



RSL CARE SA

# RETIREMENT LIVING, MYRTLE BANK



## FREQUENTLY ASKED QUESTIONS

### Can I have a pet?

At RSL Care SAs Myrtle Bank Retirement Village, we understand how important your pets are to you – they are often a part of the family. However we do ask that we have the opportunity to collect some information about your pet and its future. It is also expected that all pets will be controlled in a manner that ensures they do not provide a nuisance or safety risk to other residents. The Coral Sea Apartments are not ideal for pets, so please speak to the Retirement Living Manager.

### Will the postie call at my door?

Yes, each home has its own individual mail box located near the front of the home. Coral Sea Apartment mail boxes are located on the ground floor. When you are on holiday, and you advise us, we can collect and hold your mail at the office, until your return.

### Can I have friends or family come to stay?

You are more than welcome to have family or friends stay over, however if they stay longer than 14 nights we require you to obtain written approval from the Retirement Living Manager. This is to ensure the safety and security of all residents.

### What should I consider before moving into RSL Care SAs Myrtle Bank Village?

Moving house for many people can be a stressful event with so much to organise. That's why we try to make it as easy as possible. We will be on hand to assist in recommending suitably experienced real estate agents to handle the sale of your home, and we can put you in touch with a one stop shop service that can arrange furniture removal and disconnection/connection of utilities, if you require.

### Will I have to pay Stamp Duty at settlement on my home?

No. Stamp Duty is not payable on the purchase of your home at RSL Care SAs Myrtle Bank Village. This can be a significant saving if you are considering traditional residential housing as an alternative. For example the current stamp duty on a \$450,000 home equates to approximately \$13,500 – imagine what you could do with this saving?

### Who is responsible for the Management at RSL Care SAs Myrtle Bank Village?

RSL Care SA employs an Retirement Living Manager to provide management services to the residents and assist with any maintenance or caretaking issues, as well as assisting with facilitating social activities for those interested in participating.





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### FREQUENTLY ASKED QUESTIONS cont...

#### **How will I be charged for electricity, gas and telephone?**

Just as if you were in your own home, you have the option at RSL Care SAs Myrtle Bank Village to choose your preferred gas/telephone/electricity suppliers and as such you will be billed directly from the supplier for your homes individual use.

#### **What contracts will I have to sign?**

When buying a home within a Retirement Village, typically you will be required to enter into a Residence Agreement. It has been prepared in accordance with the South Australian Retirement Villages Act 2016, which is policed by the Office of Consumer and Business Affairs.

A complete set of contracts will be issued to you 10 days prior to signing any agreement. These contracts will include a product disclosure statement. We recommend that you take this time to seek legal advice.

#### **Do I need to get legal advice before purchasing a home at RSL Care SA's Myrtle Bank Village?**

Although the legal documents have been prepared by an industry specialist solicitor, it is important to us that you feel totally confident and satisfied with your decision to buy and move to Myrtle Bank Village. Therefore our experienced sales team and management will remain on hand to ensure that the documentation is thoroughly explained and the opportunity to obtain clarification is provided. You are free to use a conveyancing service of your choice, however we recommend that you consult your solicitor, accountant or personal advisors for further explanation of the documentation and peace of mind.

#### **What happens if the residents have issues with the Management of the Village?**

At RSL Care SAs Myrtle Bank Village we believe in a proactive approach to dealing with issues or concerns, for this reason we are committed to regular meetings with the residents committee, an open door policy between the residents and the Retirement Living Manager and a philosophy to always try to resolve issues or concerns in a timely and respectful manner. However dependant upon the issue you do have some options:

- a) raise the issue with the residents committee to resolve at the regular meeting
- b) directly approach the Retirement Living Manager
- c) use the formal dispute resolution procedures as set out under the Retirement Villages Act and your Residence Agreement.

