

# My place for a seamless transition

Transferring to a  
Serviced Apartment





# Your questions answered

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**Q: I'm interested in moving into one of your serviced apartments. Where do I start?**

**A:** The best thing to do at this stage is for you, your family or your legal representative to contact our sales team or the local Village Manager. Let them know that you'd like to move in, and give us an idea about what date you'd like to move in. A good rule of thumb is to plan for around 8 weeks from the date of your request. Then, when we get something that suits you, our team will arrange to meet with you and discuss everything in more detail.

**Q: How long do I have to accept my Offer Amount?**

**A:** You'll have two weeks (14 days) from the date of the letter we send you.

**Q: Are there any forms I need to sign?**

**A:** Once you've met with our sales team to chat about the move, you fill out a Reservation Form for a Serviced Apartment. Don't forget, we're here to help with this process if you need us.

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**Q: How much will I receive from my existing home within the village?**

**A:** We will calculate that for you, and send you a letter that will outline the offer amount and how it is calculated. We will also include a copy of the disclosure documents and template contract for the Serviced Apartment.

**Q: When will I get the letter with my Offer?**

**A:** We will aim to have this to you as soon as possible – usually within 2–3 weeks of the date of your original request. This process will determine the work needed to bring your home to a market-ready condition and the cost involved.

**Q: What if I don't want to accept the amount offered?**

**A:** All you need to do is withdraw your Notice of Intention to Vacate or Notice of Termination of Right to Reside for your existing home. Then cancel your reservation for a Serviced Apartment.

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**Q: Will I need to make an additional payment for the serviced apartment?**

**A:** If your Offer Amount is higher than the ingoing contribution, you'll need to pay for your Serviced Apartment (Serviced Apartment Amount), you won't need to pay anything. If it's lower, you'll need to pay the difference between the Offer Amount and the Serviced Apartment Amount. We'll confirm everything in your letter.

**Q: If the Offer Amount is higher than the Serviced Apartment Amount, when will I receive the balance?**

**A:** Payment will be made within 14 days of settlement.

**Q: If I move out, will I need to pay exit fees?**

**A:** You will find that information in the letter we send with the Offer Amount – including the maximum exit fee which might be payable, if anything. The letter will also include information about your share of capital gain/loss, and your share of the cost of works to bring the serviced apartment up to a marketable condition after you move out.

\*Subject to terms and conditions. The free Trial Stay is only available at selected villages and is for a maximum of two weeks. For full terms and conditions relating to the Trial Stay, phone 1800 72 71 70.

**Q: What charges can I expect to pay as an Apartment with Services resident?**

**A:** You'll pay an Apartment with Services charge to cover the cost of your personal services. This will include cooking, cleaning, and heavy laundry services. Subject, of course, to any legislative restrictions on charging personal service charges after a period of absence.

**Q: How long does the transfer process take?**

**A:** This process usually takes around 6-8 weeks from start to finish, depending on the apartment you choose and individual circumstance. We will keep you informed of the time frames throughout the process.

**Q: Could I try it out before I move in?**

**A:** Yes, ask our team about availability for a free two-week trial stay?\* We'd love to show you what it's like by setting you up in one of the Serviced Apartments temporarily. If you decide you'd like to make the transfer at the end of your stay and remain in the apartment, you can sign a temporary licence agreement while we complete the transfer process.

**Q: Will I ever need to pay ongoing charges for my existing home within the village and for my serviced apartment at the same time?**

**A:** No you don't. We'll make sure it's a smooth process during the transfer period.

**Q: Do I need a solicitor for this process?**

**A:** It's entirely up to you and what you feel comfortable with. Given that you'll be signing a new contract for a Serviced Apartment, we do recommend having someone you trust to help you through the process.

**Q: Will I be eligible to receive rental assistance while I live in a Serviced Apartment?**

**A:** It depends on your personal circumstances and what your eligibility is with Centrelink. You can contact Centrelink by phone, via their website, or visit a local branch, so they can explain what you may be entitled to.

**Q: Will I get the Stockland "Change of Mind Money Back Guarantee" for the serviced Apartment?**

**A:** If you're moving from a Stockland retirement village to another premises within the same village, or another retirement village owned and managed by Stockland, then you won't be eligible for this offer.

**Q: Who's eligible to use Home Care Package funds to claim on service costs?**

**A:** This option is available to Serviced Apartments residents who are eligible for, or receiving a Home Care Package through one of our Benefits+ Home Care providers.

**Q: How can I swap my home care package over to a Benefits+ home care provider?**

**A:** It's easy. Just ask your Village Manager or Sales Professional - they'll assist to connect you to a Benefits+ Home Care provider who will assist you manage this.

**Q: Which services aren't eligible to claim through funding?**

**A:** If the service is involved with maintaining the village your Serviced Apartment is part of, you probably won't be able to claim it through your Home Care Package funding. You can't claim for services you aren't receiving in your home care package.

**Q: How much of my service costs are covered by my Home Care Package?**

**A:** It depends on your Home Care Package level. A level 2 Home Care Package, for example, could fund an average of 40-60% of the service costs.

**Q: Do Stockland add any additional costs to my services?**

**A:** No. All of the services you receive in your Serviced Apartment are 'at cost' - which means there's nothing extra added. These costs are in line with your portion of your ongoing monthly levy - which is part of the budget for operating our Serviced Apartments.



