

How to get help

ARQRV members can get help with issues relating to their scheme operator and advice about other retirement village matters by phoning our enquiry number 0437 906 074. Your enquiry will be referred to a specialist consultant to best handle your matter.

The ARQRV office is not always attended so leave a clear message with your name and phone number and someone will return your call.

You can also send an email explaining how you need help but make sure you **include your name and your phone number**.



You can find out more about what ARQRV does for members by reading the article "What we do" on the ARQRV website at www.arqrv.org.au.

David Wise Solicitor

Discounted advice for ARQRV members

0412 254 080 | dtwise@gmail.com

www.davidwisesolicitor.com.au

PO Box 120 Woombye QLD 4559

A photograph of a row of modern, single-story houses with dark roofs and light-colored walls. The houses are arranged in a row along a paved road, with a street lamp visible on the left. The scene is set during sunset or sunrise, with a warm glow in the sky.

The risks with lithium-ion battery failure

It was heartbreaking to read about the fire in an Adelaide retirement village last week where an 83-year old man was found dead and a woman, 81, taken to hospital.

Late, reports indicated the likely cause of the fire was a mobility scooter battery left charging overnight.

Mobility scooters are a part of retirement villages all over the country. Many of them are plugged in right now, charging, so that they are ready to assist their owner move about the community.

A common feature of these mobility scooters is their light-weight lithium-ion battery. Lithium-ion batteries are widely used since they can store a large amount of energy in a relatively small area. They are also susceptible to causing events like the one seen in Adelaide the other week with state fire departments reporting more than 450 fires caused by lithium-ion batteries in the past 18 months.

WHAT CAUSES LITHIUM-ION BATTERIES TO FAIL?

Overheating is one of the main causes of lithium-ion battery failures, although physical damage to the battery can also lead to problems.

Excessive heat, for example from using a faulty charger and overcharging the battery, or due to a short circuit, can damage the battery cell internally and cause it to fail.

The major issue with lithium-ion batteries overheating is a phenomenon known as thermal runaway.

In this process, the excessive heat promotes the chemical reaction that makes the battery work, thus creating even more heat and ever more chemical reactions in a disastrous spiral. Physical damage to lithium-ion battery cells can allow the electrolyte inside to leak, which is another potential hazard risk.

HOW CAN PEOPLE MITIGATE THE PROBLEMS WITH LITHIUM-ION BATTERIES?

Correct usage and storage of lithium-ion batteries is extremely important.

Batteries should not be exposed to high external temperatures, for example from being left in direct sunlight for long periods of time.

Overcharging is another fundamental issue as this can create excessive heat inside the battery cell.

Therefore, it is important to always use a reputable brand-name charger, rather than a cheap generic version that may be available online.

Good quality chargers, designed specifically for the battery you are using, control the amount of charge going into the cell and will cut off when it is fully charged to ensure the system does not over-heat.

Be very wary if a lithium-ion battery sustains any physical damage, such as being dropped or pierced by an object, as this can lead to leakage and potential problems.

In residential and workplace settings, safe battery storage can be crucial so that in the event of unwanted failure, the resulting fire can be more easily contained and controlled and does not spread – which can quickly cause catastrophic consequences.

It is not advisable to purchase lithium-ion batteries second-hand, or online from unknown and potentially unregulated vendors.

Take a commonsense approach and educate yourself on the risks.

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