

# Access to retirement village operational documents form 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.

For more information, please contact:

Regulatory Services

Department of Housing, Communities and Digital Economy

Telephone: 07 3008 3450

Email: [regulatoryservices@hpw.qld.gov.au](mailto:regulatoryservices@hpw.qld.gov.au)

Website: [www.qld.gov.au/housing](http://www.qld.gov.au/housing)



**Queensland  
Government**

## Access to retirement village operational documents form

<b>Name of retirement village</b>	.....	
<b>Name and details of person/s making request</b>	<p>           First name .....            Last name .....            Address .....            .....            Suburb ..... State ..... Postcode.....            Phone .....Email .....  <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 .....            Phone .....Email .....  <input type="checkbox"/> Resident of the retirement village; OR  <input type="checkbox"/> Prospective resident of the retirement village            Signature .....         </p>	
<b>Date request is made in writing</b>	.....	
<b>Date for inspecting or taking a copy of requested documents</b>	..... Note: you must give the village operator a reasonable time, at least 7 days after giving your request, before accessing the documents.	

**I / we are requesting access to inspect or take a copy of the following operational documents held by the operator**

**Please tick the relevant documents:**

- Certificate of registration for the retirement village scheme
- Certificate of title or current title search for the retirement village land
- Village site plan
- Plans showing the location, floor plan or dimensions of accommodation units in the Village
- Plans of any units or facilities under construction
- Development or planning approvals for any further development of the village
- The annual financial statements and report presented to the previous annual meeting of the retirement village
- 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
- 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
- Examples of contracts that residents may have to enter into
- Village dispute resolution process
- Village by-laws
- Village insurance policies and certificates of currency
- A current public information document (PID) continued in effect under section 237I of the Act (this applies to existing residence contracts)

***The operational documents held by the operator are listed in the Village Comparison Document.***