



OAK TREE
RETIREMENT VILLAGES

Designed for Living, Built for You

Boutique retirement living at its best

136 PLATZ STREET, DARLING HEIGHTS

Enjoy Your Retirement

with Oak Tree Retirement Village,
Platz Street



Toowoomba
Medical Centre

City Golf Club

OAK TREE
PLATZ STREET VILLAGE

Toowoomba
Plaza

University of
Southern Qld



A place to call **home**. Your place to feel a part of.

At Oak Tree, we believe retirement should be about freedom, connection, and enjoying life's simple pleasures, not the hassle of home maintenance. That's why we take care of the gardening, property care and village common areas, so you can spend more time doing what truly makes you happy.

Each village is guided by a dedicated Village Manager, a friendly, familiar face who oversees the day-to-day running of the community and ensures everything runs smoothly.

The Heart of the Village

At the heart of each village is our Village Centre, a welcoming space where friendships flourish and memories are made. Residents enjoy access to:

- > A spacious open-plan area for social activities, gatherings, and events
- > A hairdressing salon so you can always look and feel your best
- > A bowling green to keep the competitive spirit alive
- > A gym to support your general health and well-being
- > Outdoor BBQ and entertainment areas - perfect for catching up with friends and family

Staying Connected

At Oak Tree, we make staying connected easy. Our village bus offers scheduled trips into town, making regular shopping trips effortless and convenient for our residents.

And of course, pets are family too! Our villages are pet-friendly because we know retirement feels even richer with your four-legged companion by your side.

Discover a retirement lifestyle where everything is taken care of—so you can focus on what truly matters.

Welcome to Oak Tree Platz Street, Toowoomba.



A place to call **home**, in a community you love

Retirement is about embracing a lifestyle that brings comfort, connection, and peace of mind. Our villages offer independent living among like-minded neighbours, where a true sense of community thrives.

We understand the importance of staying close to the places and people that matter most. That's why our villages are designed to let you enjoy retirement in the familiar surroundings you love.

Each of our thoughtfully designed villas offers the perfect blend of style, comfort, and practicality, featuring:

- > High-quality fixtures, fittings, and appliances
- > Air conditioning and insulation for year-round comfort
- > Private outdoor patios and gardens to relax and unwind

- > Step-free living for ease and accessibility
- > Spacious, well-appointed bathrooms with walk-in showers
- > Full sized open plan kitchen and living areas, perfect for entertaining

Residents living at Oak Tree have comfort in the knowledge that their village is registered and operates in accordance with the Queensland Retirement Villages Act and all the associated benefits of this legislation.



Darling Heights Artist Render

Our Residents – our greatest champions

At Oak Tree, our residents are at the heart of everything we do. They're not just part of our communities — they're the reason our villages feel like home. In our most recent resident survey, we were proud to see exceptionally high levels of satisfaction across our villages, reflecting the connection, lifestyle, and quality we strive to deliver every day.

Living at Oak Tree means being surrounded by like-minded individuals, sharing friendships, experiences, and a genuine sense of belonging. We regularly check in and listen — because your feedback shapes how we grow, improve, and continue to create places where people love to live.

These results aren't just numbers — they're a testament to the vibrant communities we're building together.

What our residents have to say

90%

Were satisfied with the level of service at their village

90%

Were satisfied with the way their village is managed

91%

Were satisfied with the communication at their village

91%

Were satisfied with the quality of their home

+58

*Net Promoter Score**

*Our Net Promoter Score reflects how likely our residents are to recommend Oak Tree to others — a strong sign of the trust, satisfaction, and sense of community they enjoy every day. Previous industry benchmarks observed by the independent research firm ranged from +11 to +37.



The immeasurable **benefits** of the Oak Tree lifestyle

There are many advantages to living in an Oak Tree Retirement Village, beyond the homes and facilities you see as you tour. Here are the intrinsic and personal benefits that Oak Tree residents have told us they greatly value from living in an Oak Tree village.

1 Social Connection and Community

The boutique, tight-knit nature of our villages enables new friendships and helps to foster close connections with like-minded independent people. Residents in retirement villages are five times more socially active and twice as likely to catch up with family and friends.*

2 Emotional Safety and Security At Oak Tree, you have peace of mind that comes with living in a village where you are familiar with people around you and where people look out for each other. Oak Tree have procedures in place to handle emergency protocols outside of our Village Manager hours and provide education to residents on home safety.

3 Sense of Purpose Moving to retirement living can provide you with new opportunities to help you maintain your purpose. It also provides an environment where you can try new passions or hobbies. At Oak Tree, the possibilities for fun and new pursuits are endless! It is also very easy to lock up and leave when you would like to travel and explore.

4 Resident Satisfaction What our residents say about us is the best form of feedback. Our recent resident satisfaction score was 94% overall across our villages.

5 Access to Wellbeing-Focused Activities and Events

From movement classes, to information sessions and classes on a range of wellbeing related activities, we are passionate about providing our residents with opportunities to enhance their mental and physical health.

6 Freedom from Maintenance Responsibilities

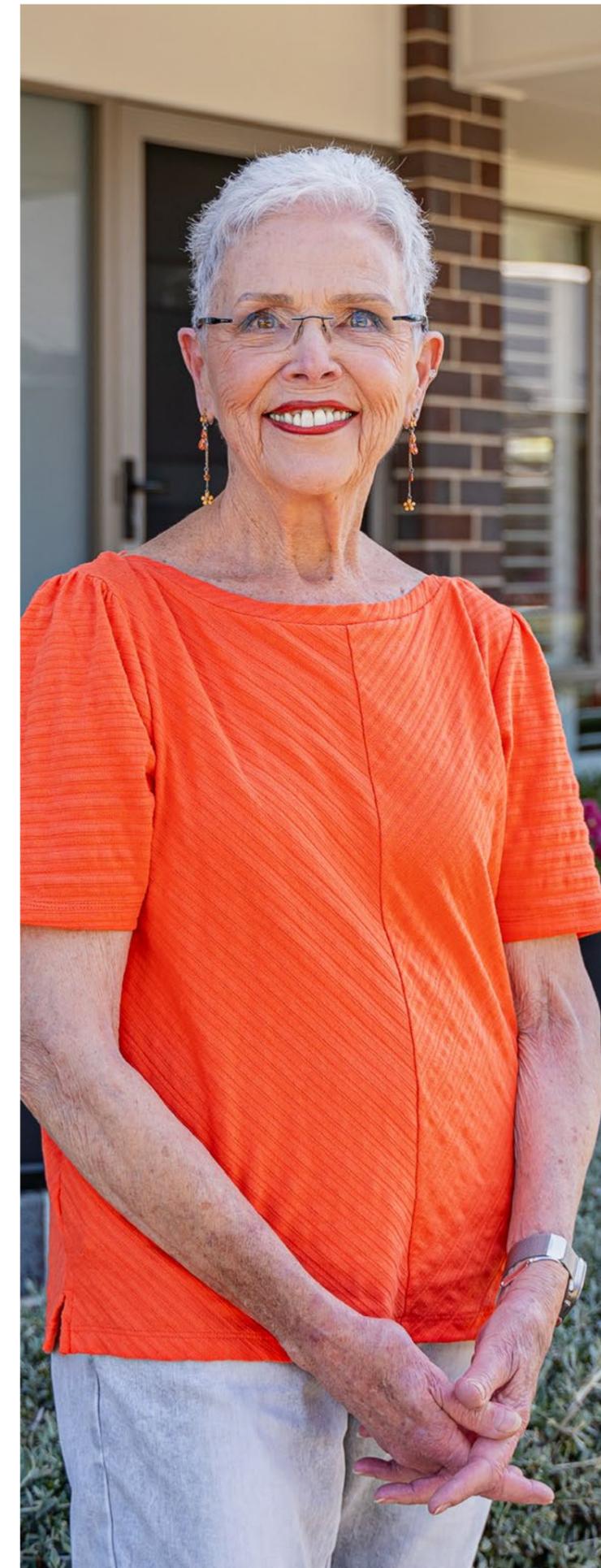
You'll no longer have to rely on family to assist with home maintenance, meaning more quality time spent with loved ones. With less maintenance to worry about, you can spend your time doing more of what you love – travel, hobbies, or simply relaxing!

7 Access to Recreational Facilities Depending on which village you choose, you'll enjoy access to a range of facilities like a community centre, swimming pool, outdoor bowling green, gym, pool table, hairdressing salon, and a village bus offering scheduled trips to town. These encourage active living and are available for you to use at your leisure with your neighbours or friends and family when they visit.

8 Budget Certainty Enjoy budget certainty with a simple weekly fee to cover rates, water, village and garden maintenance (in accordance with your contract), insurance, and upkeep of community facilities. This provides peace of mind in managing cash flow and financial planning.

9 Pet Friendly At Oak Tree, we know how important pets are and how much more enjoyment you'll get out of your new lifestyle with your pet by your side. All of our villages are pet friendly, and our comprehensive pet policy provides reassurance for all residents and pets, including non-pet owners.

10 Ageing in Place Our villas and apartments have been meticulously designed to help you "right size" and age seamlessly in place, with thoughtful features that allow you to live independently for longer. While all of our villages are independent living, you'll have easy access to external home care providers should you or your partner need additional support in the future.



*RLC's Better Housing for Better Health Study, 2023.

Frequently Asked Questions

We know making the move to retirement living comes with lots of questions — and we're here to help. Below you'll find answers to some of the most frequently asked questions to give you peace of mind and help you feel confident in your decision.

1 Contract Structure

We offer an affordable entry model that will help simplify the transition to your new home and lifestyle. You will acquire a right to reside in a villa (or unit) in the Village by entering into a Lease or a Licence (also known as a residence contract). The loan/lease or loan/licence model are the most common contract structures in the retirement living sector.

There are multiple benefits to Oak Tree's contract structure, including:

- > no stamp duty or GST will be payable by you on the up-front entry price of your villa;
- > we offer a six month settling in period for your peace of mind;
- > we will maintain your villa in accordance with the terms of your lease/licence and the village facilities and grounds;
- > your exit fee will be deducted from your exit entitlement, and therefore is only payable once you leave the villa;
- > we will pay your exit entitlement to you within six months after you leave your villa;
- > we will promote the village to new residents;
- > Oak Tree will not charge any commission if appointed by you to re-lease your villa; and
- > we will pay all reinstatement and renovation costs when you leave the villa.

2 Can I have visitors come to stay with me?

Of course! We encourage friends and family to visit and stay for a short time period. In the interests of the safety and security of our residents and to help visitors get more from their stay, all visitors and residents must comply with our visitor policy.

3 Can I access support services while living in my villa?

Your health and wellbeing are important to us! Many of our residents require the services of visiting healthcare professionals, such as care providers, general practitioners, physiotherapists, and podiatrists. While we do not provide those services, you are able to access the services of external providers at your own cost. Please note that any services provided by healthcare professionals are not funded by the ingoing contribution or the weekly fees payable to Oak Tree.

4 Can I bring my pet?

We know how important pets are and how much more enjoyment you'll get out of your lifestyle with your pet at your side. In the interests of other residents and their right to reside peacefully, you must complete a Pet Application Form prior to your pet moving in. We will also provide you with our Pet Policy and Agreement to read and sign prior to the approval of your pets.

5 Can I make any modifications to my villa?

Our villas are contemporary, sophisticated, and inviting, with modern fixtures and fittings

throughout. While most of our residents enjoy our villas as they come, there is the option to make alterations to your new home. Any alteration is subject to our approval and will be at your cost to install and maintain.

6 What does the Village Manager role encompass?

Your Village Manager is a friendly face who will help make your time enjoyable and stress-free, and will oversee the daily running of the village, including:

- > coordinating contractors for services and repairs to the village;
- > managing residents moving into and out of the village;
- > managing the village budget;
- > managing the preventative maintenance program for the village assets;
- > management reporting; and
- > assistance to facilitate village activities.

7 What are the costs that I need to pay to enter the village?

You are required to pay the following costs when you decide to proceed with entering a village:

- > a \$1,000 deposit for your selected villa;
- > a \$2,500 establishment fee;
- > your own legal costs for an independent review of your Lease/Licence and any ancillary documents by your solicitor of your choosing;
- > if you have entered into a lease for the villa, the lease registration fee (reviewed annually by the Land Titles Registry). If you enter into a licence agreement for the villa, there is no registration fee. The nature of ownership for

the villas in your village is detailed in the Village Comparison Document, or you can contact your Village Manager to confirm;

- > your Ingoing Contribution (entry price), which is payable on the commencement of your Lease/Licence agreement (less your deposit); and
- > the costs of any variations to your selected villa that you have agreed to pay.

Your deposit is fully refundable if you tell us if you have decided not to proceed with your contract and your cooling-off period has not yet ended.

8 What happens when I leave?

We understand that our residents needs can change. If living independently is no longer an option and you require the care of a nursing home or aged care facility, your Village Manager will work with your family and chosen healthcare professionals to help make your transition smoother.

We understand that sometimes circumstances change. If you choose to leave your villa, you may move out at any time. We ask that you give appropriate notice (at least one month) to Oak Tree so that we can coordinate with you to make suitable arrangements for your exit from the village.

Your Lease will terminate automatically if you pass away (or if there are two of you named on the Lease for your villa, when the last of you passes away). If this occurs, our objective is to make the process easy for your family. We will deal with your executors in relation to the re-leasing of your villa and the payment of your exit entitlement to your estate.

For more information about any of the above topics or any other matters, please refer to the **Book of Wise Moves** at www.awisemove.com.au, or contact us on 1300 367 155.



Ready to take the next step?

To find out more about Oak Tree Retirement Village, Platz Street;
call Sales Manager, Mary on **0438 416 271** or **1300 365 155**,
email **sales.toowoomba@oaktreegroup.com.au**
or visit **www.oaktreegroup.com.au**

Images are for marketing purposes and are indicative only and whilst are generally typical of the villa layout and specifications, some minor variations in the final product may apply. Furniture shown in images not included.