

# FAQs

all your questions answered

*Lifestyle*  
COMMUNITIES



# Buying your home



Thanks for taking the time to read a bit about us. If you have a question, it just might be answered here.

## Do I own my own home?

Unlike other senior living options where you never own your home, at Lifestyle Communities you own your home, live independently, and have a long-term (90 years) secure lease on the land on which your home is situated.

As a homeowner at Lifestyle Communities you are also protected under the Residential Tenancies Act for additional peace of mind.

## Do I have to be retired?

Lifestyle Communities is not a retirement village. At our communities you can be retired or working full-time or part-time.

We help people live life on their terms by combining luxury facilities with affordable, low-maintenance homes in a secure gated community. Another important difference is that you are in control of your future. By moving to a Lifestyle Community, you can release equity and boost your nest egg, giving you the money and time to live an independent lifestyle.

## Do I own the land?

One of the reasons that homes at Lifestyle Communities are affordable is that we separate the ownership of the land from the ownership of the home. This way, you are not paying for ownership of the land, which frees up money to do other things. When you buy a home at Lifestyle Communities you enter into a long-term (90 years) secure lease on the land on which your home is situated, and your lease is paid via a site fee each fortnight. The secure lease gives you an exclusive right to occupy the land and to use the amazing community facilities.

## Are there any other buying costs?

You pay no stamp duty or conveyancing fees when you purchase your home at Lifestyle Communities.

## What are the advantages of leasehold over freehold?

The main advantage of leasehold (long-term secure lease) over freehold (owning your own land) is that Lifestyle Communities has a long-term financial interest in the ongoing success of the community.

The benefits of leasehold at Lifestyle Communities are:

- You won't have tenants or rowdy neighbours living next door.
- All front gardens and common landscaped areas are maintained by the community gardening team
- You have knowledge of what is built in your street and any changes will be managed and communicated.
- No stamp duty or council rates are payable (all of this is taken care of by Lifestyle Communities).

## What does the home price include?

All homes come with turn-key inclusions, such as stainless steel appliances, blinds throughout and a range of colour schemes to choose from. Front landscaping, paths, a clothesline, carport and even a garden shed.

# Building your home

## Who will build by own home?

Your new home will be built by one of Victoria's leading homebuilders - Todd Devine Homes.

## What sort of quality guarantees come with my new home?

All homes are constructed from high quality materials and finishes selected to last the test of time. Your new home comes with a 3-month maintenance period, 2-year non-structural warranty and 10-year structural warranty.

## Who maintains my home?

Our homes are designed to be as low-maintenance as possible. As it's your home, you are responsible for maintenance where required. To ensure that the Lifestyle Community is an attractive place to live now and in the future, we ask that you maintain the exterior of your home in keeping with the community standards.

## Can I customise my home?

It's your home and you can make whatever interior changes you desire once you move in. Any variations or customisations to the exterior or façade of your home must be in keeping with the overall look and feel of the community and you'll need to let us know of your intentions prior to commencing any works.



# Community living

## Is my home secure?

Your home is part of a gated community where entry gates are closed each evening. Your on-site Community Managers also give you additional peace of mind whether you are at home or away travelling.

## What about pets?

Pets are part of your family and are very welcome. Each Clubhouse has 'doggy parking' for your pooch so you can enjoy the 5-star resort facilities while your furry friend is close by. There are some common-sense rules to follow, as we are conscious that we need to respect the rights of all homeowners, including those without pets.

## Who collects my rubbish?

Your home has two rubbish bins (household and recycling) that are collected by the council as they would at a home in the suburbs.

## Where is mail delivered?

Australia Post deliver your standard mail to your letterbox located at the Clubhouse. All large parcels can be delivered to the Clubhouse reception.

## Can I get Pay TV and internet access?

You can have internet access and Pay TV connected to your home. There's also free Wi-Fi, high-speed Internet access and Foxtel in the Clubhouse.

## Can my visitors use the Clubhouse and other facilities?

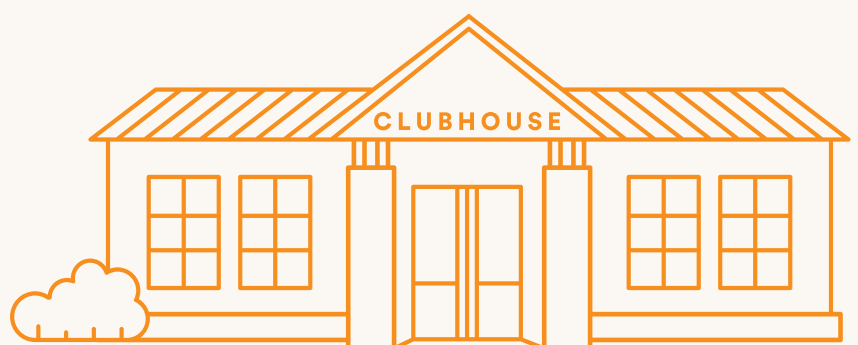
Visitors are welcome to use most of the facilities when they are accompanied by a homeowner. Your visitors are welcome to stay for a short stay (usually less than 30 days). If you have visitors staying for longer periods, please speak to your Community Manager.

## Who looks after my garden?

The Community Management team will look after your front garden. The watering of your front garden is done by an underground dripper system using water from your home supply. You are responsible for maintaining your garden at the rear and side of your home.

## What can I add to my front garden?

Provided your additions are consistent with the community landscape plan, you can add almost anything to your garden. You'll need to let us know of your intentions prior to commencing any works.





# Selling your home

## How do I sell my Lifestyle Communities home?

You can sell your home at any time through the Lifestyle Communities sales team, or through a local real estate agent – the choice is yours. When you have sold your Lifestyle Communities home a new long-term (90-years) secure lease will be provided to the purchaser.

## Are there any other selling costs?

There is a Selling Commission Fee of 2% of the selling price payable to Lifestyle Communities if we sell your home for you. You could select a real estate agent to sell your home, in which case you negotiate a separate selling commission with the real estate agent.

There is an Administration Fee of 1% of the selling price payable to Lifestyle Communities for us to prepare the paperwork and administer the sale of your home and act in the capacity of a conveyancer for the sale of your home.

Lifestyle Communities does not have any mandatory refurbishment fees.

## Can I bequeath my home?

If you pass away, the home becomes part of your estate. Beneficiaries may reside in the home if they meet the community age and entry criteria, or they may simply sell the home. In all cases the Deferred Management Fee and Administration Fee are payable.



# Money matters

## What is the weekly fee?

The weekly fee gives you the right to occupy the land where your home is situated and is used to pay the costs of running the community including the following:

- On-site Community Management team
- Maintenance of common garden areas and your front garden
- Maintenance and running costs of the Clubhouse and other common facilities

Under the agreement with Lifestyle Communities, the weekly site fee is payable by direct debit each fortnight. The weekly fee is reviewed on 1 July each year and any increases are capped at CPI or 3.5% (whichever is greater).

## Can I get Federal Government Rent Assistance on the Age Pension?

Depending on your personal financial circumstances, you may be eligible for Federal Government Rent Assistance to reduce the weekly fee. You will need to contact Centrelink or Veterans Affairs to find out what you are entitled to receive.

## Who pays for utilities such as electricity, water and gas?

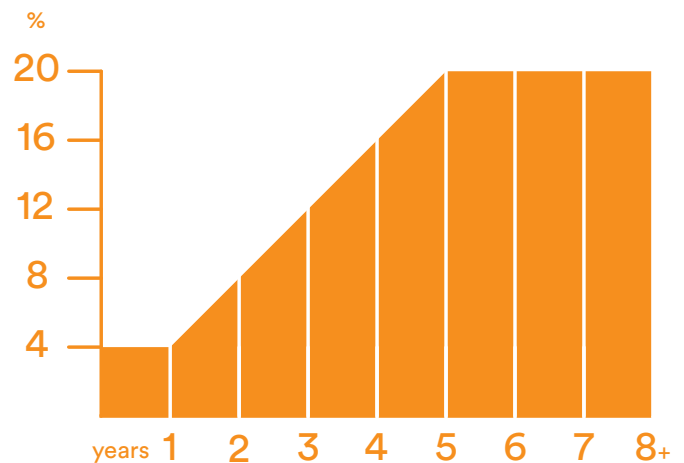
Water, electricity and gas services are metered at each home. You are responsible for water usage charges in your home and the supply and usage of gas and electricity. You do not pay water rates.

## Do I pay council rates?

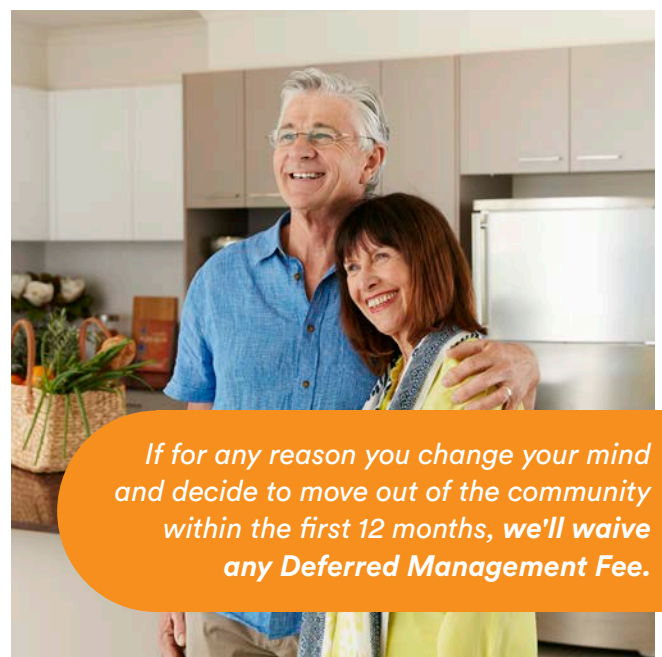
There are no council rates at Lifestyle Communities.

## What is the Deferred Management Fee (DMF)?

To help keep the home purchase price and weekly site fee at an affordable level, Lifestyle Communities recovers part of its costs for developing, running and maintaining the community when you sell your home. This payment is known as the Deferred Management Fee (DMF) and is a scaled percentage of 4% of the selling price per year and is capped at a maximum of 20% from the 5th year. This is considerably less than the exit fees some other communities may charge.



Deferred Management Fee (DMF) graph



*If for any reason you change your mind and decide to move out of the community within the first 12 months, we'll waive any Deferred Management Fee.*

# The buying process

When you buy a new home at Lifestyle Communities, we make sure you have all the time and information you need to make a properly informed decision. We're on-hand to answer any questions and we work closely with you through every step of the buying process so you know what to expect at all times.

## New homes



### 1. Visit

Visit one of our beautiful communities to have a look, meet one of our friendly consultants, have a cup of tea and help us understand exactly what you're looking for.



### 2. Secure your spot

Would you prefer to live closer to the Clubhouse, or further away? This stage of the buying process is where you choose your home design and the lot where your home will be situated. It's also when you pay the fully refundable \$500 holding deposit, which reserves your lot for the next 6 weeks.



### 3. Confirmation

We will then start the journey on how you can customise your home and your consultant will give you lots of helpful information. At this point, a confirmation deposit of \$500 is now payable which secures your lot. Your total deposit amount of \$1,000 is now non-refundable.



### 4. Customisation meeting

Your next step is to choose your home customisations and interior colours. Your Project Team Member and Lifestyle Consultant will meet with you to explain your house plans and customisation options in detail. At this stage, you will pay another \$500, taking your total deposit amount to \$1,500. We will then organise your final house plans.



### 5. Contract read

We sit down and discuss your contract in plain English and answer any questions you may have. When you're happy and you've decided to sign the contract, it's time to pay a deposit of \$3,500. There is now no further financial commitment as your total home payment is due upon settlement.



### 6. Getting ready to sell your home

When we order your new home we will give you a fixed date that your home will be available for settlement. Don't worry – we will help you through the moving process with tips on engaging a real estate agent, decluttering, and presenting your home for sale. We also give you generous settlement terms of up to 6 months after your lifestyle home is completed.



### 7. Pre-settlement

By this stage, your new home will be built and almost ready for you to move in. Before you do, your Community Manager and Project Team Member will walk you through and demonstrate how everything works. This is your opportunity to inspect your home and ensure everything is to your satisfaction. We then help you prepare for settlement and anything else you may need before move-in day.



### 8. Settlement and Move-in

We'll take you through the final legal process of taking ownership and paying the balance of your new home at Lifestyle Communities. Then it's the big day! We help make the move as smooth as possible, including taking away your moving boxes. We will even have tea, coffee and biscuits ready for you when you arrive.



### 9. Three months in

At this point you will have completed your Clubhouse and gym induction and be immersed in all of the social and wellness activities on offer if you choose to. You will also have the opportunity to have any minor defects rectified that you may have noticed whilst living in your home.



# The buying process

## Established homes



### 1. Visit

Visit one of our beautiful communities to have a look, meet one of our friendly consultants, have a cup of tea and help us understand exactly what you're looking for.



### 2. Confirmation deposit

When you are ready, a non-refundable deposit of \$2,000 is payable to secure your home.



### 3. Contract read

We sit down and discuss your contract in plain English and answer any questions you may have. When you're happy and you've decided to sign the contract, it's time to pay a deposit of \$3,000. The total deposit of \$5,000 will be deducted from the final payment required at settlement.



### 4. Settlement and Move-in

We'll take you through the final legal process of taking ownership and paying the balance of your new home. Then it's the big day! We help make the move as smooth as possible, including taking away your moving boxes. We will even have tea, coffee and biscuits ready for you when you arrive.



### 5. Three months in

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