

# WARVRA Newsletter

## President's Report

The month under review has been very busy and in general produced very good results. Unfortunately, Laurie Varendorff resigned from the Committee due to personal commitments, and his enthusiasm will be missed.

Equally disappointing, is the news that I have just received Julia Lynch's resignation due to the fact that her husband has become terminally ill and they will remain in New South Wales with their family and friends. Julia has advised that her long-term planning is not to return to Western Australia.

### **New Treasurer:**

As a result of Treasurer Bob Hamilton's passing away, Rae Nordeck offered to accept the role of Treasurer as she has performed the position earlier in the year when Bob was overseas for 3 months.

Rae's appointment was ratified by the Committee with the proviso that both Rae and I cannot be co-signatories on cheques or documents. It is very kind of Rae to offer her services.

### **4 Corners Programme – AVEO:**

This programme generated significant debate within Villages and the general community. Des Cousins prepared a response to the programme for the residents of his Village and kindly allowed us to circulate his report to the membership of WARVRA through our subscriber service and newsletter.

Whilst it is most unfortunate that these incidents occurred, it confirms the need for potential residents to fully understand the legal ramifications of the documents they are signing prior to entering a Village. Too many residents have little understanding of contracts and fail to seek proper advice, as recommended.

### **Legislation & Advocacy:**

This Sub-Committee is meeting monthly and has two main issues at the moment.

The Sub-Committee is concerned that 'consumer protection' is not being adequately offered to consumers resident in retirement villages.


**WARVRA**

## NOTICE OF GENERAL MEETING

The General Meeting of the Association will be held at

**Piney Lakes Environmental Education Centre,  
Leach Highway, Winthrop.**

(The entry to the Centre is on the south side of Leach Highway, between Murdoch Drive and Winthrop Drive)

**FRIDAY 11<sup>th</sup> August 2017 at 10am**

### **BUSINESS**

President's Report; Treasurer's Report  
Legislation and Advocacy Report  
Membership and Education Report

### **General Business**

Guest Speaker

Dave Porter, Webmaster for WARVRA

Several Villages, we believe, have legitimate complaints that have been referred to the Department without resolution despite being over 2 years old. The silence is deafening and the Villages involved are yet to be informed of the Department's rulings.

A meeting has been planned in August with David Templeman, Leader of the House, and Bill Johnston, Minister responsible for the Retirement Villages legislation, being invited to attend. David has accepted and we still await a decision from Bill Johnston.

The purpose of this meeting is to introduce these gentlemen to WARVRA, to discuss the above issues

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**Western Australian Retirement Villages Residents Association Inc**

ABN 31 565 412 127

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# WARVRA Committee Directory 2016-17

Name	Role(s)	Phone	Mob	Email	Correspondence
Ian Nordeck	President & Membership	08 9534 7650		ianandrae@internode.on.net	57/22 Carnegie Place, Greenfields 6210
Rae Nordeck	Treasurer	08 9534 7650		ianandrae@internode.on.net	57/22 Carnegie Place, Greenfields 6210
Val Brown	Secretary	08 9557 1845	0419 910 724	gg.vv@bigpond.com	145/38 Norwood Avenue, Baldivis 6171
Robert May	Legislation	08 9271 6015		hagenboss@yahoo.com.au	

## Regional Committees' Directory

NAME	POSITION	PHONE	MOBILE	EMAIL	REGION
Monika Cull	Convenor	08 9843 3786	0407 691 975	monikacull@gmail.com	GREAT SOUTHERN
Ron Sparks	Co-Convenor	08 9754 2614	0427 002 614	norskrap@bigpond.com	SOUTH WEST; Busselton
Dianne Wilson	Co-Convenor	08 9724 4889	-	didiroy@hotmail.com	SOUTH WEST; Bunbury
Ian Nordeck	Convenor	08 9534 7650		membership@warvra.org.au	PEEL
John Lewis	Convenor	-	0408 939 615	johnhenry@westnet.com.au	MID WEST

## Help Wanted

Hello All,

Our first training seminar, conducted last year, was very successful, but we need to continue to develop our succession planning as we have already been affected by resignations, illness and death.



The Association's requirements are bigger than ever with over 15,500 members to serve and the second tranche of the Legislative Review to commence shortly.

The purpose of the seminar is to help interested, enthusiastic village residents make an informed decision on whether they wish to be involved after learning all the facts.

Another seminar will be conducted in early October over three, half-day sessions.

Interested people are invited to contact me, or Des Cousins (Mob 0417 314 735), to obtain further information and/or register their interest.

Sincere regards,

**Ian Nordeck**

President/Membership Convenor

Ph: 9534 7650

Western Australian Retirement Villages Residents Association

Today's Association Newsletter from the Department of Commerce contained this item:

### NAME CHANGE

We're changing to the Department of Mines, Industry Regulation and Safety

On 1 July 2017 the Department of Commerce will become the Department of Mines, Industry Regulation and Safety. Our office location, postal address and contact phone numbers will remain the same but our website and email address details will be changing in the future. You may still receive publications displaying our former name but all stationary will be updated to reflect our new name as old stocks run out.

27 June 2017.

The new title for the broader department will not mean anything to most of our members.

However, I expect that the "Consumer Protection Division" will continue and certainly the "Commissioner for Consumer Protection" will continue as that is a statutory office under the Fair Trading Act.

I have been trying to school myself to stop using the title "Department of Commerce" and to use "Commissioner for Consumer Protection" (not always successfully). BUT now we will have to unless we are advised of some other internal name changes or administrative arrangements.

*Des Cousins*

## WARVRA Newsletter

**Next Issue 27 October 2017**

All contributions should be received by  
FRIDAY 20th OCTOBER 2017

Contact Secretary Val Brown for more information

(See Directory at top of page two)

# President's Report

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with them and to encourage Minister Johnston to re-activate the legislative review as soon as possible.

## **Membership:**

Membership continues to grow. The membership drive commenced almost three years ago and the results have been very encouraging:

September 2014 - 60 member villages, 6,000 residents

June 30, 2017 - 125 member villages, 15,600 residents

But there is still a long way to go as there are 228 villages in Western Australia containing over 25,000 residents. We need your support to continue promoting WARVRA to friends and acquaintances in non-member villages.

Another important statistic is that in the first six months of this year, our increase has been 20 Villages, many of which have been lapsed Villages that have re-committed to WARVRA.

## **Training Seminar:**

Last year's training seminar was very successful and is being repeated in October this year.

## **Vale Bob Hamilton**

It is with much sadness that we mourn the loss of our Vice President and Treasurer, Bob Hamilton, who passed away after a very short illness, on May 18th, 2017.

Bob was an outstanding supporter of retirement village life and in the years he lived at St Ives Mandurah, he served on either the Residents' Committee or the WARVRA Committee.

Bob's philosophy was 'get on with things, this is where we all now live - our home' and he believed that you had to be involved to make it work for all the residents in the village, and in the wider WARVRA community. He was a man with a dry sense of humour, a lover of red wine and a party, and a wonderful friend and companion.

Bob made a significant contribution and will be sorely missed by all of us, but more particularly by his wife Fran, son Eoin and wife Emma and grandchildren Grace and Oscar.

May he rest in peace, knowing he made a very significant difference to the many lives he touched and helped.

The seminar is being promoted throughout Villages and in our Newsletter. Enthusiastic, committed members are welcome and the purpose of the seminar is to help attendees make an informed decision on whether to continue to be involved with our Committees, or not.

Please do not hesitate to contact Des Cousins (0417 314 735) or me (9534 7650) if further information is required.

## **Monthly Expenses:**

The monthly expenses for membership show expenditure of \$2,882 which may cause some concern. The major portion of this expenditure is \$2,000 for additional membership training equipment for use in the Southern Zone by Ron Chamberlain and Susan Burns, who are doing an excellent job.

The expenditure for this equipment and a second set for the Northern Zone, when required, was approved by the WARVRA Committee in 2016.

The balance of \$800 was spent attending the autumn seminars in our five Regional Zones and Village visits. You can be assured your fees are being put to good use.

## **Newsletter Advertising:**

We have received an enquiry in this regard, which has led us to investigate the concept further. When the investigation is completed, we shall prepare a full report.

## **Subscriber Information Service:**

This is an excellent service created by our IT consultant, Dave Porter, to enable cost-effective dissemination of information to members.

To date, it has been used mainly for our Newsletter and Membership Renewals, but we can also use it to circulate general meeting and Committee Minutes, activity reports and news items as they occur.

Please encourage those members of your Village who own a computer to enrol and become better informed of WARVRA activities.

## **General Meeting:**

At our next General Meeting to be held on Friday, August 11 at Piney Lakes, we will have Dave Porter as Guest Speaker, and he will inform us about forming a Discussion Forum on our website where members can register, raise issues and get involved in discussion on these issues and other items of interest.

Your input at this Meeting will be welcome and is encouraged.

*Ian Nordeck, President*

# Four Corners program on Retirement Villages: an Industry Response

*[The Retirement Living Council (a section of the Property Council of Australia) is the peak body for Australia's retirement villages which provide homes and communities for over 184,000 Australians. Its Executive Director is Ben Myers.]*

*"Though we wanted the opportunity to participate in the Four Corners program, we weren't given the chance to put the industry's point of view."*

That's a pity, because the industry (including Aveo) has been working hard to simplify its contracts in recent years. It is in everyone's interest that potential residents as well as their families understand how the contracts work.

Our industry is proud of the service our members provide every day at hundreds of retirement villages across Australia. Of course, the industry can always improve, continue to make contracts clearer, and better customise its services and interactions with residents. Mostly, our members are getting it right every day.

Our research, from a comprehensive survey of more than 5,000 residents in 2013 shows:

90% reported their social life had improved or stayed the same;

90% believed their move had been a good financial decision.

## **Other research shows:**

The average entry price into a retirement village remains under \$400,000 which is, on average, 67% of the median house price in the same postcode;

Village residents on average live independently for five years longer than residents in the general community.

## **So here are five key facts about retirement villages that weren't seen on the Four Corners program.**

Industry surveys have found most residents believe the financial agreement they reached with their retirement village is fair: 83 per cent regard their fees as reasonable and 70 per cent said the cost of living was the same or less than when they lived in their family home.

If they had their time over to make the same choice to move into a retirement village, 98 per cent of residents said they would move again.

Village accommodation prices are significantly less than median house prices (with average entry level prices still below \$400,000). The entry price for an average two-bedroom retirement village unit is one third less than the median house price in the same postcode.

The deferred management fee (DMF) model used by most retirement village operators enables residents of which the vast majority access an age pension to effectively part-pay for their villa or apartment at the end of their tenure when their place is resold.

This means a lower entry price that makes village living more accessible and affordable.

In most states, regulations ensure that each prospective resident is given a fact sheet and/or disclosure statement, to help them compare villages, inspect documents such as the village accounts, and understand the costs of moving in and out. A cooling off period ensures residents who sign the contract can change their mind.

You can read Aveo's detailed response to Four Corners at: [www.aveo.com.au/4corners](http://www.aveo.com.au/4corners)

You can find out more about what the industry is doing to simplify resident contracts in retirement villages by visiting [www.retirementliving.org.au](http://www.retirementliving.org.au)

The Retirement Living Council has some prepared fact sheets about retirement villages which can be found at [www.retirementliving.org.au/factsheets](http://www.retirementliving.org.au/factsheets)

*Text supplied by Des Cousins as a composite of an article from Property Council Newsletter and a Press Released June 2017*

*Jeff and Paula are getting ready for bed.*

*Paula is standing in front of her full-length mirror, taking a long, hard look at herself.*

*"You know, Jeff," she comments. "I stare into this mirror and I see an ancient creature. My face is all wrinkled, my boobs sag so much that they dangle to my waist, my arms and legs are as flabby as popped balloons, and...my butt looks like a sad, deflated version of the Hindenberg!" My body has just gone to hell in a hand basket! She turns to face her husband and says, "Dear, please tell me just one positive thing about my body so I can feel better about myself."*

*Jeff studies Paula critically for a moment and then says in a soft, thoughtful voice, "Well, there's nothing wrong with your eyesight."*

# Reminders!

***Here are some reminders about changes to the Regulations and Code that affect the financial operations of your village.***

Check to make sure your Village Operator/Manager has implemented them! Let WARVRA know if not. Also please let us know if you have made any complaints to the Commissioner for Consumer Protection which have not been acted upon or to which you have received no response.

## ***RECURRENT CHARGES WHEN UNIT PERMANENTLY VACATED***

The Village Operator/Manager is required to pay to the Village Operating Account the recurrent charges that would have been payable by a former resident who has permanently vacated their residential premise after six months (or three months if resident moved in after 1 April 2014). (Act section 23 and Regulation 9)

The Village Operator/Manager is not permitted to demand or receive payment from any former resident in this situation. (Act section 25)

The Village Operator/Manager is not permitted to recover from the other residents the lost recurrent charges by increasing the charges paid by other residents. (Act section 23(6))

The Village budget, quarterly accounts and annual accounts must all show the income received from the Operator/Manager in lieu of payments that would have been made by former residents who have permanently vacated their residential premises. (Code 17 (3)(b), 18 (3) and 19 (4)).

It has come to our attention that some Operators and Managers are not abiding by these requirements and we are asking the Commissioner for Consumer Protection to prosecute them! Let us know if this is happening in your Village.

## ***REFURBISHMENT***

Some Operators and Managers are not complying with the new requirements of the Code (clause 22) about refurbishment. Watch for these breaches:

Refurbishment must be limited to returning the residential premises to a reasonable condition (such as cleaning, painting, re-carpeting).

Before commencement the resident or resident's representative must be given a written statement that lists and gives details of each item of refurbishment work the Operator intends to carry out, with cost estimates and dates of commencement and completion.

Before demanding or accepting any payment the Operator must provide a fully itemised account for the final cost of the work.

The resident or resident's representative may apply to the State Administrative Tribunal before or after the refurbishment work is done if the costs are considered excessive or unreasonable or the work exceeds that required to return the residential premises to a reasonable condition.

Refurbishment is not a condition required to establish that the former resident has permanently vacated.

*Des Cousins, for the Legislation and Advocacy Committee (dcousins2402@gmail.com)*