

Frequently Asked Questions

St Luke's Green

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There is a lot of important information you should consider before deciding to move into a Retirement Village. St Luke's Green FAQ has been developed to provide transparency to enable you to make an informed decision about whether or not retirement living is for you.

Purchasing an apartment in a Retirement Village is not the same as purchasing a freestanding home or strata apartment. It is important to seek legal advice and clarification on any questions or concerns you may have before entering any agreement with us.

Frequently Asked Questions

Retirement Living at St Luke's Green

What is St Luke's Green?

St Luke's Green is an integrated seniors' community featuring independent retirement apartments and a boutique aged care home. 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.

Will 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 become a registered interest holder under a 99-year sublease. This lease provides you with the exclusive right to reside in your unit. As a resident at St Luke's Green you will have the right to use the village's amenities, community facilities and common areas.

Will I pay stamp duty?

There is no stamp duty payable when purchasing at St Luke's Green.

When will I get my money back once I move out?

The exit entitlement is payable to the former resident within 14 days of the settlement date for the resale of the apartment. As part of the QLD legislation for Retirement Living, the scheme operator must buyback your apartment if it has not been sold within 18 months after your contract has been terminated.

How do I know my lease is secure?

Your lease is registered on the title deed for your unit and is lodged with the Department of Natural Resources, Mines and Energy. Additionally, the Retirement Villages Act 1999 (QLD) provides comprehensive protection to all owners of retirement village units. These protections will be explained fully in your residence contract.

How is the village managed and operated?

Greengate build our communities/villages with our residents in mind, and employ a professional team to look after the comfort and wellbeing of our residents. 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 home. On-site management is available during the day, 5 days a week, for your convenience.

Does Greengate endorse the Retirement Living Code of Conduct?

The Retirement Living Code of Conduct is a voluntary industry code initiated by retirement communities across Australia. Operators who are Signatories are making the commitment to current and potential residents and other stakeholders to adhere to the Code commitments, values, principles and rules. Greengate is a signatory to the Code of Conduct. A copy of the Retirement Living Code of Conduct is available on the Greengate website or you can request a copy from the Village Manager.

The Australian Retirement Village Scheme (ARVAS) is the accreditation scheme for the retirement village and seniors housing operators. The ARVAS Standards are designed to work directly with the Retirement Living Code of Conduct. The ARVA Standards are currently a voluntary scheme for operators in Queensland.

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

Our Residents Committee 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.

What are the apartment features?

The apartments feature a large, terrace or balcony suitable for relaxing and entertaining. Each apartment has been designed for ease of living with spacious bedrooms and bathrooms that can adapt to your needs as they change. While the apartments have been cleverly designed to maximise natural light, be warm in winter and make the most of cooling breezes in summer, we have also provided for reverse cycle air-conditioning to every apartment to provide further year-round comfort. The clever design of your apartment should mean comparatively lower energy costs 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 encouraged. 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 undertaken.

What type of assistance can you provide in my apartment?

We can organise a range of personal services for you in your apartment.

Our Serviced Apartment packages include:

- 2 meals a day which are prepared on-site. These meals can 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.

These services can be arranged regularly or on an ad-hoc basis. Simply have a chat at reception to book in services if and when you require them.

Is the building secure?

Access to your 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 only accessible by residents, however your video intercom will allow visitors to access your apartment via the basement or ground floor gates and lifts. The village is also fitted with CCTV cameras throughout for your safety.

What happens if there is an emergency?

A 24-hour emergency call service is provided by SafetyLink. The emergency buttons are located in the bathrooms and main bedroom. We can also provide a waterproof pendant that is worn at all times for your peace of mind. You will need a telephone land line and a handset in your apartment to connect to the emergency call system.

Are there any social activities?

You can do a little or a lot, the choice is yours! The village special interest groups provide social benefits to the residents, as well as, opportunities to pursue hobbies and learn new skills. Ask about the community groups when visiting St Luke's Green as these can change depending on the interests of the residents living in the village.

Can family and friends stay?

Your friends and family are welcome to stay and enjoy the community facilities while in your company. Overnight guests are welcome, however we would appreciate, for the security and peace of mind of other residents, that you inform the Village Manager when you have someone staying with you.

Can I bring my pet with me?

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 community areas are there at St Luke's Green?

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

What about parking for me and my visitors?

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

What about extra storage?

St Luke's Green has lockable storage cages in the basement area. Enquire into availability and sizes accessible if you want to make use of this feature.

What happens if I go away on holidays?

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

Who looks after the gardens and maintenance?

General Maintenance and cleaning of the common areas is our responsibility, and so is the maintenance of the gardens. If you require maintenance in your apartment (such as changing a light bulb) we are able to assist. Please visit us at reception to book a time with our handyman.

Where do I put my rubbish?

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

Can people smoke in the village?

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

What happens if I can no longer live independently in my apartment?

St Luke's Green Aged Care home is located adjacent to the Retirement Village and features 60 individual suites catering to a range of care needs.

Our Care Team will be able to assist you with your transition into 24-hour care either on a short term or permanent basis. Whilst we can never guarantee an aged care suite, we will do our best to prioritise our residents to ensure ongoing care needs are met.

Our Village Manager and Sales Team will be on hand to help navigate the vacation and sales process for your apartment if and when the time comes.

If you have any further questions about St Luke's Green, please do not hesitate to call us on 07 3129 9075 or email us at stlukesgreen@greengate.com.au - we love to chat just as much as you do.