

**MT LA VERNA
RETIREMENT VILLAGE**

**VILLA
HANDBOOK**

Mount La Verna Retirement Village (Inc.) is a Catholic non-profit organisation incorporated under the Associations Incorporation Act. The Village was established to provide an exclusive residential development for Senior Citizens offering Companionship, Security, Quality of Life, Pastoral Care and Peace of mind.

The Village is set in a pleasant landscaped environment surrounding the Church of St Theresa. There is an internal access road allowing visitor parking and easy access for service providers.

The complex occupies the entire site with a 41 bed Hostel, Resident's Community Centre and 33 independent living villas with a choice of three bedroom and two bedroom villas.

The Board of Management manages and controls all of the business of the Association in accordance with its Constitution.

**MOUNT LA VERNA RETIREMENT VILLAGE (Inc.)
INDEPENDENT LIVING VILLAS**

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THE VILLAS

Residents in the two and three bedroom villas are secured by contract with the Mount La Verna Retirement Village (Inc.).

Tenure is in the form of a license agreement and Resident Funded Loan to management, which is refundable upon termination of the contract in accordance with a formula explained at interview and set out in the contract.

This arrangement is in accordance with the Retirement Village Act and current Code of Practice for Retirement Villages.

GAS, ELECTRICITY, TELEPHONE & WATER

All Villas are serviced independently by the suppliers of electricity, gas and telephones and connection of these services is the responsibility of the tenant.

Prior to entry it is necessary for the tenant to arrange with the gas, electricity and telephone utilities to connect the service in their name. All Villas are independently metered for gas and electricity and the tenant will be billed directly for these services and for the telephone from their supplier.

As air sometimes gets into the gas lines when the Villa has been vacant for a time and the gas has been turned off, it may be necessary to have the lines bled by a licenced plumber. This is arranged and paid for by Mt La Verna and all that is required is for the tenant to inform the CEO that the gas has been connected so that the system can be tested and the plumber called if needed. This must be done prior to entry to avoid having a cold shower on your first night as a resident of the Village.

Water rates are included as part of the fortnightly maintenance fee so you will not receive a separate account for this, however water usage charges are billed from the Administration office at the time that the Village is billed by the Water Corporation. This is billed at the charitable rate. All Villas have sub meters. If you have any concerns about the reading, you are welcome to ask that it be checked.

GARDEN MAINTENANCE

Maintenance of the front lawns and gardens of the village is the responsibility of management, however this does not preclude residents from

tending to their front gardens if they wish to do this. Maintenance of the back yards is the responsibility of the tenant.

At the present time a Gardener/ Handyman is employed for 10 hours per week, of which 4 hours is allocated to the Villas. As can be expected from his title, his tasks do not just encompass gardening, but also extend to general repairs in the Villas and the Hostel.

In addition to this position there are two contract gardeners who work at the Village for two days per month. The majority of their time is spent at the Hostel, however they do attend to the gardens of the common areas such as the Community Centre, road verge on the driveway into the Village, and the North Beach frontage to the Villas.

A lawn mowing contractor is employed to cut the front lawns of the Villas and he is also engaged in a private capacity by a number of the Villa residents to cut their back lawns.

The gardening provided to the front lawns and gardens of the Villas is a maintenance service, which means that it entails general pruning and weeding, reticulation repairs and work to ensure that plants do not interfere with building structures. It does not include additional input such as planting new shrubs, replacing others that are 'not preferred', or skilled pruning of roses etc.

This does not preclude residents from doing this sort of work themselves, or arranging for an external contractor to do it, however it must be recognized that if a resident wants to plant additional rose bushes etc., then this comes with significant, ongoing maintenance work that adds pressure to our gardening resources. It is therefore important that residents bear this in mind so that they plan for the additional maintenance work themselves.

RETICULATION

Each of the Villas has its gardens reticulated from its own reticulation controller.

There is a schedule of watering times set by the Water Corporation and each controller has been programmed to come on at a day and time specific to that Villa. The schedule is posted on the notice board of the Community Centre for you to refer to if necessary.

If you have any problems with the reticulation for your Villa you should fill out a green maintenance form so that the gardener can attend to your request. Please do not attempt to adjust the controller yourself, or ask family members to do this for you as it is important that the schedule is adhered to.

Just like a suburban household, we are subject to the same rules and regulations regarding watering times. Reminders of sprinkler bans and the lifting of these is provided by way of memos from time to time.

When sprinkler bans are in place, please do not switch the controller off at the mains as this will cause the battery backup to go flat and for the program to be lost. If you are unsure of how to switch it to the 'Rain' or 'Off' setting, please complete a green maintenance form and the gardener will attend to it for you.

RUBBISH COLLECTION

Rubbish is collected on Mondays.

The City of Stirling has asked that bins be placed along the Northern verge of the two main roads running through the Village. Bins cannot be left at the end of the cul-de-sac along the roadway leading from Ufton Street, and tenants from the end of this road are asked to leave them near the Community Centre as the truck is too large to manoeuvre in the confined space.

Similarly residents from Villas 16 – 20 are asked to bring their bins up to the main roadway to make it easier for the truck driver to empty them.

Bins must be placed at least 1metre apart to allow the lifting arm to fit between each one.

Currently the City of Stirling does not have a recycling bin so all rubbish is placed in the one bin.

It would be appreciated if bins could not be placed out before sundown on the Sunday evening so as to avoid any interference with Church traffic.

MAINTENANCE SERVICE

The Village provides a maintenance service for the general repair and upkeep of the Villa buildings. This is included as part of the fee that you pay each fortnight.

In order to facilitate repairs there is a green form, “Maintenance Work Order Form”, which needs to be completed and lodged at the Reception Office before the work can be undertaken. Urgent items will be attended to as soon as possible, while the less urgent items will be placed in order of priority.

Some of the more common requests for maintenance that come to the office are:

- Repair of leaking taps.
- Fixing broken runners and catches on the security doors and sliding doors.
- Repair of leaking toilet cisterns.
- Reticulation repairs and adjustment of reticulation controllers.

Pest control is included as part of the fortnightly fee. Termite inspections are carried out once a year and spraying for general pests is carried out six monthly. There are several bait stations located around the Village to help control rats and mice. As we are close to Lake Gwelup, you will probably notice the odd rodent in the vicinity. We control these with the bait stations as best we can.

There is also a program of planned maintenance items that are included in the budget each year, such as external painting, and a reserve fund is maintained to cover these types of expense items.

The reserve fund is also used for carpet replacement and interior painting when that is considered necessary.

It should also be noted that it is the resident’s responsibility to ensure that the premises are kept in good repair and in a clean state.

Replacement of light globes, repair of window treatments and blinds, installation of picture hooks, and repair of personal items are not part of the routine maintenance carried out by the Village maintenance staff and this is the responsibility of the tenant.

Providing that the Maintenance staff have the time to do this work and it is within their area of expertise, then it is possible to have them carry out the work if you wish. However, please be advised that there will be a charge for this. They would be happy to give you an estimate of the cost before proceeding with the work.

CARE OF THE VILLA BY THE TENANT

It is incumbent on the tenant to keep their Villa in a satisfactory state of repair and cleanliness. Where the resident has been negligent in this regard they may be liable to pay for the cost of any repair or refurbishment of the residential premises.

It is therefore important for any repair items to be reported to Management as soon as possible so that these do not become big issues.

Where the Villa is left in a state of disrepair on termination of the contract, the resident will be required to pay for any clearing or cleaning of the residential premises carried out by the village and for the costs of any necessary refurbishment other than that due to fair wear and tear. Any such refurbishment is identified at an exit inspection.

These costs may be deducted from any refund to which the resident is entitled.

Where refurbishment is considered to be at the expense of the tenant, an itemised schedule of works and estimated cost of works will be provided in writing to the tenant/representative.

PEST CONTROL

The Village is currently serviced for pest control by Swan Pest Control.

Every six months the pest controllers spray for general pests and check the rodent control bait stations and replenish these if necessary.

Once a year they will do an inspection of the premises for white ants inside and out. You will be given sufficient advance notice by memo when this is about to occur.

It is impossible for the pest control firm to eliminate all pests completely although a thorough job is done by them at the six monthly intervals. In the interim some service is provided by Maintenance staff although they cannot be expected to attend to these requests immediately because of other demands. Residents should use household spray to control the odd intrusions of ant, cockroaches etc.

ALTERATIONS AND ADDITIONS

Any alterations or additions that you would like to make to the Villa require the approval of the Board before you are permitted to go ahead with these.

The approval is granted as per the conditions of Clause 8 to Schedule 1 of the Resident Contract, which are as follows:

You are responsible for the purchase, installation and any maintenance costs associated with the item and it must be installed by a suitably qualified tradesman.

Upon termination of the Resident Agreement the modifications, where Mount La Verna does not require their removal, will become the property of Mt La Verna and no compensation is payable to the tenant for the value of them.

SECURITY – DURESS ALARMS

Mt La Verna Retirement Village has a 24 hour emergency call system. This is activated by pressing any of the various call points located throughout the Villa or by pressing the personal duress pendant. The alarms are monitored by an external monitoring company who will respond by alerting the security firm to attend the emergency.

If the emergency is life threatening it is recommended to call the emergency number of 000 immediately.

Any accident/false alarms are to be telephoned through to the Monitoring Company quoting the personal identification number to avoid imposition of a Call out fee. These details are provided in a laminated pouch that should be kept close to your phone.

If the Security Company responds to the Call out a fee will be charged to the resident for this. Currently the fee is about \$126.00 which may change from time to time.

In the event of an emergency, if the patrol officer cannot gain access to the residents residential premises they will be able to obtain duplicate keys which are held in a locked key cabinet in the Hostel Administration area.

If hospitalisation is required, a person will normally be taken to the nearest public hospital as determined by the St John Ambulance officers.

Residents are reminded that staff from the Hostel are unable to attend emergencies in the Villas as they have a duty of care to the Hostel residents and are unable to leave the hostel while they are on duty.

If the alarm is activated accidentally the buzzer will sound and the blue light in your carport will flash. To disable these you will need to turn the switch off that was activated.

In the case of the red buttons like the ones in the bathroom and toilet, these are reset by twisting the red button in an anti-clockwise motion. The switch will pop out and the alarms will turn off.

In the case of the switches which have the same type of button as the light switches, just simply flick it back the other way and the alarms will turn off.

If intruders are seen within the Village grounds after hours it is acceptable to send an alarm to the security firm to attend. These types of call-out will be paid for by Mt La Verna.

A check of the security alarms and smoke alarms is carried out once per year to ensure that they are all working correctly. This is usually performed by one of the Board members in conjunction with the CEO.

The Village is patrolled four times each night by Wilson security guards.

At 7:00 pm the front gates are locked and the guard does a welfare check of staff in the Hostel.

At 10:50 pm the guard opens the rear gates to escort Hostel staff at the end of their shift and then does a walk around of the Village to check on security and ensure gates are locked.

Between 12:00 am and 5:30 am the guard will conduct one more walk around to check on security.

At 5:30 am the guard opens the North Beach Road gates and conducts a welfare check with Hostel staff.

FRONT AND REAR GATES:

The front gate on North Beach Road is closed by security about 7:00 pm every night and reopened at 5:30 am in the morning.

After 7:00 pm entry to the Village can be gained through the lower of the two rear gates on Ufton Street. This gate is permanently open, while the top gate at the Hostel is almost always closed. This gate is only opened at night to let Hostel staff in and out, for Sunday Mass and on other occasions such as funerals to allow the overflow of traffic onto the road verge outside the Village.

Please ensure that the side gate at the North Beach Road entrance is closed and locked behind you after use.

EMERGENCY INFORMATION

In the event of an emergency it is helpful for those attending if there is next of kin contact details and medical information available within easy access in your Villa. For this reason we have provided a *Self Care Resident Information* sheet for you to complete.

The process that should be followed is for you to complete the information on the sheet and keep it pinned to the inside of the built-in wardrobe in the main bedroom. In the case of an emergency, the information can be accessed to contact next of kin, Doctors etc. and to provide Paramedics with certain information they might require in case of the need for admission to hospital.

Confidentiality of the information is maintained and would only be used in the case of an emergency. It is recommended that you complete this.

If you would like to have the form laminated after completing it, please bring it to the office and the Receptionist can do this for you at no charge.

Contact details of next of kin are also kept locked away in Reception in case there is any need for office staff to contact these.

Please let Reception know when there is a change of details so that your information can be updated.

MOUNT LA VERNA RETIREMENT VILLAGE INC.

SELF CARE RESIDENT INFORMATION

Please complete the following details for use by Hostel Staff in case of emergency.

Surname: _____ **Given Name** _____

Preferred Name _____

D.O.B. _____

Next of Kin _____ **Relationship** _____

Address _____

Telephone No. _____ **(Work)** _____ **(Home)**

Next of Kin _____ **Relationship** _____

Address _____

Telephone No. _____ **(Work)** _____ **(Home)**

Doctor _____ **Telephone** _____

Pension No. _____ **Medicare No.** _____

Pharmaceutical No. _____ **Ambulance Fund** _____

Private Health Fund No. _____

Allergies: (Drug, Food, Environment) _____

Signature: _____ **Date:** _____

ABSENCES

Could you please let Reception know of the dates that you will be absent from your Villa to go on a holiday, or perhaps you might be going into hospital.

This will assist the office with any enquiries that they receive on your behalf while you are away, or to help deal with any maintenance issues that may arise during this time.

COMMUNITY CENTRE USE AND HIRE

The Community Centre is available for the amenity of all Village residents including Hostel residents. There is a fully functional kitchen and a gas bar-b-que. There is a pool table, wide screen TV and various board games for the use of all residents plus a small library for book exchange.

There is a set of by-laws that govern the use of the Centre and a copy of these are posted on the notice board in the Centre.

The Community Centre is able to be hired for functions such as the celebration of residents' birthdays etc. A small fee is payable for this and bookings are made through the booking officer who is one of the Villa residents.

Please note that hiring is restricted to residents of the Village and hire to the general public, or family members for their functions is not allowed.

Supervision of visitors, particularly children, is the responsibility of the resident as well as disposal of rubbish.

The Community Centre is provided for twelve Church functions each year as requested by the Parish Priest.

HAIRDRESSER

A hairdresser visits St Francis Hostel twice a week on Wednesdays and Fridays.

Residents of the Villas are able to make appointments with her through Reception at the Hostel.

CONTENTS INSURANCE

Insurance for the contents of the Villa is the resident's responsibility.

It is also advisable to take out public liability to insure against certain events.

The Village is able to arrange contents and public liability insurance through Catholic Church Insurances if you like. The premiums are quite reasonable as we receive a discount for the cover from CCI.

Please contact Reception for more details.

MEALS

It is possible to order and collect meals prepared from the Hostel kitchen if you wish. There is a charge associated with this at \$7.50 per meal presently.

As the Hostel is limited in the number of additional meals that it can provide, it is not possible to provide meals for your visitors.

Meals must be ordered and paid for at least 24 hours prior to them being required. Payment can be made for multiples of meals at the one time.

Meals are to be collected from the kitchen by 12:00 midday. They will be ready for collection at approximately 11:45 am.

RESIDENTS' SOCIAL COMMITTEE

The Residents' Social Committee provides opportunities to socialise via games and other happenings in the Community Centre plus meals and/or outings.

Some of the regular activities are Bingo, Rummiking and Sundowners.

All are welcome to participate in these occasions.

If you wish to join in any of the above there is an annual fee of \$10.00 per person payable in January of each year. Apart from covering occasional coffees, teas and washing up necessities, some of the funds are put to subsidising occasional outings and the Christmas dinner.

The \$10.00 can be paid to the Social Committee Treasurer.

INDEPENDENT LIVING UNITS RESIDENTS' COMMITTEE

The Independent Living Units Residents' Committee meets in the Community Centre bi-monthly on the second Tuesday of the month at 10:00 am.

The function of the residents' committee is to consult with the administering body on behalf of the residents about the day-to-day running of the retirement village and any issues or proposals raised by the residents.

Preferably the committee should be run by the residents as it is your committee. The Mt La Verna committee is currently chaired by one of the Board members with secretarial support provided by one of the residents.

At the June meeting of the committee the Village budget is included on the agenda for discussion and input from residents. Suggestions are welcomed.

Occasionally guest speakers will be invited to give presentations after the bi-monthly meeting has concluded.

The Annual General Meeting (AGM), in conjunction with the AGM of the Mt La Verna Retirement Village Incorporated Association, is held in October and the annual financial report for the Village is tabled.

The financial reports of the Association are audited each year by a firm of professional Auditors.