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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- 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**.

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	Linton Court Retirement Village
Village street address	Linton Court, McDonald St, Foster Vic 3960
Village postal address	PO Box 334, Foster Vic 3960

Is the village accredited by a recognised industry association? ☐ Yes ☒ No

If yes, name of accreditation	
Website for information about the accreditation	

2. Proprietor and operator details

Proprietor name	Linton Court Elderly Peoples Homes Society Inc
ABN	78 633 988 978
Address for service	PO Box 334, Foster Vic 3960

Operator name	Linton Court Elderly Peoples Homes Society Inc
ABN	78 633 988 978
Address for service	PO Box 334, Foster Vic 3960

Telephone	0494 756 873	Email	lintoncourtrv@gmail.com

Date current operator commenced in that role	1/7/1980

3. Operator representative

Name of representative	Roslyn Griggs
Position of representative	Manager
Location within village	Administration area – 16 Linton Court, Foster Vic 3960
Times available	By Appointment Only

Telephone	0494 756 873	Email	lintoncourtrv@gmail.com

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		27		
Serviced apartments				
Villas or townhouses				

5. Residents committee

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

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?
If yes, provide details on restrictions below:

☒ Yes ☐ No

Linton Court only permits approved pets in a limited number of suitable units located on the outer perimeter of the village. Pet owners are expected to:

- Ensure pets are well controlled at all times.
- Exercise pets only outside the central village and not take pets into the shared common areas.
- Be considerate of other residents.

Interested persons are asked to discuss pet requirements when applying.

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:

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	
Construction timeframes (anticipated start and finish dates)	

10. Security and emergency assistance systems

The village is equipped with the following security system

Cameras are in place to record activity in most areas of the village. This record is available to be viewed if necessary for around 2 weeks – after which time the record is overwritten with current recording

The village is equipped with the following emergency assistance system

A defibrillator is available on site

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 x☐

If yes:

Provision the exemption applies to	Description of the obligation the exemption applies to

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	

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. ☐ **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.	**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. **x Lease –** x term- the resident has a right to occupy the unit while they are able to live there independently 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
30/6/2026	$376,088	This includes $176,653 non village operating income from donations & investment income
30/6/25	$419,590	This includes $198,118 non village operating income from donations & investment income
30/6/24	$322,567	This includes $102,658 non village operating income from donations & investment income
		Note; the majority of Linton Court administration and maintenance is completed by volunteers from the local community. This has been in place since the village formation in 1971. Linton Court receives no government or other outside funding. The generosity of volunteers is a major contributor to the Village operating surplus and ability to incrementally accrue funds for further improvements.

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

Note that we are a registered charity & all residents are members of LCEPHS Inc. The members elect the Management Committee each year. The village owner & operator are not separate bodies – they are one body. As such all funds held are available to meet all costs including any & all maintenance costs. There is no separation of funds available for maintenance as all funds are available for maintenance.

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

Address for service of owners corporation

Description of common property	

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):

Management Liability, Volunteer Workers

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

If yes:

Amount of funds set aside	As noted under item 14 – all funds are available to meet any & all costs of the village.
Nature of risk for which	

funds have been set aside	

17. Additional documents & Information

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)

Linton Court Elderly Peoples Homes Society Inc is a registered charity whose mandated purpose is to construct, administer and manage affordable housing for older people within the South Gippsland Area. It is a Not-For-Profit body, and as such does not have a focus on profit. The Society does operate the activity on a businesslike basis to ensure sustainability for the benefit of all current and prospective residents. This position also provided the ability to contemplate further facilities where there is a need for them within the community.

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
18. Entry costs: paid before or on entering the village					
Waiting list fee	☐ Yes ☐ No	☐ Yes ☒ No		*On joining waiting list*	
Is the waiting list fee refunded on entry?	☐ Yes ☐ No	☐ Yes ☐ No			
Holding deposit	☐ Yes ☐ No	☒ Yes ☐ No	From Nil to $5,000	*On reserving a unit*	*The holding deposit is paid to our solicitors as an act of good faith, & held by them in their trust account. This is released on the agreed date of occupation.*
Entry payment	☐ Yes ☐ No	☒ Yes ☐ No	Guidelines are 2 BR Units - $90,000 to $96,000 1 BR Units – Nil to $50,000	*On entry*	*Note.1. The amounts of the entry payment and the fortnightly rent are negotiated confidentially and separately with each resident. The process takes into account of the nature of the unit, the resources of the resident, & any other relevant matters.*
Other entry fees or charges – specify:					
19. Ongoing costs: paid while residing in the village					
Rent	☐ Yes ☐ No	☒ Yes ☐ No	2 BR Units - $383 p/fortnight at 5/2026. 1 BR Units - $470	☐ Weekly ☐ Monthly	See Note 1 under item 18. The rent payable on 1BR units is generally higher than the rent on 2BR units, as the

			p/fortnight at 5/2026. Rents variable dependent on entry terms and are adjusted by the CPI on 1st January & 1st July.	☐ Annually Fortnightly	entry payment on the 1BR units is generally much less than for 2BR units. 1 BR units are often allocated to persons with limited financial means.
Maintenance charges	☐ Yes ☐ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Owners corporation fees	☐ Yes ☐ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Optional services charges	☐ Yes ☐ No	☐ Yes ☒ No		☐ Weekly ☐ Monthly ☐ Annually	
Capital maintenance fund contribution	☐ Yes ☐ No	☐ Yes ☒ No			
Utility charges	☐ Yes ☐ No	☒ Yes ☐ No			Residents pay their own costs for electricity & gas. Residents make individual supplier arrangements for these utilities. All rates & water charges are paid by the operator on behalf of the resident , with the resident required to do all things necessary to assist the operator to claim all relevant rebates
Council rates	☐ Yes ☐ No	☐ Yes ☒ No			
Land taxes	☐ Yes ☐ No	☐ Yes ☒ No			
Other ongoing fees or charges – specify:					

20. Costs and entitlements on exit: when permanently leaving the village

Deferred management fee (% of entry payment per year)	☐ Yes ☒ No		% of entry payment per year See Note	*On exit*	*Note – Re Part Refunds of the Entry Payment on Exit.* *A refund expiry period (REP) is negotiated confidentially separately with each resident. For 2 BR units this is often 60 months where the guideline entry payment is paid. A proportionate refund is made where the resident leaves before the end of the REP, being a percentage of the entry payment based on the number of complete months of the REP unexpired as at the exit date.* *As the ingoing contribution for 1 BR units can be very low or NIL, the REP for 1 BR units is negotiated confidentially based on the individual circumstances, & is generally much shorter.*
Resident receives a share of capital gain on exit	☐ Yes ☒ No		% of capital gain	*On exit*	
Resident is liable for a share of capital loss on exit	☐ Yes ☒ No		% of capital loss	*On exit*	
Other ongoing fees or charges – specify:					
Ad Hoc fees and fees for service					
Other one-off or ad-hoc fees or charges – specify:					

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	Roslyn Griggs
Date	1 September 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	Donald Lloyd McKenzie
Date	1 September 2026

Service or facility	Optional or mandatory	Fee for use (dollar figure or inc. in maintenance charge)	Further information and any restrictions
Meeting Room	Optional	NIL	
Resident Workshop Area	Optional	NIL	
Outdoor Rotundas & Barbecue	Optional	NIL	
Raised Garden Beds & Hothouse	Optional	NIL	
Maintenance of all common areas		NIL	
Total mandatory service and facility charges		$ NIL	
Total optional and mandatory services and facilities charges		$ NIL	

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): See the separate schedule attached detailing all insurance covers
Name of insurer	Pen Underwriting Pty Ltd as an underwriting agency who has placed the policy with Berkley Insurance Australia
Amount insured	20,000,000
Period of cover	01/03/2026-01/03/2027
Premium	$5,325
Excess	$1,000
Exclusions	
Other information:	See the separate schedule attached detailing all insurance covers

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 ☐ Burst pipes or sudden water leaks ☐ Storm, wind or hail ☐ Vandalism ☐ Rainwater damage ☐ Flood ☐ Other risks covered (please specify): See the separate schedule attached detailing all insurance covers
Name of insurer	360 Commercial Pty Ltd as an underwriting agency who has placed the policy with Insurance Australia Limited (t/as CGU)
Amount insured	Property Buildings $8,700,000 Content $135,000 Business Income Protection $1,069,358
Period of cover	01/03/2026-01/03/2027
Premium	$19,250
Excess	Property Flood $10,000 Theft $1,000 Storm $1,000 All other $1,000
Exclusions	
Other information	See the separate schedule attached detailing all insurance covers

Other insurance (specify, and attach additional pages if needed)

The nature of the risk insured against	See the separate schedule attached detailing all insurance covers VOLUNTEER WORKERS
Name of insurer	Dual Australia Pty Ltd as an underwriting agency who has placed the policy with Certain Underwriters At Lloyds Of London

Amount insured

Aggregate Limit of Liability	$1,000,000
Section 1 – Lump Sum Benefits	
Accidental Death and Disablement	
– Insured Events 1 to 25	$100,000
Section 2 - Weekly Benefits	
Injury	$1,000
Percentage of Salary	85%
Benefit Period (days)	104
Section 3 - Fractured Bones Benefits	
Injury	$5,000
Section 4 - Dental Benefits	
Injury $3,000	$3,000

Period of cover	01/03/2026-01/03/2027
Premium	$975
Excess	
Exclusions	
Other information	

Other insurance (specify, and attach additional pages if needed)

The nature of the risk insured against	See the separate schedule attached detailing all insurance covers

	MANAGEMENT LIABILITY
Name of insurer	Dual Australia Pty Ltd as an underwriting agency who has placed the policy with Certain Underwriters At Lloyds Of London

Amount insured	Cover for You	$1,000,000
	Company Reimbursement	$1,000,000
	Entity	$1,000,000
	Employment Practices Breach	$250,000
	Crime	$250,000
	Tax Audit Costs	$50,000

Period of cover	01/03/2026-01/03/2027
Premium	$2,025.00

Excess	Cover for You	$Nil
	Company Reimbursement	$2,500
	Entity	$2,500
	Employment Practices Breach	$5,500
	Crime	$10,000
	Tax Audit Costs	$2,500

Exclusions	
Other information	

Linton Court Insurance Summaries

Linton Court Elderly Peoples Home Society Inc, & Prom Aged Services Fund Raising Inc

Insurance Schedule for period 01/03/2026 – 01/03/2027

(a)	*the type of insurance and the nature of the risk insured against under each policy of insurance;*	**BUSINESS** **Property** – Buildings and Contents **Business Income Protection** – Gross Profit	**LIABILITY** Aged Care Providers Combined Liability	**VOLUNTEER WORKERS**	**MANAGEMENT LIABILITY**
(b)	*the insurer with whom each policy of insurance has been taken out;*	360 Commercial Pty Ltd as an underwriting agency who has placed the policy with Insurance Australia Limited (t/as CGU)	Pen Underwriting Pty Ltd as an underwriting agency who has placed the policy with Berkley Insurance Australia	Dual Australia Pty Ltd as an underwriting agency who has placed the policy with Certain Underwriters At Lloyds Of London	Dual Australia Pty Ltd as an underwriting agency who has placed the policy with Certain Underwriters At Lloyds Of London
(c)	*any risk exclusions under each policy of insurance;*	*# Refer notes below*	*# Refer notes below*	*# Refer notes below*	*# Refer notes below*
(d)	*the amount insured under each policy of insurance;*	**Property** Buildings $8,700,000 Contents $135,000 **Business Income Protection** Gross Profit $1,069,358	Public Liability $20,000,000 Products Liability $20,000,000	Aggregate Limit of Liability $1,000,000 **Section 1 – Lump Sum Benefits** Accidental Death and Disablement – Insured Events 1 to 25 $100,000 **Section 2 - Weekly Benefits** Injury $1,000 Percentage of Salary 85% Benefit Period (days) 104 **Section 3 - Fractured Bones Benefits** Injury $5,000 **Section 4 - Dental Benefits** Injury $3,000 $3,000	Cover for You $1,000,000 Company Reimbursement $1,000,000 Entity $1,000,000 Employment Practices Breach $250,000 Crime $250,000 Tax Audit Costs $50,000
(e)	*the period during which the policy of insurance is in force;*	01/03/2026-01/03/2027	01/03/2026-01/03/2027	01/03/2026-01/03/2027	01/03/2026-01/03/2027
(f)	*the premium payable by the proprietor or operator for the policy of insurance;*	$19,250.00	$5,325.00	$975.00	$2,025.00

(g	*the excess payable by the proprietor or the operator for making a claim under the policy of insurance;*	**Property** Flood Theft Storm Named cyclone for insured locations above Tropic of Capricorn All claims (other than) Unnamed Location	 $10,000 $1,000 $1,000 $1,000 $1,000 $1,000	$1,000	**Section 2 - Weekly Benefits** Excess Period (Days)	 7	Cover for You Company Reimbursement Entity Employment Practices Breach Crime Tax Audit Costs	$Nil $2,500 $2,500 $5,500 $10,000 $2,500
		Business Income Protection	48 hours					

 # Risk Exclusions are numerous and are found listed on the applicable Policy schedule or within the applicable Policy Wording & Product Disclosure Statement for each Policy.

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.