

Exit Condition Report

Retirement Villages Act 1999 (Section 77)

This form is effective from 1 February 2019

ABN: 86 504 771 740

Important information

- An inspection and Exit Condition Report for the accommodation unit **MUST** be completed by the operator within 14 days after a resident's termination date (which is defined in section 56 of the Retirement Villages Act 1999).
- Entry and Exit Condition reports provide evidence of the condition of the unit at the beginning and end of occupying the unit. These documents may be referred to as evidence if there is a dispute over reinstatement of the unit at the time the resident permanently leaves the unit.
- The Exit Condition Report must be completed in accordance with the *Retirement Villages Act 1999*. Penalties apply for scheme operators if they do not comply with the Act.

Take time to fill this form in carefully.

How to complete this report - information for operators and former residents

1. The inspection and report must be **completed by the operator within 14 days after a resident's termination date**. While the former resident (or their personal representative) is not required to attend the inspection, operators are encouraged to complete the inspection and the report, where practicable, in the presence of the former resident or their personal representative.
2. The report must be completed to the best of the operator's knowledge.
3. At the inspection, the **operator** must record the condition of the unit by indicating whether the item is clean, working and undamaged (where applicable). Place a Y for Yes or N for No in the appropriate column and include any comments on the condition of the item where relevant.
 - a. If an item comes with the unit or is provided by the village, but the resident is not responsible for the item or its reinstatement under the residence contract, then the operator must note this against the item at the time of the inspection. Complete the condition for the item and place a "NRR" for "Not Resident Responsibility" in the Comments (at inspection) column to show that reinstatement does not apply to the item. (This may particularly apply to the exterior items of the unit).
 - b. If an item does not exist or is not provided by the village, then delete the item by putting a line through it.
 - c. Photographs or video may be attached detailing the condition of the accommodation unit.
 - d. If required, additional pages may be attached to list the condition of all other fixtures, fittings, furniture or household items supplied with the unit, clearly labelling the room to which the additional items relate. Make sure you sign and date any additional pages.
4. If a date in relation to a matter in Part 3 'Other Information' is not known, an approximate date must be given and identified as such.

5. The **operator** (or employee or agent, if the inspection is carried out by an employee or agent of the operator) must complete and sign the condition report and give a copy of the report to the former resident (or their personal representative) within the **14 day period**.
6. The **former resident or their personal representative** must:
 - a. check that they agree with all information in the condition report
 - b. write a comment in the 'Former resident comments' column in the condition report if they disagree with the operator's assessment of any aspect of the condition of the unit and add further information in the 'For the former resident' box at the end of the report
 - c. sign the report and return the signed copy to the operator.
7. The **operator** must make a copy of the final signed report and return a copy to the former resident or their personal representative within 14 days of receiving the report.
8. The **operator** must keep a copy of the signed report (or another copy of the report if the former resident doesn't return a signed copy) for at least 2 years after the resident's termination date.
9. The **former resident** or their personal representative should keep their copy of the report. This Exit Condition Report is compared to the Entry Condition Report when the resident permanently leaves the unit and may be used to determine the reinstatement work the former resident is required to carry out or pay for.

Part 1 – Particulars

Accommodation unit	Retirement Village name
	Unit number Street Address

	Suburb State Post Code
Former resident	Preferred title Mr Mrs Ms Miss Other (specify).....
	First name
	Last name
	Phone Email
	Preferred title Mr Mrs Ms Miss Other (specify).....
	First name
	Last name
	Phone Email
Forwarding address for former resident (or their personal representative)	Street Address

	Suburb State Post Code
	Phone Email

Details of personal representative (if applicable)	Preferred title Mr Mrs Ms Miss Other (specify)..... First name Last name Street Address Suburb State Post Code Phone Email
Retirement village scheme operator
Person (operator, employee or agent) completing this inspection and report	Name Position
Resident's termination date DD / MM / YY
Date of inspection DD / MM / YY
Is the former resident (or personal representative) present at the time of inspection?	Yes No
Date report given to former resident (or personal representative) DD / MM / YY

Part 2 – Condition of items

Insert Y = YES Insert N = NO Insert NRR in the Comments (at inspection) column if the resident is not responsible for the item.
 Put a line through an item that does not exist or is not provided by the village.

	Clean	Working	Undamaged	Comments (at inspection)	Former resident comments
Entry					
Front door					
Screen door					
Walls/picture hooks					
Doors/doorway frames					
Windows/locks					
Window screens					
Ceiling					
Light fittings					
Light switches					
Fans					
Power points/switches					
Skirting boards					
Blinds/curtains					
Floor coverings					
Lounge room					
Walls /picture hooks					
Doors/doorway frames					

Former Resident Initials: 1. 2. Operator Initials:

	Clean	Working	Undamaged	Comments (at inspection)	Former resident comments
Windows/locks					
Window screens					
Ceiling					
Light fittings					
Light switches					
Fans					
TV/Power points/switches					
Skirting Boards					
Blinds /Curtains					
Floor coverings					
Air-conditioner					
Dining Room					
Walls/picture hooks					
Doors/doorway frames					
Windows/locks					
Window screens					
Ceiling					
Light fittings					
Light switches					
Fans					
TV/Power points/switches					
Skirting boards					
Blinds/curtains					

Former Resident Initials: **1.**

2.

Operator Initials:

	Clean	Working	Undamaged	Comments (at inspection)	Former resident comments
Floor coverings					
Air conditioner					
Kitchen/meals					
Walls/picture hooks					
Doors/doorway frames					
Windows/locks					
Window screens					
Ceiling					
Light fittings					
Light switches					
Fans					
TV/Power points/switches					
Skirting boards					
Blinds/curtains					
Floor coverings					
Air conditioner					
Cupboards /drawers					
Bench tops/tiling					
Sink/taps/ disposal unit					
Stove top/hotplates					
Oven/griller					
Exhaust fan /rangehood					
Dishwasher					
Refrigerator					

Former Resident Initials: **1.** **2.** Operator Initials:

	Clean	Working	Undamaged	Comments (at inspection)	Former resident comments
Microwave					
Bedroom 1					
Walls/picture hooks					
Built in wardrobe/ drawers/shelves					
Doors/doorway frames					
Window/locks					
Window screens					
Ceiling					
Light fittings					
Light switches					
Fans					
TV/Power points/switches					
Skirting boards					
Blinds/curtains					
Floor coverings					
Air conditioner					
Ensuite					
Walls/tiles					
Floor tiles/floor coverings					
Doors/door frames					
Windows/locks					
Window screens					

Former Resident Initials:

1.

2.

Operator Initials:

	Clean	Working	Undamaged	Comments (at inspection)	Former resident comments
Ceiling					
Light fittings					
Light switches					
Fan					
Power points/switches					
Bath/taps					
Shower/screen/taps					
Shower rails/seat					
Hand held shower					
Wash basin/vanity/taps					
Mirror					
Towel rails					
Grab rails					
Toilet/cistern/seat					
Toilet roll holder					
Exhaust fan/vents					
Bedroom 2					
Walls/picture hooks					
Built in wardrobe/ drawers/shelves					
Doors/doorway frames					
Window/locks					
Window screens					
Ceiling					

Former Resident Initials: **1.**

2.

Operator Initials:

	Clean	Working	Undamaged	Comments (at inspection)	Former resident comments
Light fittings					
Light switches					
Fans					
TV/Power points/switches					
Skirting boards					
Blinds/curtains					
Floor coverings					
Air conditioner					
Bedroom 3					
Walls/picture hooks					
Built in wardrobe/ drawers/shelves					
Doors/doorway frames					
Window/locks					
Window screens					
Ceiling					
Light fittings					
Light switches					
Fans					
TV/Power points/switches					
Skirting boards					
Blinds/curtains					
Floor coverings					

Former Resident Initials: **1.** **2.** Operator Initials:

	Clean	Working	Undamaged	Comments (at inspection)	Former resident comments
Air conditioner					
Bathroom					
Walls/tiles					
Floor tiles/floor coverings					
Doors/door frames					
Windows/locks					
Window screens					
Ceiling					
Light fittings					
Light switches					
Fan					
Power points/switches					
Bath/taps					
Shower/screen/taps					
Shower rails/seat					
Hand held shower					
Wash basin/vanity/taps					
Mirror					
Towel rails					
Grab rails					
Toilet/cistern/seat					
Toilet roll holder					
Exhaust fan/vents					

Former Resident Initials: **1.** **2.** Operator Initials:

	Clean	Working	Undamaged	Comments (at inspection)	Former resident comments
Toilet					
Walls/ceiling					
Door/doorframe					
Toilet/cistern/seat					
Grab rails					
Toilet roll holder					
Exhaust fan/vents					
Laundry					
Walls/tiles					
Floor tiles/floor coverings					
Doors/door frames					
Cupboards/benches					
Windows/locks					
Window screens					
Ceiling					
Light fittings					
Light switches					
Fan					
Power points/switches					
Exhaust fan/vent					
Washing tubs/taps					
Washing machine/taps					
Dryer					

Former Resident Initials: **1.**

2.

Operator Initials:

	Clean	Working	Undamaged	Comments (at inspection)	Former resident comments
Security/Safety					
External door locks					
Window locks					
Other security devices					
Smoke alarms					
Electrical safety switches					
Emergency response equipment					
General					
Heating/air conditioning					
Hot water system					
Keys/locks/remotes					
Staircases/handrails					
Balcony/porch/deck					
Awnings/ pergola					
Paving					
Garage/garage entry controller					
Carport					
Store room					
Shed					
Gutters/downpipes					
Gate/fences					
Paths/ driveway					

Former Resident Initials: **1.**

2.

Operator Initials:

	Clean	Working	Undamaged	Comments (at inspection)	Former resident comments
Garden					
Lawns/edges					
External taps/hose					
Clothesline					
Letterbox/number					
Wheelie & recycle bins					
Solar panels					

Part 3 – Other information

List of keys for the accommodation unit that have been returned to the operator.	
If the accommodation unit has carpet, when was it laid?	
If the accommodation unit has blinds or curtains, when were they installed?	
When was the kitchen installed or last renovated?	
When was the bathroom / ensuite last renovated?	
When was the accommodation unit last painted?	

Former Resident Initials:

1.

2.

Operator Initials:

<p>If the former resident is separately billed by the supply authority for electricity charges has a final meter reading been arranged?</p> <p>If a former resident is responsible for paying for electricity beyond their termination date, when does this responsibility end.</p> <p>Note: Unless stated otherwise in the residence contract, a resident’s responsibility for paying for electricity ends on termination of their unit lease or licence. Under a residence contract, a former resident may be responsible for electricity costs until the right to reside in the unit is resold or an exit entitlement is paid to enable any agreed reinstatement or renovation work to be carried out and to show the unit to prospective purchasers.</p>	<p>Yes No</p> <p>Date of reading</p> <p>.....</p> <p>DD / MM / YY</p> <p>Date or time when ends</p> <p>.....</p> <p>DD / MM / YY</p>
<p>If the former resident is separately billed by the supply authority for gas charges relating to the accommodation unit has a final meter reading been arranged?</p>	<p>Yes No</p> <p>Date of reading</p> <p>.....</p> <p>DD / MM / YY</p>
<p>If the former resident is separately billed by the supply authority for water usage charges relating to the accommodation unit has a final meter reading been arranged?</p>	<p>Yes No</p> <p>Date of reading</p> <p>.....</p> <p>DD / MM / YY</p>
<p>Is a telephone line installed in the accommodation unit available to be connected by the next resident?</p>	<p>Yes No</p> <p>Date of disconnection of service</p> <p>.....</p> <p>DD / MM / YY</p>
<p>Is there the ability for the next resident to connect to the internet?</p>	<p>Yes No</p> <p>Date of disconnection of service</p> <p>.....</p> <p>DD / MM / YY</p>

Former Resident Initials: Operator Initials:

<p>Are there any signs of mould/dampness? If yes, provide further details.</p> <p>.....</p> <p>.....</p>	<p>Yes No</p>
<p>Is the accommodation unit generally clean and free of rubbish? If no, provide further details.</p> <p>.....</p> <p>.....</p>	<p>Yes No</p>
<p>Are there any signs of fleas, cockroaches, ants or other pests? What was the date of the last pest inspection and pest treatment of the unit?</p>	<p>Yes No</p> <p>.....</p> <p>DD / MM / YY</p>
<p>Renovations/changes already undertaken</p>	
<p>Has the former resident undertaken renovations or changes to the condition of the unit with the agreement of the operator?</p>	<p>Yes No</p>
<p>Work already undertaken (with agreement)</p> <p>.....</p> <p>.....</p>	<p>Date completed</p> <p>.....</p> <p>.....</p> <p>DD / MM / YY</p>
<p>Has the former resident undertaken renovations or changes to the condition of the unit without the agreement of the operator?</p>	<p>Yes No</p>
<p>Work already undertaken (without agreement)</p> <p>.....</p> <p>.....</p>	<p>Date completed</p> <p>.....</p> <p>.....</p> <p>DD / MM / YY</p>

Former Resident Initials: **1.** **2.** Operator Initials:

Agreed reinstatement work

Has the former resident agreed to undertake any reinstatement work to the accommodation unit, including removing any items?

Yes No

Work to be undertaken

.....
.....

Estimated completion date:

.....
DD / MM / YY

Attachments / supporting documents to the report

Are there any attachments or supporting documents to the report (e.g. photographs, video, receipts, additional pages)

Yes No

List of attachments / documents.

Former Resident Initials:

1.

2.

Operator Initials:

For the former resident (or personal representative): If you disagree with anything in this report please include comments / information here. You may wish to talk with the operator about any issues with the condition of the unit before you complete this report.

Important information for former resident (or their personal representative) before signing		
You must check all the information in this report to ensure it reflects the true condition of your unit. If you disagree with any aspect of this report, you must record your comments before signing and returning the report to the operator.	Signature of operator, employee or agent	Signature of former resident (or personal representative)
	Printed name of operator, employee or agent	Printed name of former resident (or personal representative)
	Date	Date

Further Information

If you would like more information, or require help completing this form contact the Department of Housing and Public Works on 13 QGOV (13 74 68) or visit our website at www.hpw.qld.gov.au

Regulatory Services, Department of Housing and Public Works

Regulatory Services administers the Retirement Villages Act 1999. This includes investigating complaints and alleged breaches of the Act.

Department of Housing and Public Works

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3008 3450

Email: regulatoryservices@hpw.qld.gov.au

Website: www.hpw.qld.gov.au/housing

Queensland Retirement Village and Park Advice Service (QRVPAS)

Specialist service providing free information and legal assistance for residents and prospective residents of retirement villages and manufactured home parks in Queensland.

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: www.caxton.org.au

General Information

General information on retirement villages: www.qld.gov.au/retirementvillages

For more information on retirement villages and other seniors living options:
www.qld.gov.au/seniorsliving