



Frequently Asked Questions

Retirement Living at St Luke's Green

What is St Luke's Green?

St Luke's Green is a registered retirement scheme with the Department of Housing and Public Works which operates under the Retirement Villages Act 1999 (QLD). Greengate Property Group Pty Ltd are the designers, developers and owner/operators of St Luke's Green Retirement Village, including the co-located, 60 bed boutique nursing home.

Do I own my own apartment?

Your apartment is a leasehold independent living unit. This is the most common form of retirement accommodation in Australia. This means that the ownership of your apartment remains with Greengate Property Group and you take out the balance of a 99-year sublease. This lease provides you with exclusive right to reside in your unit for a 99 year period. As a resident at St Luke's Green you will have the right to use the village's amenities, communal facilities and common areas.

Do I pay stamp duty?

There is no stamp duty applied to this type of apartment ownership.

What certainty do I have that I am totally secure in the occupancy of my apartment?

Your lease is registered on the title deed for your unit and is lodged with the Land and Titles Office. Additionally, the Retirement Villages Act 1999 (QLD) provides comprehensive protection to all owners of retirement village units. These protections are explained fully in your residence agreement and the Public Information Document (PID) which is provided to you when you decide to purchase.

How is the village managed and operated?

We build our communities/villages with our residents in mind and manage them with a professional team for their comfort and wellbeing. A Village Manager and his/her team will ensure that the facilities and maintenance of the property are kept to a high standard to maintain your beautiful environment and investment. On-site management is available during the day, 5 days a week for your convenience.

How do residents have a say in the operation and maintenance of the village?

Residents are encouraged to elect a Residents Committee which meets on a regular basis to:

- Provide feedback to the Village Manager on preferred activities and optional services.
- Make recommendations to modify the Village rules.





Apartment Features

Most apartments feature a large, north facing balcony suitable for relaxation and entertaining. Each apartment has been designed for ease of living with spacious bedrooms and bathrooms that allow for modifications if required in the future.

While the apartments have been cleverly designed to maximise natural light, be warm in winter and allow for cooling breezes in summer, we have also allowed for reverse cycle air-conditioning to your apartment to provide you with further year round comfort. The clever passive heating and cooling design for your apartment should mean comparatively lower energy required to light, heat and cool your apartment.

Can I make changes to my apartment?

You are welcome to discuss with your Village Manager any changes you would like to make within your apartment. You may choose to change paint colour and floor coverings at your own expense. Decorating to your own personal taste with approved picture hanging and non-structural additions such as shelving and storage is allowed.

Depending on the nature of the request, we may allow changes to the apartment prior to settlement. However, if you are unable to complete your purchase for whatever reason, we may ask you to meet the costs of any changes we need to make.

What is the assistance you can provide to my independent living unit?

We can organise a range of personal services for you in your unit. We can assist you to access government subsidised services or if available, private fee for service care and support services.

A St Luke's Green Serviced Apartment package includes:

- 3 meals a day which are prepared on-site. These meals can be arranged to be delivered to your apartment or you are welcome to eat in the dining room.
- Fortnightly cleaning of your unit
- Fortnightly changing and washing of your linen and towels

Other extra services include:

- In-home housekeeping service (cleaning and laundry)
- Personal care assistance – e.g showering, medication prompting
- Shopping and errands
- Care recommendations and health checks
- Liaison for specific care based services and organisations – including ACAT checks and arranging community care packages.



Security

Access to your apartment floor is controlled by electronic swipe and/or by intercom which you can control from within your apartment. Access to the village during the day is through the main reception and in the evening the village is secured and only accessible by residents, however your video intercom will allow visitor to access your apartment via the basement or ground floor gates and lifts.

What happens if there is an emergency?

A 24 hour emergency call service is provided by Safetylink. The emergency buttons are located in your apartment in the bathroom and main bedroom and if required our system can be adapted to a waterproof pendant that is worn at all times for your peace of mind. You will need a telephone land line connected to your unit and a handset in your unit to connect to the emergency call system.

Will I be able to move to the Residential Aged Care if I need to?

As a resident at St Luke's Green we will be able to assist you in remaining in your independent living apartment or assist in your move to our boutique aged care home.

What about organised social activity?

You can do a little or a lot, the choice is yours! We will organise a range of social events, including dinners, theatre and gallery trips, guest speakers as well as special interest groups such as Bridge, Mah-jong, knitting, reading and gardening groups, just to highlight a few.

Can family and friends stay?

Friends and family are welcome to stay with and use the communal facilities while in your company. We would appreciate however, for the security and peace of mind of other residents, that you inform the Village Manager when you are expecting overnight guests.

Can I bring my pet with me?

We recognise some residents enjoy the companionship of pets. We accept small well trained pets in the village, but as you will appreciate, this must be balanced with the practicalities of apartment living and the comfort of all our residents. The guidelines for keeping pets are detailed in the village rules.

What Communal and Recreational Facilities are available at St Luke's Green?

The community spaces on ground floor of the Bougainvillea Building are available to all of our residents to use. The large multipurpose/lounge area can be used for Thai-chi, movies, dinner functions etc. We also have the café, dining room, gym and outdoor terrace/ BBQ area.



St Luke's Green

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What about parking for me and my visitors?

If you drive, a space will be available for you to park in the secure basement. You must have a current drivers licence and the vehicle must be registered. Visitors, friends and family may park in the allocated visitor car spaces.

What about extra storage?

Additional lockable storage is available in the basement area.

What if I go away on holidays?

Enjoy yourself! We can collect the mail and water your plants until you come home.

Gardens & Maintenance

General Maintenance and cleaning of the common areas is our responsibility, if you require maintenance in your apartment such as changing a light bulb we are able to assist. Gardens are maintained by our onsite team.

Garbage Disposal

A waste disposal room is located next to your lift at car park level, there are bins for both recycling and general waste.

Smoking

St Luke's Green is a non-smoking village.



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