

## ROYAL FREEMASONS RETIREMENT APARTMENTS- FAQs

- What is a leasehold agreement, and how does it work?

Royal Freemasons is the landlord and owner of the property and lease apartments to residents. These leases provide a resident with the assurance of enjoying long term security of tenure whilst their ability to independently manage their health and wellbeing is maintained. A resident's independence can be maintained either autonomously or with the assistance of external home care support services.

- What are the benefits of a leasehold structure?
  - Long term security
  - No stamp duty
  - No capital gains tax
- What are the costs of leasing a Royal Freemasons' independent living apartment?

There are 3 types of costs associated with entering a Royal Freemasons Retirement Village which entitles the resident the right to freely occupy their apartment;

- A lump sum ingoing contribution – similar but usually substantially less than the purchase price of a comparable property in the open market.
- Monthly service fees - cover costs of shared communal facilities, staff and ongoing regular maintenance of common areas.
- Deferred Management Fee - This fee forms part of the purchase price, but is deferred until the end of a resident's tenure when the apartment is re-sold. It is generally paid out of the proceeds of the sale, is calculated as a percentage of the sale price and will vary according to the length of tenure. As residents benefit from capital gains on the property, the impact of this fee will be offset to an extent.
- Prospective residents are encouraged to seek their own financial and legal advice prior to entering a Royal Freemasons retirement property to ensure that they make the right decision for their situation

- What additional fees may appear on my monthly service fee invoice?

Royal Freemasons have some in-house services that may appear in addition to the monthly service fees on a resident's account, including:

- Monthly telephone charges
- Any internet or Foxtel arrangements made directly with the Village
- Council rates
- Electricity usage
- Water usage

In addition, we offer residents the opportunity to charge many optional services directly to their account, rather than paying at the time of incurring the cost. These include:

- Meals in our café and/or restaurant
- Hairdressing and/or beauty services

- What support do I have in an emergency?

Our apartments have several Emergency Call buttons installed within them to enable residents to seek an immediate response from a staff member. Irrespective of the time of day or night, a staff member is available to respond to an emergency situation. They can access your apartment and assess the situation, to provide and coordinate the appropriate response.

- What if I need some assistance with activities of daily living?

Royal Freemasons Home Care can be provided within resident's independent living apartment, either as a fee for service, or subsidised package, if eligible. Additionally, various Council and third party providers of care and services can be engaged to provide assistance with activities of daily living, such as shopping, meal preparation, cleaning, transportation, and personal care.

- What if I need more intensive care than can be provided in my leasehold apartment?

In the event that a resident's health needs can no longer be supported by the intervention of external service providers, it is no longer appropriate to remain in their independent living apartment. Royal Freemasons can assist with transition into residential aged care, and are proud providers of several specialist aged care facilities across metro Melbourne, which offer ageing in place, dementia care and respite care.

- What are some of the benefits of Royal Freemasons retirement apartments?

Activities vary from site to site, however these may include:

- A vibrant community atmosphere
- A secure environment
- 24hr emergency response – with a staff member onsite
- A restaurant and/or café
- Library
- Communal computers with internet access
- Free Wifi in common areas
- Gym and supervised exercise classes
- Hairdressing and/or beauty salon services
- Physiotherapy and/or Podiatry services
- Consulting rooms
- Billiards
- Communal lounge areas, garden areas and BBQ
- Craft/Activities room

- What are some of the activities within these properties?

The majority of activities are arranged directly by the residents at each village, and may include:

- weekly Happy Hours
- seasonal BBQs
- regular Musical Recitals
- daily Coffee Club
- weekly Movie Club
- Chess Club
- Walking Group
- Outings

- What are the staffing arrangements?

A team of administrative staff can assist in coordinating daily activities and services, and support the use of the amenities within each village, ensuring they are well maintained and fit for use. Our Reception desks are operational from 8am-6pm daily with a staff member on-site 24hrs a day, who will respond to any emergency.

- **What are the security arrangements?**

The security of residents is extremely important, and access to our independent living apartments requires either a security pass or the authorisation of a resident or staff member. State-of-the-art video surveillance of high traffic areas further enhances the security of residents, while every apartment is equipped with television screen security phones which activate the main entrance doors. The car park is similarly secure and accessible only by security pass holders.

- **What are the carpark arrangements?**

Secure onsite parking for residents is offered; depending on the village, either;

- At least one carpark is supplied as part of the lease, or
- A carpark can be arranged as an additional lease – depending on availability of vacant parks.

- **Where is mail delivered?**

Residents can collect their mail daily from their allocated mailbox located on the Ground Floor.

- **How is household waste disposed?**

Each floor is equipped with rubbish chutes, to easily dispose of household waste and recyclable items. Residents are requested to double-bag their general rubbish to ensure that spillages and decaying foodstuffs are contained, reducing the likelihood of odours.

- **How are electricity and water rates charged?**

Each apartment is individually metered, therefore residents are only charged for the electricity they consume in their own apartment. As Royal Freemasons is a part of a larger healthcare electricity network, residents benefit from extremely competitive rates, which are well below the rates typically charged to individual households.

Similarly, each apartment is individually metered for water usage; thus only the amount of water actually used will be charged to the residents' account.

- **Can I have a pet in my apartment?**

Approval must be sought from Royal Freemasons Management prior to housing a pet permanently on the premises. If the pet causes a nuisance to any other resident, alternative arrangements will need to be made.

- Can I have overnight guests?

Our independent living apartments are our resident's homes and they are welcome to host overnight guests at any time. Residents are requested to notify management should guests be staying for more than two days and written consent must be obtained if guests are staying for longer than four weeks, as is required by the Retirement Villages Act Vic (1986). The maximum time a guest can stay in our premium apartments is 2 months.

- How are residents kept informed of what is happening?

Management ensure that residents are regularly informed about activities, events and issues, via the following methods:

- Monthly newsletter
- Notices on the Notice Boards and/or at Reception
- Residents Meetings (frequency determined by Resident Committee)
- Annual General Meeting

The Manager and staff are also friendly and approachable, and are available to respond to basic queries as they arise.