

Access to retirement village operational documents – Information for residents and prospective residents

Retirement Villages Act 1999 and Retirement Villages Regulation 2018

As a resident or prospective resident of a retirement village, you may ask to view or take a copy of selected operational documents for a retirement village. The retirement village scheme operator must supply the documents free of charge.

Your request to the scheme operator must be in writing and you must give the village operator a reasonable time, at least 7 days after giving your request, to supply the documents.

You can use the attached example form to make a request. This example form lists the operational documents you can request.

The operator must comply with the request, except when you have:

- given less than seven days-notice
- accessed the same documents within the last thirty days and there has been no material change to this document since this time
- requested personal information about another person.

If you are a prospective resident, you can also find the list of operational documents held by the operator of your village within the Village Comparison Document and The Prospective Costs Document for your village.

This example form is available on the Department of Housing and Public Works website.

For more information, please contact:

Regulatory Services

Telephone: 07 3008 3450

Email: regulatoryservices@hpw.qld.gov.au

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



**Queensland
Government**

Request for access to retirement village operational documents by residents or prospective residents

Name of retirement village
Name and details of person/s making request	First name
	Last name
	Address

	Suburb State Post Code.....
	PhoneEmail
	<input type="checkbox"/> Resident of the retirement village; OR
	<input type="checkbox"/> Prospective resident of the retirement village
	Signature
	First name
	Last name
	Address

	Suburb State Post Code
	PhoneEmail
<input type="checkbox"/> Resident of the retirement village; OR	
<input type="checkbox"/> Prospective resident of the retirement village	
Signature	
Date request is made in writing

Date for inspecting or taking a copy of requested documents	<p>.....</p> <p>Note: you must give the village operator a reasonable time, at least 7 days after giving your request, before accessing the documents</p>
<p>I / we are requesting access to inspect or take a copy of the following operational documents held by the operator</p> <p>(please tick the relevant documents)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Certificate of registration for the retirement village scheme <input type="checkbox"/> Certificate of title or current title search for the retirement village land <input type="checkbox"/> Village site plan <input type="checkbox"/> Plans showing the location, floor plan or dimensions of accommodation units in the village <input type="checkbox"/> Plans of any units or facilities under construction <input type="checkbox"/> Development or planning approvals for any further development of the village <input type="checkbox"/> The annual financial statements and report presented to the previous annual meeting of the retirement village <input type="checkbox"/> Statements of the balance of the capital replacement fund or maintenance reserve fund or income and expenditure for general services at the end of the previous three financial years of the retirement village <input type="checkbox"/> Statements of the balance of any Body Corporate administrative fund or sinking fund at the end of the previous three years of the retirement village <input type="checkbox"/> Examples of contracts that residents may have to enter into <input type="checkbox"/> Village dispute resolution process <input type="checkbox"/> Village by-laws <input type="checkbox"/> Village insurance policies and certificates of currency <input type="checkbox"/> A current public information document (PID) continued in effect under section 237I of the Act (this applies to existing residence contracts) <p><i>The operational documents held by the operator are listed in the Village Comparison Document.</i></p>	