



Retirement village residents' rights



IMPORTANT

The Act continues to protect you even if you are the last resident left in the village.



QUICK TIP

The process for termination for change of use is set out in section 136 of the Act.

What to do if you hear that the village may close

The operator of a retirement village may advise you that they intend to close the village. This factsheet has been prepared to assist you, and your family, to understand your rights in these situations.

Informal advice of closure

An operator may call a meeting of all residents, or distribute a letter, advising of their plans to close the village at some time in the future. It is important to understand that you do not have to move out, or even start looking for other accommodation, at this stage.

Retirement villages are marketed as offering permanent accommodation. Many residents elect to live in a retirement village because of the security of being able to live there for the rest of their lives.

Relocating elderly residents who have lived in a retirement village for many years can be quite traumatic and stressful. The *Retirement Villages Act 1999* recognises this and provides a lengthy and stringent process if an operator wishes to close a retirement village. The emphasis is on ensuring that the rights of residents are adequately protected.

It is important to remember that even though the operator may say the village is closing it may never happen, or if it does it may not be for a number of years.

Purpose must be change of use

There may be any number of reasons as to why an operator may wish to close a village. The operator may wish to use, or to sell the site to a developer, for some other purpose than as a retirement village.

For example, the site may be used to provide housing to non-retirees or turned into a

shopping centre. This is known as a "change of use" and is provided for under the *Act*.

In some situations the operator may wish to sell the site to another operator with vacant possession, or they may want residents to vacate simply to enable higher fee paying residents to move in. These reasons are not considered to be a "change of use". Attempts to evict residents or coerce them into vacating in these situations would be in breach of the *Act*.

Need for development consent

It is vital that the operator first obtain development consent and any other necessary approvals in respect to the proposed change of use. Until this happens you do not have to think about moving. Remember that the development consent may be declined.

Residents have the right to lodge submissions with the local council at the time that the operator seeks the development consent.

What is the 1st formal step?

You must be given at least 12 months' written notice of the operator's intention to apply to the Consumer, Trader & Tenancy Tribunal to terminate your contract. The notice must be in the form prescribed by the legislation.

Do I have to leave once I have been given formal notice?

No. This is one of your most important rights as a resident. You do not have to move out until ordered to do so by the Tribunal. If you receive a notice you should obtain immediate, independent advice as to what you should do next.



IMPORTANT

The Tribunal must be satisfied that the proposed change of use is appropriate.




QUICK TIP

The intention to seek termination form is set out in Schedule 10 of the *Retirement Villages Regulation 2000*.



Other fair trading information

- Business names
- Running a business
- Co-operatives
- Tenancy
- Property management
- Selling your home
- Conveyancing
- Strata schemes
- Home building
- Product safety
- Buying a car or boat
- Credit
- Shopping
- Retirement villages
- Residential parks
- Other fair trading issues

 13 32 20
business hours

You have the right to put your case to the Tribunal. The Tribunal may or may not make a termination order. It may take into account factors such as your age, health condition and need to remain in the village. It may also consider any undertakings given to you when you moved in as to how long you could stay in the village.

The operator must prove their case. Even if the Tribunal does make an order for you to leave it may allow a long period before you have to go.

Does the operator have to offer or help find alternate accommodation?

Yes. The Tribunal will not end a contract unless it is satisfied that the operator has obtained or offered you alternative accommodation.

Such accommodation must be of approximately the same standard as your current premises. This may be at another retirement village or in the general community. Importantly, it must also not cost you more to move into or live in than the one in the village.

Must I accept any offer?

No. The alternative accommodation must be acceptable to you, unless your rejection is unreasonable. You may reject an offer that is not of the same standard or where it is going to cost you more to live there. If you have close links to where you are living you may

also reject offers which are too far away. Remember that the first offer may not be the last one and that a more suitable place may become available later on.

Can I voluntarily move out?

You can elect to leave at any time rather than staying and going through the Tribunal process. This should be your own decision. You should not feel pressured into moving or feel that you have to go because other residents have already left.

Am I entitled to compensation?

Yes. If the Tribunal terminates your contract it may order the operator to pay you compensation for removalist and utility expenses. The operator may also be ordered to compensate you if your new place will cost you more or if you will lose access to services or facilities. If you voluntarily vacate you should still negotiate with the operator to be paid compensation before you move.

Where to get more information

Fair Trading Centres

Tel. 13 32 20

TTY Tel. 9338 4943

Telephone service for hearing impaired.

Language Assistance Tel. 13 14 50

Ask for an interpreter in your language

www.fairtrading.nsw.gov.au

This fact sheet must not be relied on as legal advice. For more information about this topic, please refer to the appropriate legislation.