

Retirement Village Information Statement



Retirement Villages Act 1986, section 19
Retirement Village Regulations 2026, regulations 11-12

This form is approved by the Director, Consumer Affairs Victoria under section 19 of the *Retirement Villages Act 1986*. All retirement village information statements must be in this form.

What is a Retirement Village Information Statement?

Every retirement village in Victoria must provide it in the same standardised format. Prospective residents can use information statements to compare retirement villages on a like-for-like basis.

It is designed to provide prospective residents information to make an informed decision about whether to move into this village. It covers the costs of entering, living in and leaving; the services and facilities available; and important details about how the village operates.

Information statements must be updated at least every 12 months and as soon as possible after any change to the information provided.

How to access information statements for different villages?

Every retirement village must publish their information statement on their village’s website.

The operator of a retirement village must also provide the information statement:

- at the request of a prospective resident within seven days,
- with any targeted promotional material, and
- at least 21 days before a resident enters into a residence or management contract in respect of the village.

Navigating the information statement

Part A: Village-level information	Provides information about the village and operator including about any owners corporation, types of contracts and tenure, village facilities and services, the number and types of residential premises, future developments, security and emergency assistance systems, insurance arrangements, financial management, residents committee and village rules.
Part B: Village fees and charges	Provides information on fees and charges to be paid on entry, while living in the village, and when you leave.

Attachments to the information statement provide:

- A list of village services and facilities with associated fees (Attachment 1)
- Details of village insurance information (Attachment 2)
- A glossary of fees to help prospective residents understand the terms used throughout the statement (Attachment 3).

Finding more information

Other documents and information are available to help inform prospective residents. Operators must provide the following documents to prospective residents at least 21 days before entering into a management contract:

- a draft residence contract and management contract for the village
- the village by-laws and a document under which a resident agrees to observe the by-laws, and promises to pay an entry payment or a recurring charge for the provision of goods or services by the operator
- financial statements as presented at the most recent annual meeting of the residents.

Prospective residents may also wish to ask for information on the specific fees and charges for a residence they are considering in an easy to understand form. A suggested form for this purpose can be found on the Consumer Affairs Victoria website www.consumer.vic.gov.au.

Understanding the financial commitment

Entering a retirement village is a significant financial decision.

The financial structure of retirement village living is different from conventional home ownership or renting, and the net financial outcome can vary significantly depending on the length of stay and the terms of contracts. It is important that residents understand how the costs interact and what they will ultimately receive when they permanently depart the village.

Before signing any contract, you are strongly encouraged to read all documents carefully, ask questions of the operator, and seek advice from an independent financial adviser to ensure you have a full understanding of your financial obligations and entitlements.

Where can prospective residents get help or more information?

If prospective residents need help understanding this statement or want more details about retirement village living in Victoria, they can contact Consumer Affairs Victoria for information and assistance by visiting www.consumer.vic.gov.au or calling 1300 55 81 81.

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- the village by-laws and a document under which a resident agrees to observe the by-laws, and promises to pay an entry payment or a recurring charge for the provision of goods or services by the operator
- financial statements as presented at the most recent annual meeting of the residents.

Help or further information

For further information, visit the renting section – Consumer Affairs Victoria website at www.consumer.vic.gov.au/renting or call the Consumer Affairs Victoria Helpline on **1300 55 81 81**.

Telephone interpreter service

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450 (for the cost of a local call) and ask to be put through to an Information Officer at Consumer Affairs Victoria on 1300 55 81 81.

Arabic

إذا كان لديك صعوبة في فهم اللغة الإنكليزية، اتصل بخدمة الترجمة التحريرية والشفوية (TIS) على الرقم 131 450 (بكلفة مكالمات محلية) واطلب أن يوصلوك بموظف معلومات في دائرة شؤون المستهلك في فكتوريا على الرقم 1300 55 81 81.

Turkish İngilizce anlamakta güçlük çekiyorsanız, 131 450'den (şehir içi konuşma ücretine) Yazılı ve Sözlü Tercümanlık Servisini (TIS) arayarak 1300 55 81 81 numaralı telefondan Victoria Tüketici İşleri'ni aramalarını ve size bir Danışma Memuru ile görüşturmelerini isteyiniz.

Vietnamese Nếu quý vị không hiểu tiếng Anh, xin liên lạc với Dịch Vụ Thông Phiên Dịch (TIS) qua số 131 450 (với giá biểu của cú gọi địa phương) và yêu cầu được nối đường dây tới một Nhân Viên Thông Tin tại Bộ Tiêu Thụ Sự Vụ Victoria (Consumer Affairs Victoria) qua số 1300 55 81 81.

Somali Haddii aad dhibaato ku qabto fahmida Ingiriiska, La xiriir Adeega Tarjumida iyo Afcelinta (TIS) telefoonka 131 450 (qiimaha meesha aad joogto) weydiisuna in lagugu xiro Sarkaalka Macluumaadka ee Arrimaha Macmiilaha Fiktooriya tel: 1300 55 81 81.

Chinese 如果您聽不大懂英語，請打電話給口譯和筆譯服務處，電話：131 450（祇花費一個普通電話費），讓他們幫您接通維多利亞消費者事務處（Consumer Affairs Victoria）的信息官員，電話：1300 55 81 81。

Serbian Ako vam je teško da razumete engleski, nazovite Službu prevodilaца и тумача (Translating and Interpreting Service – TIS) на 131 450 (по цену локалног позива) и замолите их да вас повежу са Службеником за информације (Information Officer) у Викторијској Служби за потрошачка питања (Consumer Affairs Victoria) на 1300 55 81 81.

Amharic በእንግሊዝኛ ቋንቋ ለመረዳት ችግር ካለብዎ የአስተርጓሚ አገልግሎትን (TIS) በስልክ ቁጥር 131 450 (በአካባቢ ስልክ ጥሪ ሂሳብ) በመደወል ለኢክስፖርት ደንበኞች ጉዳይ ቢሮ በስልክ ቁጥር 1300 55 81 81 ደውሎ ከመረጃ አቅራቢ ሠራተኛ ጋር እንዲያገናኝዎት መጠየቅ።

Dari

اگر شما مشکل دانستن زبان انگلیسی دارید، با اداره خدمات ترجمانی تحریری و شفاهی (TIS) به شماره 131 450 به قیمت مخابره محلی تماس بگیرید و بخواهید که شما را به کارمند معلومات دفتر امور مهاجرین ویکتوریا به شماره 1300 55 81 81 ارتباط دهد.

Croatian Ako nerazumijete dovoljno engleski, nazovite Službu tumača i prevoditelja (TIS) na 131 450 (po cijeni mjesnog poziva) i zamolite da vas spoje s djelatnikom za obavijesti u Consumer Affairs Victoria na 1300 55 81 81.

Greek Αν έχετε δυσκολίες στην κατανόηση της αγγλικής γλώσσας, επικοινωνήστε με την Υπηρεσία Μετάφρασης και Διερμηνείας (TIS) στο 131 450 (με το κόστος μιας τοπικής κλήσης) και ζητήστε να σας συνδέσουν με έναν Υπάλληλο Πληροφοριών στην Υπηρεσία Προστασίας Καταναλωτών Βικτώριας (Consumer Affairs Victoria) στον αριθμό 1300 55 81 81.

Italian Se avete difficoltà a comprendere l'inglese, contattate il servizio interpreti e traduttori, cioè il Translating and Interpreting Service (TIS) al 131 450 (per il costo di una chiamata locale), e chiedete di essere messi in comunicazione con un operatore addetto alle informazioni del dipartimento "Consumer Affairs Victoria" al numero 1300 55 81 81.



Part A: Village-level information

The following information applies to the village as a whole and is relevant to all prospective and current residents.

1. Village information

Village name	Dux Churchill
Village street address	36 Bond Street, Ringwood, VIC 3134
Village postal address	As above
Is the village accredited by a recognised industry association?	☐ Yes ☒ No
If yes, name of accreditation	N/A
Website for information about the accreditation	N/A

2. Proprietor and operator details

Proprietor name	Orion Churchill Pty Ltd		
ABN / ACN	80 613 324 888		
Address for service	0B Ground Floor 818 Whitehorse Road, Box Hill VIC 3128		
Operator name	Dux Living Pty Ltd		
ABN / ACN	668 001 054		
Address for service	Level 9, 99 William Street Melbourne, VIC 3000		
Telephone	03 9678 0488	Email	info@duxliving.com.au
Date current operator commenced in that role	2026		

3. Operator representative

Name of representative	Samantha McGrath		
Position of representative	Sales Management		
Location within village	Village Office (Ground Level)		
Times available	Monday-Friday; 9am-5pm		
Telephone	0436 934 331	Email	samantha@duxchurchill.com.au

4. Number and types of residential premises

The village has the following number and types of accommodation units:

Accommodation type	Owner resident	Leasehold	Licence	Other
Independent living units	N/A	57	N/A	N/A
Serviced apartments	N/A	N/A	N/A	N/A
Villas or townhouses	N/A	N/A	N/A	N/A

5. Residents committee

Has a residents committee been established at the village under the *Retirement Villages Act 1986*? ☐ Yes ☒ No

Note from Operator: The operator will be encouraging the establishment of a residents committee once the village is operational.

Under the *Retirement Villages Act 1986*, residents of a village may elect to establish a residents committee to represent their interests and participate in village decision-making.

6. Onsite or attached residential or aged care home

Is there a residential or aged care home onsite or attached with the village? ☐ Yes ☒ No

If there is a residential or aged care home onsite or attached, entry is dependent on a resident being assessed as eligible for entry in accordance with the *Aged Care Act 2024* (Cth).

This assessment is conducted independently and eligibility for aged care services is determined according to the criteria set out in the *Aged Care Act 2024* (Cth). The registered provider of the residential or aged care home cannot set places aside for residents of the village.

7. Village facilities and services

The list of services and facilities provided at the village and how they are funded is set out in Attachment 1 to this information statement.

The attachment includes details of:

- services and facilities funded by maintenance charges

- optional services, which are not funded by maintenance charges or rent and can be provided for an additional fee. The attachment must include costs of and restrictions on availability of optional services, and
- any other services or facilities available to residents and how they are funded.

8. Lifestyle and village rules

This section sets out key aspects of daily life in the village, including pets, gardening, and social activities, as influenced by the by-laws of the village. The full by-laws of the village are attached to a resident's contract.

Are there any restrictions on residents keeping pets?

☒ Yes ☐ No

If yes, provide details on restrictions below:

You may bring your pet into the Village with our consent (which we will not unreasonably refuse). You agree to comply with any pet policy we have in place from time to time, and that we may withdraw our consent if your pet becomes a nuisance or risk to any other people in the Village. Pets are not permitted in Common Areas except for a reasonable purpose, such as for travelling to and from your premises.

Note: under Victorian law operators cannot unreasonably refuse consent for residents to keep pets.

Are residents permitted to undertake gardening in areas adjacent to their premises?

☐ Yes ☒ No

Does the village organise regular social activities and events for residents?

☒ Yes ☐ No

Additional details:

Weekly happy hours, morning teas, wellness classes and gardening groups (for rooftop areas) which will be confirmed following village opening.

9. Planning permission for future developments

Are there any current planning permissions or approvals for future development, expansion or redevelopment of the village?

☐ Yes ☒ No

If yes:

Description of development

No future development, but the Village is currently under construction.

Construction timeframes
(anticipated start and finish dates)

Late 2026

10. Security and emergency assistance systems

The village is equipped with the following security system

24/7 CCTV monitoring for all entry points and controlled entry for visitors.

The village is equipped with the following emergency assistance system

Emergency call button connected to a 24-hour monitoring center.

11. Operator and proprietor exemptions

Is the operator or proprietor exempt from any of the provisions of the *Retirement Villages Act 1986* in relation to this village? ☐ Yes ☒ No

If yes:

Provision the exemption applies to	Description of the obligation the exemption applies to
N/A	N/A

12. Contracts and tenure

To become a resident of this village, a resident will be required to enter into one or more of the following contracts:

☐ **Residence contract**

This contract grants a resident the right to occupy a unit within the village.

☐ **Management contract**

This contract relates to the provision of services by the operator to a resident.

☒ **Combined residence and management contract**

This is a contract comprising both a residence and a management contract.

☐ **Optional services agreement**

A contract for additional services a resident may choose to receive (such as meals, cleaning, or personal care to the extent not funded by maintenance charges). This may be incorporated into a residence or management contract (or combined residence and management contract).

☒ **Other**

(for example, a contract for sale of land).

If other, please describe

Loan Agreement

The village offers the following rights to occupy:

☐ Owner Resident An owner resident owns the premises, company shares or units in a trust which forms the basis of their right to occupy.	☒ Non-Owner Resident The resident does not own the premises but is granted a right to occupy the premises on the following basis:
☐ Estate in fee simple: A resident purchases a strata titled unit or a freehold lot in the village, becoming the registered proprietor.	☐ Licence: ☐ term..... or ☐ periodic tenancy A resident has a licence to occupy a unit. The resident does not own the unit or land, but has a contractual right to reside there.

☐ **Company title:** A resident purchases shares in a company that owns the village. That shareholding gives the resident the right to occupy a specific unit in the village.

☐ **Unit trust:** A resident purchases units in a unit trust that owns the village. That unitholding gives the resident the right to occupy a specific unit in the village.

☒ **Sublease** – ☒ term (99 years) or
☐ periodic tenancy

A resident has a leasehold interest, but does not own the unit or the land.

☐ **Other**.....

13. Financial management

Details of the surplus/deficit in the annual accounts for the last 3 financial years:

Financial year ending	Surplus / deficit (and amount)	Comments
FY23	N/A	Village not yet open.
FY24	N/A	Village not yet open.
FY25	N/A	Village not yet open.

14. Capital maintenance fund

Does the village have a capital maintenance plan? ☐ Yes ☒ No

Does the village have a capital maintenance fund? ☐ Yes ☒ No

If yes, balance at end of last financial year

\$ N/A – but the operator intends to establish and maintain a capital maintenance fund and plan following village opening.

15. Owners corporation

Is any of the common property in the village vested in an owners corporation? ☐ Yes ☒ No

If yes, complete the following:

Name of owners corporation

N/A

Address for service of owners corporation

N/A

Description of common property

N/A

Does the owners corporation have a maintenance plan? ☐ Yes ☐ No

Does the owners corporation have a maintenance fund? ☐ Yes ☐ No

If yes, balance at end of last financial year

16. Insurance arrangements

The operator has provided details of the following insurance policies in respect of the village at Attachment 2 and attached certificates of currency:

- ☒ Public Liability Insurance
- ☒ Building Insurance
- ☒ Other insurances (please specify):

Note from Operator: Certificates for all relevant insurances will be provided on construction completion.

The operator recommends that residents take out their own insurance policies in relation to the following:

- ☒ The contents of their unit
- ☒ Public liability claims brought as a result of any incident occurring in a resident's unit
- ☒ Any motorised mobility aid (mobility scooter or power wheelchair) that the resident uses
- ☐ Other (please specify)

Does the operator have any funds set aside to insure against potential damage to the village? (self-insurance) ☐ Yes ☒ No

Note from Operator: Once operational, the village will establish a Village Reserve Fund for long-term capital replacement and improvement works.

If yes:

Amount of funds set aside

Nature of risk for which funds have been set aside

17. Additional documents

The following documents are attached to this information statement:

☒ Certificates of currency for the insurances held by the operator in respect of the village (mandatory)

Part B: Village fees and charges

The fees outlined in this section apply to new residents. The purpose of this information is to inform prospective residents of the arrangements they would enter if they moved into the village.

A retirement village cannot charge new residents any fee that was not disclosed in the information statement.

Fee or charge	Owner-resident	Non-owner resident	Amount, range or method of determining amount	When paid	Further information
Entry costs: paid before or on entering the village					
Waiting list fee	☐ Yes ☐ No	☐ Yes ☒ No	N/A	N/A	
Is the waiting list fee refunded on entry?	☐ Yes ☐ No	☐ Yes ☒ No	N/A	N/A	
Holding deposit	☐ Yes ☐ No	☒ Yes ☐ No	\$20,000.00	21 days after we have entered into the Application to Reside with you	The total holding deposit is comprised of: \$2,000 initial deposit payable when you sign and return the Application to Reside; and \$18,000 balance of the deposit payable 21 days after we have signed and returned the Application to Reside to you.
Entry payment	☐ Yes ☐ No	☒ Yes ☐ No	\$739,000 to \$1,579,000	On entry	This amount is the Loan component of the Entry Payment payable under all contract options.
Other entry fees or charges – specify:					

For Option 3: Prepaid Contracts only, the Upfront Management Fee	☐ Yes ☐ No	☒ Yes ☐ No	15% of your entry payment	On entry	The Upfront Management Fee is an additional amount payable if you select the Option 3: Prepaid Contract option. It is not refundable to you when you depart.
Ongoing costs: paid while residing in the village					
Rent	☐ Yes ☐ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Maintenance charges	☐ Yes ☐ No	☒ Yes ☐ No	\$150 to \$185 per week depending on size of unit	☐ Weekly ☒ Monthly ☐ Annually	
Optional services charges	☐ Yes ☐ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Capital maintenance fund contribution	☐ Yes ☐ No	☐ Yes ☒ No			A portion of maintenance charges we receive each financial year may be paid into the capital maintenance fund.
Utility charges	☐ Yes ☐ No	☒ Yes ☐ No	TBC with your chosen utility provider.		Please note these costs are levied directly against the premises by a third-party.
Council rates	☐ Yes ☐ No	☒ Yes ☐ No	As separately assessed against the premises		
Land taxes	☐ Yes ☐ No	☒ Yes ☐ No	As separately assessed against the premises		
Costs and entitlements on exit: when permanently leaving the village					
For Option 1: Base Contract and Option 2: Capital Share Contract types only, deferred	☐ Yes ☐ No	☒ Yes ☐ No	For Option 1: Base Contracts:	On exit	Residents under the Option 3: Prepaid Contract type do not pay a deferred management fee on exit

management fee (% of entry payment per year)			4% of your entry payment per year of residence, for a maximum number of 5 years or 20% of your entry payment For Option 2: Capital Share Contracts: 6% of your entry payment per year of residence, for a maximum number of 5 years or 30% of your entry payment		
For Option 2: Capital Share Contract or Option 3: Prepaid Contract types only, resident receives a share of capital gain on exit	☐ Yes ☐ No	☒ Yes ☐ No	100%		<i>The capital gain is calculated as the difference between the Loan paid by you and the Loan paid by the next resident (i.e. the calculation does not include any Upfront Management Fee component that may be paid by you or the next resident).</i> <i>Residents under the Option 1: Base Contract type do not receive a share of capital gain on exit.</i>
For Option 2: Capital Share Contract or Option 3: Prepaid Contract types only, resident is liable for a share of capital loss on exit	☐ Yes ☐ No	☒ Yes ☐ No	100%		<i>The capital loss is calculated as the difference between the Loan paid by you and the Loan paid by the next resident (i.e. the calculation does not include any Upfront Management Fee component that may be paid by you or the next resident).</i>

					<i>Residents under the Option 1: Base Contract type are not liable for a share of capital loss on exit.</i>
Other exit fees or charges – specify:					
Any other costs set out under Item K of the Financial Terms in the Residence Contract	☐ Yes ☐ No	☒ Yes ☐ No			
Contribution to costs of Renovation Work	☐ Yes ☐ No	☒ Yes ☐ No	Option 1: Base Contract: You will not be responsible for any costs of Renovation Works Option 2: Capital Share Contract or Option 3: Prepaid Contract: 100% of the costs incurred in doing any Renovation Work		<i>You will be responsible for a share of the costs in doing any Renovation Work in the same proportion as your share in any capital gain or loss</i>
Village Reserve Fund Contribution	☐ Yes ☐ No	☒ Yes ☐ No	5% of the deferred management fee		<i>We will set aside this component of the deferred management payment you have paid to us and pay that component into the Village Reserve Fund.</i>
Sales commission and sales/administration costs	☐ Yes ☐ No	☒ Yes ☐ No	2% (plus GST) of the Resale Price		<i>You must pay any sales commission and sales/administration costs to us (in our capacity as Estate Agent) calculated as specified, together with the reasonable costs of any contractors or agents the operator engages to assist in finding a New Resident.</i>

Ad Hoc fees and fees for service

Other one-off or ad-hoc fees or charges – specify:

Fees for user-pays services which may be made available in the village from time to time

☐ ~~Yes~~
☐ ~~No~~

☒ Yes
☐ No

21. Attestation

Operator attestation	The operator attests that, to the best of the operator's knowledge, the information contained in this information statement is correct at the time it is provided.
Signed by Operator	
Print name	Mingli Qin
Date	08/07/2026

Proprietor attestation	The proprietor attests that, to the best of the proprietor's knowledge, the information contained in this information statement is correct at the time it is provided.
Signed by Proprietor	
Print name	Mingli Qin
Date	08/07/2026

Attachment 1: Services and facilities

Service or facility	Optional or mandatory	Fee for use (dollar figure or inc. in maintenance charge)	Further information and any restrictions
General Services	Mandatory	Included in maintenance charges	Full list of General Services specified in the Residence and Management Contract and can be provided on request.
Optional Services	Optional	Optional services are not offered at the Village at this time	
User-Pays Services	Optional	User-pays services may be offered in the Village from time to time by third-parties who are not associated with the operator	
Total mandatory service and facility charges		Included in maintenance charges	
Total optional and mandatory services and facilities charges		N/A	

Attachment 2: Details of insurance policies

Note from Operator: Please note that details and certificates for all relevant insurance policies will be provided on construction completion.

Public liability insurance

- The nature of the risk insured against
- ☐ Injury to residents in common areas of the retirement village
 - ☐ Injury to visitors or other third parties in common areas of the village
 - ☐ Injury arising from the operation or management of the village (for example, maintenance works, services or activities organised by the operator)
 - ☐ Damage to third party personal property in common areas of the village
 - ☐ Injury or property damage occurring within a resident’s private unit
 - ☐ Other risks covered (please specify):

TBC

Name of insurer TBC

Amount insured TBC

Period of cover TBC

Premium TBC

Excess TBC

Exclusions TBC

Other information: TBC

Building insurance

The nature of the risk insured against

- ☐ Sudden damage to village property and shared buildings caused by insured events
- ☐ Sudden damage to residents' private units caused by insured event
- ☐ Insured events include:

☐ Fire

☐ Storm, wind or hail

☐ Rainwater damage

☐ Burst pipes or sudden water leaks

☐ Vandalism

☐ Flood
- ☐ Other risks covered (please specify):

TBC

Name of insurer

TBC

Amount insured

TBC

Period of cover

TBC

Premium

TBC

Excess

TBC

Exclusions

TBC

Other information

TBC

Other insurance – TBC

The nature of the risk insured against	TBC
Name of insurer	TBC
Amount insured	TBC
Period of cover	TBC
Premium	TBC
Excess	TBC
Exclusions	TBC
Other information	TBC

Attachment 3: Glossary of fees

Capital maintenance fund contribution: A portion of resident payments is set aside by the operator into a dedicated fund for future major repairs and maintenance of village infrastructure. The operator determines the required portion.

Contract check fee: The annual contract check, which summarises fees and exit position, must be provided free. An on-demand check is also free where the resident gives 28 or more days written notice of intention to leave.

Deferred management fee: A fee payable on exit, as a contribution toward the cost of services provided to the resident during their time in the village. It is calculated as a percentage of the entry payment, accruing daily based on length of residence. It cannot be charged where the resident leaves during the settling-in period or moves to another unit within the same village.

Entry payment: The main upfront payment for the right to live in the village. It may be a lump sum or fixed instalments. It may be fully or partly refunded when you leave (a repayable entry payment) or it may be non-refundable. It does not include rent, maintenance charges or optional service fees.

Exit entitlement: The amount paid back to the resident on exit. For non-owner residents, it starts with the repayable entry payment. For owner residents, it starts with the sale price of the unit. Any fees, outstanding charges and other deductible amounts are subtracted to give the final figure.

Holding deposit: A payment to reserve a specific unit before a residence contract is signed. It falls outside the standard entry payment rules and is regulated under the Sale of Land Act 1962 instead.

Maintenance charge: A regular fee, usually weekly, fortnightly or monthly, covering village management, staff, facilities and common areas. It is capped each year in line with the all groups Consumer Price Index (CPI) for Melbourne in original terms published by the Australian Bureau of Statistics; and can only exceed that cap if residents approve a higher amount by special resolution.

Optional services charge: A fee for extra services a resident elects to use, such as meals or personal care, that are not part of the standard village offering. These charges cease on vacation of the premises or on the resident's death.

Owners corporation fee (owner residents only): Where the village has an owners corporation, owner residents pay a separate fee covering common property upkeep and insurance. This is in addition to the maintenance charge.

Rates and taxes: Government charges such as council rates and land tax on the village land. These may be passed on through the maintenance charge or charged separately, as set out in the contract.

Reinstatement costs (non-owner residents): non-owner residents must return the unit reasonably clean and in the same condition as when they moved in, allowing for fair wear and tear. Where this has not occurred, the operator may issue a written notice specifying the required works and their estimated cost. If not disputed within 21 days, the operator may carry out the works and charge the resident the reasonable cost.

Rent (non-owner residents): Some non-owner residents pay ongoing rent for the right to occupy their unit, in place of or in addition to an entry payment. Rent is treated separately from entry payments under the legislation.

Special levy: A one-off charge for unexpected major expenses. No more than one special levy may be charged in any 12-month period, and only where required by law, approved by residents by special resolution, or covered by the contract.

Utility charges: Charges for electricity, gas and water consumed by the resident. The method of calculation varies between villages and is set out in the contract.

Waiting list fee: A fee charged to join the village waiting list. It may or may not be refundable. The operator is required to state in the information statement whether a waiting list fee applies and whether it is refundable on entry.

Dux - Information Statement Thomsons 10.06.26 (95786436v10)

Final Audit Report

2026-07-08

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