

General inquiry document

Current as at (insert date):

This general inquiry document must be provided to you as a prospective resident or as a representative acting on their behalf.

Village details

Name of retirement village:

Street address:

Website:

Residency in this village is available under (tick one or more):

☐ strata title

☐ community title

☐ leasehold

☐ rental only

☐ non-registered lease/licence

☐ company title

☐ other (specify)

Management details

Name of operator:

Number of Retirement Villages in NSW:

Year the village started operating: (insert year)

Is the operator a member of an industry association? Yes No

Contact person for further information about the village:

Name:

Position:

Phone:

Email:

Accommodation details

Has construction/development of the village been completed? Yes No

Total number of homes (existing or planned) in the village, made up of:

Bedsitters: One bedroom home:

Two bedroom home: Three bedroom home:

Other (please specify):

The residential premises in the village are: (tick all that are applicable)

Independent living units (self-care)

Assisted care units (serviced apartments)

Single-storey homes

Multi-storey buildings

Is there an aged care facility on-site or connected to the village? Yes No

Note: Aged care facilities are not covered by the *Retirement Villages Act 1999 (NSW)*. Entry is subject to availability and eligibility.

Financial matters

The asking price to enter the village is currently:

\$ or ranges from \$ to \$

The ongoing fees to live in the village: \$ per

or ranges from: \$ per to \$ per

Do residents pay a departure fee when they leave? Yes No

Do residents share in any increase in the property's value (capital gains)? Yes No

(Other fees and charges may apply.)

Village facilities and services

Facilities and services available at the village include:

On-site manager	Village bus
Emergency call system	Restaurant
Dining room	Shop
Library	Community room/centre
Arts and crafts room	Activities/games room
Medical consultation room	Visiting hairdresser
Swimming pool	Tennis court
Bowling green	Gym
Chapel/prayer room	Workshop
Storage area for boats/caravans	Optional services (e.g. meals, laundry and home cleaning)
Other (specify):	

Village life

Are pets allowed in the village?	Yes*	No
Can residents do their own gardening?	Yes*	No
Are there organised social activities in the village?	Yes	No
Are there any village rules currently in effect in the village?	Yes	No
Does the village have a residents committee?	Yes	No

If yes, name of secretary or chairperson:

Phone number or email:

* Conditions and restrictions may apply.

More information

This document gives a current and general overview of the village. Some information may change over time

Before you decide to move into a retirement village, it's a good idea to read NSW Fair Trading's guide '[Moving into a retirement village](#)'. It explains how retirement villages work and includes a helpful checklist for new residents.

To estimate the costs of moving in, use the Retirement Village Calculator at rvcalculator.fairtrading.nsw.gov.au

If you move into a village, you will receive a disclosure statement and village contract. These documents explain your rights, responsibilities, and the details of your agreement. For more information, visit nsw.gov.au/fair-trading or call 13 32 20.