

Your Questions Answered



The following pages contain information regarding the questions we are often asked by those considering making a move to The Glenbrook or Leabrook Place. This information has been prepared to assist with many of the questions you may have, but is not intended to replace 'Resident Documentation' which will be provided to you if you decide to proceed.

If you have additional queries or would like further clarification, please do not hesitate to contact us.

Answers to Important Questions

Who owns and operates The Glenbrook and Leabrook Place?

Omega Communities owns and operates The Glenbrook and Leabrook Place.

With strong family values, many years of experience and the proven capacity to provide excellence in service to both current and future residents, we are proud of the quality, style, discretion and elegance that our villages are renowned for.

We have a professional management team, with a proactive approach to continual improvement.

The quality and ambience of our villages are maintained through a rigorous schedule of ongoing maintenance programmes.

Who can live at The Glenbrook or Leabrook Place?

The Glenbrook and Leabrook Place are designed for retirees who want to live independently and elegantly in their senior years, with the added reassurance of care and support when it is needed.

Living at The Glenbrook or Leabrook Place enables you to enjoy all the normal aspects of living in your home, without the responsibility of home and garden maintenance. You will also enjoy so much more than just your apartment. Residents take great enjoyment from living amongst their peers in stunning landscaped surrounds.

The Glenbrook and Leabrook Place are committed to providing all residents with a secure, peaceful, friendly, private environment and a great social atmosphere for its residents' enjoyment.

What can I expect to receive as a resident at The Glenbrook or Leabrook Place?

You have so many reasons to look forward to living in one of our retirement apartments. Security, companionship, peace of mind, dignity, and independence, along with less worry about household maintenance and more time to enjoy leisure pursuits. These are just some of the many reasons people decide to move to The Glenbrook or Leabrook Place.

We provide both you and your loved ones with peace of mind knowing you are safe and secure. You'll always have someone looking out for you and help is on hand 24 hours a day, 7 days a week – enabling you to enjoy independence as you want it and care as you need it – ideal for the best in elegant senior living.

How do I secure an apartment at The Glenbrook or Leabrook Place?

Upon selecting an apartment, a 'Registration of Interest' form is to be completed and a payment of \$5,000 as a holding deposit, will register your interest in that apartment. The holding deposit is fully refundable if you are unable to proceed to purchase the apartment. The balance of your payment, known as the 'Premium' is to be paid 2 days prior to settlement date as outlined in your Resident Documentation.

What stamp duty is payable?

Nil. This is a considerable saving compared with a typical residential property purchase or a community title. Omega Communities is the owner of The Glenbrook and Leabrook Place and whilst residents have full occupation rights in respect of their apartment, there is no transfer of title at the Consumer Affairs South Australian office and as a result there is no stamp duty payable.

What does a licence to occupy mean when I purchase my apartment?

Upon becoming a resident of The Glenbrook or Leabrook Place, you will be granted a 'licence to occupy' the apartment and will have those contractual rights set out in your Resident Documentation. Under the Retirement Villages Act (SA), you purchase a lifetime licence to occupy your apartment which also grants access to the lifestyle and communal areas of the village for the lifetime of the resident.

What is in place to protect my ownership?

Omega Communities will maintain the title ownership of the property; The Retirement Villages Act (SA) and the Resident Contract protect your tenure in your apartment via your Licence to Occupy.

Omega Communities (the owners and managers) have a long term interest in the ongoing success of The Glenbrook and Leabrook Place and will therefore be committed to maintaining a high standard of facilities and services.

Independent Living seems to differ from place to place. How are your villages different from others?

Many independent living villages offer just that – Independent Living, and you need to be totally self-sufficient to live there. Things change, your needs are not always the same – and our additional services can quickly change to suit your needs. Our villages offer easy, on-site access to a wide variety of services including meals, housekeeping, personal care and there is 24 hour on-site assistance for emergencies. We also have in place a preferred provider agreement to provide extended care services such as nursing care, physiotherapy, podiatry, occupational therapy and massage etc.

What are the services and benefits covered by the Property Services Fee?

The Property Services Fee is designed to simplify household budgeting by incorporating many of the typical household costs into one regular charge. Additionally, it also funds the ongoing operation of the facilities and services provided at The Glenbrook and Leabrook Place as detailed in your Resident Documentation.

The Property Services Fee is levied to meet the cost of:

- Staffing on-site 24 hours, every day including public holidays
- Rates and taxes – e.g. council, water rates and water usage
- Insurance of building, communal areas, plant and equipment
- Public lighting
- Repairs, painting and maintenance of village buildings, plant and equipment
- Gardening, lawn mowing and landscaping of the village grounds and gardens
- Use and maintenance of all communal facilities
- Administration costs, salaries and wages for on-site staff
- Cleaning of the village, rubbish removal and pest control
- Monitoring and maintenance of the emergency call system
- Any other expenditure reasonably and properly incurred in the operation of the village.

The Property Services Fee is calculated weekly and is payable every month in advance.

The amount of the Property Services Fee and the basis upon which it is calculated may vary from time to time. The fee is reviewed annually.

What other expenses am I responsible for?

You are responsible for utilities, telephone, home contents insurance and additional lifestyle choices, such as pay-TV, within your apartment. Wi-Fi is included in our telephone charge. You are able to make free local calls, calls to mobiles and interstate calls at no additional charge. Only overseas calls and calls to 1300 numbers are charged for. We have an individual meter on each apartment which allows us to charge you for your own individual electricity usage.

Residents are also responsible for apartment interior maintenance, however should you require assistance with your own cleaning and general housekeeping we do offer a range of Care Support Services, accessible 24 hours a day, 7 days a week, removing the burden of responsibility from residents.

What Care and Support Services can I access?

Our specialised and comprehensive range of Care and Support Services is a unique concept that distinguishes us from many other retirement villages or seniors accommodation options. Provided by our own on-site staff, every service we provide is optional and can be tailored to suit your individual needs. The choice is always yours and your privacy and dignity are always respected.

Some of our on-site Care Support Services include:

- Housekeeping; including cleaning and spring cleaning
- Personal care and assistance
- Meals
- Laundry services
- Medication monitoring
- Chaperoning
- Pet exercising and care.

Omega Communities are very pleased to work closely with St Louis Aged Care, providing additional convenience and support to our residents and their families. St Louis is a well known, well established home and aged care provider, enabling access to extended care services ranging from basic support to expert clinical and specialised care including:

- Nursing care and clinical care (wound management, chronic disease management, medication support)
- Hospital to Home care
- Allied Health specialists such as physiotherapy and podiatry
- Medical support and in home equipment
- Transport assistance
- Social bus trips
- Fitness assessments and “Strength For Life” exercise programs.

What other financial details apply at resale?

Our Resident Documentation will be provided to prospective purchasers and our Senior Living Consultant will be pleased to fully discuss the financial arrangements with you.

If an apartment needs to be re-sold in the first three months, you receive your money back less \$450 per week rental. After three months occupancy, a ‘retention fee’ is payable, calculated at between 10% and 26% of the resale price, dependent on the length of your stay.

As the retention fee is based on the resale price, this means you also share in capital growth at the same proportion. The retention fee allows you to enjoy the lifestyle and facilities of The Glenbrook and Leabrook Place without having to pay for them upfront.

A contribution to the Capital Replacement Reserve Fund of the village of 1% per year of the resale price is deducted from this amount at settlement. This amount is capped at 5% after five years and is your contribution to the replacement of common facilities.

On settlement a charge of 3% of the resale price of the apartment will be applied to cover marketing, advertising and administration costs, in negotiating the sale of the vacant apartment.

Please refer to our Resident Documentation for full details.

We also invite you to discuss the potential of alternative financial options which may be more suitable for your individual circumstances.

Is an emergency call system in place?

Yes, each apartment has an emergency call system for added security and peace of mind. Your call will be answered by our on-site staff – 24 hours a day, every day of the year.

What happens if I require urgent assistance?

An emergency doesn't always require the attendance of an ambulance; sometimes you just need help of an 'extra pair of hands'. Your call will be answered by our own on-site staff. There are trained staff on-site at the village 24 hours a day, every day of the year.

Are visitors allowed?

Yes, of course. Family and friends are welcome to visit you in the same manner that you are accustomed. Overnight guests are also welcome. We also ask you to let us know if you are going to be away for any length of time.

Are pets allowed?

You can be comfortable in the knowledge that we welcome pets. Of course we do need to ensure that other residents will not be disturbed by inappropriate pets, therefore approval is subject to the discretion of village management.

Do you have a Residents Committee?

Yes we do. Residents are actively involved in discussions relating to minor and major maintenance items, improvements and changes. They suggest upgrades and put forward proposals for changes to the beautiful facilities within the village, they are involved in the various social activities enjoyed by our residents and the Residents Committee are always on hand to welcome new residents, to introduce them to others in the village and help them become familiar with their new home.

Can I make variations/additions to my apartment?

In the event that variations are required to your apartment, our Caretaker is on-site enabling you to access his handyman skills. Our staff will also be able to assist you with recommendations if you require trades people to undertake specific changes or alterations. Alterations and additions should not be made without the prior written consent of Omega Communities.

What happens if I need to go to a nursing home?

Omega Communities are very pleased to work closely with St Louis Aged Care, providing additional convenience and support to our residents and their families. Our partnership with St Louis Home and Aged Care, provides a beneficial addition to our in-house care and support options. We believe that this additional support will enable those living with us in their own home at Leabrook Place or The Glenbrook, to remain supported and independent for much longer.

If for some reason your needs are not able to be supported in your home at Leabrook Place or The Glenbrook, we will offer assistance/work closely with you or refer you to our partner provider, St Louis – who own a Residential Aged Care facility – or to one of the Aged Care Consultants with whom we work closely.

Can my doctor visit here?

Of course, just as your doctor may currently provide home visits.

Where are the closest shops?

Leabrook Place

- Located right next door, with no roads to cross, you will find Marryatville Shopping Centre
- Medical clinic, hearing centre, dentist, blood collection centre all within walking distance
- Post office, Regal Cinema, restaurant, hotel and local shops within walking distance.

The Glenbrook

- Only 600m to Burnside Village Shopping Centre with no main roads to cross, Frewville IGA and Sturt Road shops within 1.5km
- A variety of shopping and community services close by (Burnside Council, library, local shopping centres, cafes, cinema, medical services, hairdresser).

Where is the closest transport?

Leabrook Place

- A bus stop at the front door - it's a short ride to the city and Burnside Village Shopping Centre
- Burnside Community Bus weekly service to and from the front door
- Burnside Council Mobile Library 4-weekly service
- Public transport on Tusmore Avenue and nearby on Kensington Road.

The Glenbrook

- Burnside Community Bus weekly service to and from the front door
- Burnside Council Mobile Library 4-weekly service
- Public transport end of L'Estrange Street on Greenhill Road.

The above frequently asked questions are a guide only, please give us a call and we will be happy to personally answer any of your queries. All information included in this document is correct as at July 2020, in accordance with Resident Documentation and is subject to change.

Omega Communities

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Notes:

Elegance is individual.

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THE GLENBROOK

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