



## Frequently Asked Questions

### Who has Piara Waters Lifestyle Resort been designed for?

Piara Waters Lifestyle Resort is new and unique to WA, specifically designed for an independent, healthy, and active lifestyle appealing to a younger group of empty nesters and early retirees who are young at heart and independent. Our aim is to create a community that all Resort Homeowners or members can enjoy.

Piara Waters Lifestyle Resort has been designed for people who:

- no longer want a house or apartment in suburbia;
- want to live independently within a vibrant community;
- do not have a child permanently living with them; and
- do not need or want the level of care or assistance provided in a retirement village.

Within our community you will find any number of people.

Some of these people will be working full time or part time, whilst others may be fully retired and not working at all.

Many love to travel for extended periods and enjoy the ease and freedom of being able to 'lock and leave'. Whilst others love to just 'stay and play' because it feels like being on holiday every day! However, no one will have children permanently living with them.

Some will be couples who have raised a family in the suburbs, who with their children off their hands, are now ready for 'me time'. They are people who want to downsize, free up cash, and are looking for a modern, new home without the maintenance of a large property which feels like a ball and chain. Up to 40% of the community will be single, divorced, or widowed folk who cherish their independence but are looking for more opportunity for connection and friendship which is more challenging to accomplish in single home or apartment in suburbia.

Many homeowners will be people who want to maintain a very private life just staying connected to their family and friendship base. They will love to read or tinker in the garden, and only participate in community gatherings occasionally.

The community will also attract the very social and active personalities who love arranging or participating in larger gatherings and social settings. They love golf, bowls, swimming, music, dancing, singing or amateur theatre. They are up at the crack of dawn and down at the gym...or they are sleeping late because, well, the night before was too much fun!

Basically, anyone and everyone can find (or not find) like-minded souls and enjoy what Piara Waters Lifestyle Resort has to offer.

## Is Piara Waters Lifestyle Resort the right fit for everyone?

No.

Piara Waters Lifestyle Resort is not a retirement village and is not set up to provide the level of care or assistance provided in a retirement village. If you need that level of care or assistance, Piara Waters Lifestyle Resort will not be right for you.

While homeowners live independently, Piara Waters Lifestyle Resort is also a community, where homeowners need to respect the rights of other homeowners (in the same way as you want them to respect yours). If you are unwilling to unable to respect the rights of others within the community, Piara Waters Lifestyle Resort will not be right for you.

Our sales team and Resort Managers will assess and advise if the Resort seems the right fit for interested potential homeowners. Please note, Piara Waters Lifestyle Resort reserves the right to refuse a sale and lease application where we believe the Vision or Values created for the Resort or its Homeowners may be compromised.

## What are the main reasons people give for moving into a Providence Lifestyle Resort?

Everyone has different reasons but here are the most common ones we have found...

*It's like a first-class resort!"*

*"It's like being on holidays every day"*

*"There's always something to do here and someone to talk to".*

*"I want to feel safe at night so having a gated community gave me that peace of mind"*

*"I am tired of maintaining gardens and a big house. We want a lock-n-leave home so we can zip off with the caravan anytime we want to."*

*"I want a brand-new house as our current one needs major renovation"*

*"I like having a heated pool ready for me to use without having to maintain it!"*

*"No entry and exit fees were a big draw card for us"*

*"I live on my own, so I want to be around similar like-minded people rather than relying on my adult children as they are so busy these days".*

*"We wanted to free up some cash now that the kids have all gone"*

*"We didn't like the idea of paying our hard-earned savings on stamp duty, so this was a great solution".*

*"I like being able to have a stroll in the evening or late night and feeling totally safe".*

*"Being busy was important to us as we often felt a bit bored and restless at our home since we retired. There is so much to do at the Resort we can be as busy and as active as we please."*

## Who is behind the Piara Waters Lifestyle Resort?

John Wood is the founder of NLV (National Lifestyle Villages) which began in 1999 and went on to establish 14 successful Villages in WA, Victoria and NSW. In 2020 John established Providence Lifestyle Resorts with 4 initial locations - Mandurah, Haynes, Henley Brook and Piara Waters.

John is an expert in the field of creating fabulous lifestyle options for those who are relatively young but want to downsize around like-minded people after their nest is empty. He is a big believer in the health benefit of social interaction and being able to live in a safe and secure environment.

John had been working on the Piara Waters project for over 7 years before finally obtaining the Development Approval (DA) to build the Community. John has shown his determination and belief in his vision along with his desire to offer a solution to affordable resort style living for those over 50. The Piara Waters Lifestyle Resort will enjoy the benefit of all John's learnings over the years.

## Can you tell me about the Resort and House designs?

The biggest community John has developed in WA has 475 homes and the smallest, 200. Piara Waters Resort will consist of **247 Homes** making it not too big and not too small. The community is situated on 10 hectares (about 30 acres) and runs from Warton Road to Southampton Drive. It is about 300m from CY O'Connor's Tavern Bistro and the newly constructed local shops.

So much goes into the vision, design, and implementation of the Resort as we want it to be a beautiful, peaceful place to live. A big team is involved...from our Civil Consultants, Electrical engineers, Plumbers, Landscapers, Architects, Interior Decorators and more. Most of these partners in the resort have worked with John over the years and specialise in lifestyle community developments.

Our Design Team has created street elevations and roof lines to complement a holiday lifestyle. We ensure that the combination of house colours and variation of front house facades gives an interesting street scape. An important part of this is also the landscape design. Existing mature trees and those we plan to introduce will give the Resort an established feel as well as offering plenty of shade in the summer months.

The homes are architect-designed are constructed with reinforced concrete pads, steel and timber frames, fibre cement weatherboard walls, and Colorbond roofing. They have excellent sound proofing, insulation and comply with the new Bush Fire ratings.

Every home is designed with your enjoyment of life in mind, creating a relationship between indoor living space and outdoor entertaining areas.

All homes are built on independent housing lots, with no common walls. That's why we have named all the home designs something different – something special.

Our award-winning Architect, Richard Hammond, specialises in community living projects and the design philosophies include connected indoor/outdoor spaces, cross flow ventilation and good solar orientation.

## Do your homes compare favourably with brick and tile homes?

Yes, absolutely. Each home is engineer-certified and built to exceed the Australian Building Standards. They will last as long, if not longer, than standard brick and tile homes. They will also have a 6-star energy rating.

In traditional brick houses the slightest ground movement can produce cracks. In contrast, the steel and timber frame homes are on a floating prestressed concrete base which are more resistant to cracks. Additionally, modular homes are faster to build, more environmentally friendly, and can be more comfortable to live in and climate adaptable than brick and tile homes.

The other benefit of the home construction is that there is very little disruption to people living in the resort as it grows. Most of the noise, mess and 'slow stuff' that happens when building a traditional brick construction over 6 to 12 months is all completed "offsite". Building off site also allows for higher quality control and strict supervision.

Once the house is ready there is only a 6-8 week disruption to neighbours, as the home is placed into position and made to look beautiful with the finishing touches.

### Is it true that I don't have to pay stamp duty?

Yes! This is because the houses are classed as a chattel and built off site and situated on the land which is leased for 60 years rather than owned.

### What happens if the Resort owner is forced into bankruptcy?

The lease is specifically designed to protect the financial security of all homeowners within the Resort and not the Resort owner.

Each homeowner has legal *security of tenure* to occupy the land and use the facilities under the terms of the lease for 60 years.

If the owner of the Resort is forced to sell, there are specific terms within the Lease to ensure any new owner must honour the leases in place.

### What is the security of tenure?

Each Homeowner purchases and owns the HOME outright. They will enter into a lease called a *Residential Site Agreement (RSA)*.

The RSA provides the right to occupy your site within the Resort and use the facilities and infrastructure for **60 years**. Simply put, you enjoy the benefits of home ownership without the financial contribution and responsibilities of land ownership.

The RSA requires each Homeowner to pay a weekly rent for the land. (site)

If or when you sell your home, the lease comes to an end and a new lease is entered into by the incoming Homeowner. That means you are completely released from the lease. A new market rental value is determined for the incoming Homeowner which will be CPI-linked for the term of the new lease.

### Are there any entry or exit fees?

There are NO entry or exit fees! This is great news!

### What facilities are provided at Piara Waters?

- Hamptons inspired Club House (under construction) with wide verandas for year-round enjoyment
- Porte Cochere Clubhouse entry - handy for uber or taxi pick up/drop off
- Lounge lobby area for socialising or relaxing with beautiful décor and double-sided fireplace
- Café / Bar (self-serve)
- Commercial Kitchen – use for Homeowners and/or caterers
- Dance Floor (ideal for big functions, shows, special events)
- Veranda Fireplace/BBQ area with comfortable patio furniture
- Library around Cafe (books donated by Homeowners)

- Music Room with Records and instruments donated by Homeowners
- Art, Hobby & Creative Art Studio
- Boutique Cinema
- Games Room with Pool table, Darts and Bar facilities
- Pickle Ball Courts (Mini Tennis)
- Bowling Green
- Indoor heated pool
- Outdoor beach entry pool and sundeck area
- Spa and sauna
- Changing Rooms with showers etc
- Equipped gymnasium
- Fabulous BBQ Pergola complete with Firepit, pizza oven and kitchenette.
- Multiple BBQ areas around resort
- Lakehouse sits over the pond and wetland area so you can enjoy the birdlife.
- Lakehouse Private dining/meeting/craft room
- Lakehouse Day Spa (soon to be in operation) for visiting beauticians/massage therapists.
- Lakehouse Lounge/coffee area and alfresco
- Communal Veggie/Herb Garden and Potting Shed
- Caravan and boat storage bays
- Car/Caravan/Boat wash down area
- Hobby workshop (tools and equipment donated by Homeowners)
- Micro-brewery
- Golf Simulator
- Dog Wash
- Secure Audio-Visual Intercom Entry
- Various water features around Resort gardens

## What is the Lake House?

It is an area that Homeowners of the resort can use to host friends, family, and grandchildren in a larger space than your home.

Positioned on top of the lake and wetlands and accessed by timber walkways. This is a pretty setting where you can relax and enjoy the birdlife.

It can be used anytime by all homeowners, or if you want it to yourself, you can just book it via the Resort Staff.

It is a great space during the day where you can have grandkids play separate to the main clubhouse area. There is also a meeting room there which combines as a private dining room if you want to put on a dinner party or special event! Our day spa will also be located there.

## What transport is available?

When Stage 3D is occupied with homes, a 12-seater “Party Bus” will be donated to the social club to be used for trips to concerts, special events etc. Several Homeowners will be included on the insurance register to drive the bus.

There is an **Electric Share Vehicle** which you can book anytime. This is super handy if you don’t have your own car and only need a car occasionally or want to downsize from 2 cars to just 1.

Once the Clubhouse is built, we will have six **Electric Share Bikes**. Enjoy the fun and freedom of having a ride on one of these new bikes! Being electric you don't have to tire yourself out!

There is public transport (busses) along the streets near Southampton Drive, with likely additional bus routes once the newly constructed High School is at full capacity. For further info refer to [www.transperth.wa.gov.au](http://www.transperth.wa.gov.au)

### What services do you provide?

Piara Waters Lifestyle Resort is all about "independent living" ... therefore we don't provide the services you would normally expect as part of a Retirement Village such as aged care support, on site Medical Practitioners, or meals.

However, just like you would in the suburbs, you can have meals delivered to your home such as Light n Easy or Home Chef as well as employ a weekly cleaner to keep your home spick and span.

In future years you may need some home help but don't need "aged care", so companies such as Silver Chain are ideal for "aging in place".

We suggest you keep an open mind as no one can predict the future... but it's good to know there will be options for you and most service providers allow for cheaper services when they have clients living in the same community.

### Why don't you provide care facilities or meals?

Providence Lifestyle is not a Retirement Village and not governed under the retirement legislation. The main point of difference is that we offer secure, resort-style land-lease living for active adults who live independently.

### How are Rent Reviews calculated?

We use the government advised Consumer Price Index (CPI) to adjust the rent each year on the 30<sup>th</sup> June. We do not use Market reviews to avoid surprising and stressful increases over the term of your lease. This is a very fair system, particularly for those on a fixed income. Each year the rent increase is CPI + 2%.

### As I am on a pension, I'm concerned that the rent increases over time could affect my disposable income.

Our intention is that today's level of affordability is maintained as closely as possible for our homeowners. Although not an exact science, and we cannot predict the future, based on historic research, the CPI + 2% calculation over time, should match, or be slightly lower, than the anticipated annual increase in the pension. This should make the weekly cost of living in the community comparatively affordable into the future.

### What does the weekly fee include?

The weekly fee covers nearly everything related to living in the Resort. For instance, your year-round access to facilities means you never have to pay any sports club or gym subscriptions. You don't have to drive anywhere as it will all be here. Your social life will be as busy as you wish, as will your personal activities! This will be fantastic for your mental, physical, and social wellbeing!

It also covers...

- Council Rates
- Water Rates
- 8KwH of electricity each day
- Household rubbish removal
- Upkeep of roads, signage, and street lighting
- Maintenance of underground reticulation to the Resort
- Streetscape lawn mowing, and community garden maintenance of the Resort
- Regular cleaning of all common facilities
- All maintenance to community buildings
- Year-round use of all the amazing facilities.
- Membership to the Social Club
- Outdoor gas BBQs, fireplaces, and picnic areas.
- Security with monitored gated entry, and a friendly neighbourhood watch.
- Audio Access via Closed Circuit TV from your home to the front gate for after-hours access
- Your home wired to the Resort master TV antenna (you won't need an aerial on your own roof).
- Provision and maintenance of your own secure mailbox.
- Access to the x2 Electric Share Cars (a usage fee to cover maintenance and licencing costs is TBC)
- Access to the x6 Electric Share Bikes
- The 12-seater "Party Bus" – This is gifted to the social club and the social club maintains the bus

## How is the rent paid?

Via direct-debit from your bank account on a fortnightly basis (we are cash-less).

## How do I find out what rent assistance I am entitled to?

If you are receiving a pension, our sales consultant has a summary of the rent assistance you are entitled to. Each person's situation is different, so it's good to know that we have a standard letter available which simplifies things and clarifies your entitlement if you should need it (for instance, if a Centrelink officer wrongly assumes that your enquiry relates to a retirement village you could be given inaccurate information).

The latest Summary of Fees can be found on our website under *Information*. You may also be interested in looking at the "Why Your Providence Fee is an Asset" brochure, which outlines an extensive list of costs and compares those to living in the resort versus in the suburbs.

## I am 51 but my partner is only 45? Can we still shift in?

Yes...we understand that couples come in all age combinations so as long you're not expecting a child it's no problem. We do find that most people who are in this younger age bracket still require a mortgage. Unfortunately, Financial Institutions do not allow mortgages under this land lease model. This may change in the future as it has over east.

## I still work. Am I eligible to move in?

Yes, absolutely. Lots of people are choosing to work longer these days, be it for financial reasons or because they like to keep busy and social.

## I have a home business. Do I need special permission to continue this?

Whilst many people may work from home within the Resort, we want to make sure it doesn't impede or impact the peace and enjoyment of other homeowners. You would need to have a chat to our Resort Manager just to make sure it is suitable. For example, if your business activities require a lot of cars parking out the front of

your home, constant couriers/deliveries, and visitors coming and going, this would obviously affect the other homeowner's peace and enjoyment.

## Does the Resort respect the environment in its designs?

We strive to protect the natural environment by building Resorts that conserve water, protect indigenous flora, fauna, and ecosystems, and by providing energy-efficient homes and appliances.

Our aim is to have all homes installed with Solar Panels so you will have zero to minimal power bills. The homes will be 6-star energy rated.

Waste management and recycling are all key environmental initiatives incorporated into the Resort. There will be a compost area within the communal garden as well as a recycle area for glass, plastic and cardboard.

## We have a caravan...where will we store it?

No problem...! We have a Caravan and Boat storage area within the Resort for a **weekly fee of \$20**.

We also have a wash down area for Caravans, Boats and Cars and a very large workshop if you need to do some repairs or just like to tinker.

If you buy a boat or caravan later down the track, we can arrange a spot for you to store it (if it is available). Although the available bays are on a first come first serve bases, we notice over time many homeowners are either selling their caravan or buying a caravan. There are additional caravan storage bays not far from the resort and most people will tend to use the overnight bay in the resort to power up and prepare prior to their caravanning holiday.

## Who looks after my house and site repairs and maintenance?

You do, just like the suburbs. Most homeowners attracted to the lifestyle are house proud and do a better job of maintenance than we would. We want all homeowners to keep their home and plot of land clean and tidy – i.e. no car bodies and rubbish to see when strolling up to the clubhouse.

The homes and landscaping are designed to be low maintenance, making it as easy as possible to keep looking great. However, if you struggle with gardening or are going away on holiday then you can ask our gardening team to do this for you at a reasonable hourly rate.

## Can I do modifications to my home?

Yes, you can but you would need to seek permission from the Resort Manager and seek any approvals required by the local council. Say you were to extend your alfresco area, typically the alfresco builder would seek the council approvals on your behalf.

The Resort Manager needs to be kept in the loop to make sure your extension/changes don't impede on your neighbour or adversely affect the look and feel of the resort's streetscape.

Another example is that we want to avoid having a neighbour painting their house a colour that a reasonable person would complain about or potentially negatively affect the design guidelines we have put in place.

The same goes with putting up exterior awnings or screens to the front of the house as this may negatively affect the street appeal. A lot of the homes have attractive front porches/balustrades so having it enclosed with screens would not be in line with our design guidelines.



We also have certain regulations to abide by under our Licence to operate and manage the resort, so any changes made to houses we just need to be kept informed of. This way we can keep the local council happy.

If in doubt just check with the Resort Manager who will happily discuss it with you. The resort's appeal will help homeowners maximise capital gains into the future.

### Can I change the interior of the house?

Yes...it is your home so of course you can. You may like to change the interior wall colours, add wallpaper, new light fixtures, additional cupboards etc.

### Can I do what I like with my own garden?

Your rear garden is yours to do with as you wish (after we have finished landscaping it on your behalf). We will be landscaping all areas in waterwise plants as this ensures easy care and sturdy varieties are selected.

We want you to keep the front gardens always looking neat and tidy and in keeping with the streetscape landscape design. This keeps the entire resort looking great and really helps resale values into the future.

Garden gnomes and statues are not permitted in your front garden, but no problem if you want to put them in your private garden areas.

We specify in the resort policy to not have pot plants and hanging plants to the front of your home. The reason for this is to avoid the extreme case where houses become cluttered with countless pots and hanging plants and/or have dead messy plants. (I'm sure we've all seen houses like this!) However, a well-maintained plant by the front door can look very attractive, so common sense must prevail here. If in doubt just have a chat to our Resort Staff.

### What size are the lots?

Lot sizes vary from 184sqm to 326sqm. The size of your lot will depend upon your home selection and lot location within the Resort. Remember...it is not how big the land size is as you will have the entire resort at your disposal with loads of space to enjoy! The aim is to have an easy-care lot.

### I love gardening... what if I miss my big back yard garden?

We will have a fantastic communal herb/ fruit/ veg garden at your disposal. Situated near the Clubhouse this garden will be loads of fun for those who enjoy gardening. There will be a small garden studio and potting shed there too. We will even have chooks so you can enjoy the free-range eggs!

### What do I get with my home?

It is a fully completed "turn-key" home. This means you can just shift in. The house includes boundary fencing, retaining walls (if required), landscaping, retic, a washing line, air con, and even a shed/storage for all your bits and pieces. A full specification sheet is available for each design for sale in each stage so just give the sales consultant a call if there is one you would like the detailed information on.

### Will I have a letter box?

Yes...all the letter boxes will all be located at the Clubhouse and come with a key lock for your privacy. This makes it easy for the postie and ideal for any parcel deliveries as they can be left at reception. Plus, this gives you a reason to get out of the house each day and bump into people (if you want to) at the central post box gazebo.

## Is gas, power, water, included?

All physical connections to main sewer and scheme water, power, telecommunication cabling and master television antenna are included in the home.

There will not be connection to mains Gas.

We will have a Technology and Communication Solution (TCS), which will offer exceptional value for money and excellent data speed for internet and entertainment. This will be totally optional for homeowners and something to be decided closer to when you shift in. Ask our Resort Manager for more info on this so you can make an informed decision. We are currently experiencing delays with the full implementation of this due to delays with NBN. Currently all homeowners will be provided temporary toggles with nil charge for internet connection.

The Resort is charged for water consumption as a whole by Water Corp. Each home has a separate meter, and the charge is passed onto you from Resort Administration. If you are eligible for Pension Rebates on rates and water consumption, your weekly rent will be adjusted downwards to accommodate the rebate you are entitled.

Your personal garden is reticulated from your exterior home tap. The reticulation is installed and connected by our Resort plumbers before you move in and is included in your home price. All our gardens are water wise so your water bills should be minimal.

## Will I have to pay for electricity?

We are investing significantly in Solar Panels and individual Battery Storage within a total community microgrid so that we can include the provision of electricity within your weekly rent fee.

No longer will you have to worry about electricity, council and water rates, land tax, and security...as it is all included as part of your rent!

Based on our research, we anticipate the average power consumption each resort home will require will be below the daily allowance of 8kWhs as they built with a 6-star rating which makes them super energy efficient. Piara Waters Lifestyle Resort will be the first Solar Community of its kind in WA, maybe Australia!

If a house uses less than 8kWh's the additional power not used by the homeowner is stored in community batteries and will be used to power the resort facilities.

Where homeowners choose to have their air conditioner on 24/7 and need greater than 8kWh's, that's no problem... but that homeowner will pay for the additional electricity they use above 8kWh.

The majority of homeowners will no longer have to worry about electricity bills – this is a huge saving for people who downsize from a house in the suburbs saving between \$30 to \$60 per week depending on the size of their home, which is great news!

## Who looks after the Solar Panels and Batteries?

We do for at least 10 years. Any maintenance and repairs etc will be covered by the Resort and is yet another addition to your worry-free life! Technology continues to improve, and we do not know what the government guidelines or other companies can provide beyond 10 years.

## What insurances do I need?

You only need to arrange home and contents insurance, but the cost of this within the community should be a lot lower than you have experienced in the past. Another saving!

## I am single and live alone but what would happen if someone shifted in with me – like a new partner/husband/wife/friend?

Your rent would increase by \$10 per week (as per the couple rates above). They would also be added to the Lease. Conversely if your partner dies or you have a relationship break up then the opposite applies. (Rent is reduced).

## What happens in the case of deceased estate?

The home will most likely be sold on behalf of the estate with all profits being for the benefit of the family or estate as per your Will.

Alternatively, a family member, (provided they are approved by the Resort Manager), may wish to move into the home by entering into a new lease agreement.

In a deceased estate the rent will no longer need to be paid weekly. It will accrue and be deducted from the house sale proceeds. This alleviates the burden on the family or estate executor.

Our Sales Manager will liaise with the surviving family members, as to the sale process, removal of furniture, personal items and preparation of the home for sale. We will ensure there is a smooth transition and sale during this difficult time.

## Will there be a Piara Waters Resort Liaison Committee?

Yes... in the early days the staff of the Resort will help establish a Homeowner Liaison Committee and a Social Committee. This provides an avenue to represent homeowner's interests and to create lots of fun social events throughout the year. Typically, these Committees will meet monthly, and are designed to promote harmonious relationships, ensuring that your ideas and/or concerns are communicated effectively to the resort manager.

After approximately 60 homes are occupied, the community starts to take on a life of its own and the Social Club takes over the co-ordination of events, shows, parties etc.

You do not have to get involved with any Committees as this is purely a volunteer role. Some Homeowners enjoy the social interaction and organisation; however, others prefer to take a non-active role and just enjoy the privacy of their own home and garden. The choice is always yours.

The minutes of any community meeting are posted at the Resort Administration office or sent directly to your personal computer tablet if you have signed up for the Providence package.

## Can a Homeowner be evicted?

Yes, if the terms of the Site Agreement are breached there are provisions in the Agreement which would allow a Homeowner to be evicted (*This is extremely rare*). We stress that this would only occur in extreme circumstances, where the nature of the breach would affect the Resort Administration's ability to provide peaceful enjoyment to the rest of the community. Importantly, there are provisions in your Site Agreement that

protect any Homeowner from being unfairly treated. We want everyone to interact in a friendly, respectful, and harmonious manner. We also expect that resort staff are treated with the same courtesy.

## Are pets welcome?

Yes...we welcome your furry friend as we know how much a part of the family they are. However, you will need to ensure they are not noisy or disruptive to other neighbours and are kept on a lead when going for a walk.

We have a Pet Policy which covers all aspects of pet ownership and to ensure the interests of the whole resort are met, homeowners are required to complete the Pet Policy Application Form.

Cats can be tricky as they tend to roam...so please seek guidance and clarification from the Resort Manager. A good option is to install a "cat run" so that your furry feline can still go outside at their leisure but is kept within the confines of your garden side/rear and alfresco.

If your pet dies you can replace him/her too. Pets are wonderful companions, and a dog will encourage you to get out each day for a walk.

## What will the Resort security be like?

Piara Waters Lifestyle Resort will be 'safer than the suburbs' as it is an enclosed environment, with security gates. The gates are automatically opened and closed at dawn and dusk, 7 days a week.

In the early stages of the Resort, when there aren't as many homes constructed, we will have security night-patrol for added peace of mind. The gates will also be fully installed.

Video surveillance cameras are positioned at appropriate areas of the Resort.

You will be able to let visitors enter the Resort with the push of a button from your home. A closed-circuit television system provides audio and visual access to the front gates via your TV or Tablet.

By far the most effective form of security is the friendly 'neighbourhood watch' of our close-knit community, where a high level of care for others exists and unwelcome visitors are easily noticed.

## How many remotes for the security gate do I get? What if I lose them?

Every homeowner will have their own remote. i.e. if you are a couple then you will get x2. There will also be number plate recognition which will mean no need to use the remote as the gate will open as soon as you drive up to it. We can also programme your family member's number plate for easy access (if you would like this). All of this will be part of the Technology and Communication Solution (TCS)

You will also get a mailbox key each. No need to panic if you lose them as we can arrange a replacement for you at a minimal charge. Resort security is a priority so when you sell your home, and your lease comes to an end you will be required to return all keys and access cards to the Resort Owner.

## Do Providence Staff live in the Resort?

In the long term there will be no staff or "care takers" living on site. We do not intrude on your lives, and we are certainly not about 'managing' you. In the event of an emergency, simply call 000 or our own emergency number which is professionally monitored 24/7 with trained staff to contact the appropriate emergency service. For the first two years, whilst the community is being established, our Resort Managers (a couple) will be living in the Resort. But this is not a long-term strategy.

## Are our friends welcome to stay?

Yes, of course. Just let Resort Administration know when visitors are staying for an extended time so that we can make them feel welcome. Naturally, there are some restrictions to visitors staying for too long and these situations are covered in the lease agreement. If in doubt just have a chat to the Resort Manager.

## Can I still move to the Resort if I have children living with me?

Providence Lifestyle Communities are designed for people who are empty nesters. However, there may be times when you need to help out a younger family member for a short period of time – so please discuss this with your Resort Manager.

There are also situations that arise where a younger family member may be required as a carer. Again, we want to be helpful in these situations but need to be aware of them so that we can manage communication with neighbours who may not be aware of your personal circumstances.

## Can my Grand Children visit or stay over?

Yes...we welcome visits from grandchildren, family days and special family events. Many of our homeowners will have grandkids who may stay overnight or during the day. You don't need to inform us if they are having a sleepover.

The Lake House is an ideal place to be used when grandchildren visit, and you have babysitting duties.

Obviously, we want you to be mindful about children being disruptive or noisy to other Homeowners and it is best that they are always accompanied by a homeowner.

Once the Clubhouse is completed, we know that Grandkids will enjoy using the facilities with you especially in school holidays. The indoor pool is a child free zone, but the outside pool is not.

Obviously, the workshop wouldn't be a safe area for grandkids however they may enjoy the communal veggie garden (we plan to have chooks too!) and may also enjoy a hot chocolate in the café, a game of pool in the games room or do some art and craft in the art studio.

## Are my visitors allowed to drive to my home and park?

Yes. In fact, depending on your home design you may have room for one parking spot on the crossover to your home and there are some additional visitor parking bays provided around the Resort.

If you are aware of your neighbours being away on holidays, they may allow you to park in their driveway/carport. This adds as a bit of additional security as their carport won't look empty for long periods of time. We've seen neighbours work in well with each other for this sort of thing.

## How do I re-sell my home?

You can let our Sales Manager and Resort Manager handle the re-sale of your home or you can use an outside Real Estate Agent providing they are approved by the Resort Manager.

## Why do I need an Approved Sales Agent when I sell my property?

Homeowners may engage an external selling agent to sell their home, but in our experience external real estate agents do not understand our model as it is very different to "normal" real estate. That is why we do not

recommend it and offer a selling service at **3.5% plus gst** which is inclusive of all selling and marketing costs and only paid at settlement.

An external agent will rely heavily on our sales staff and resort management staff to complete a sale, including all relevant lease documentation, and induction of the new resort member into the community.

Where an external agent is selected, we charge an administration fee of **.3%** which is in addition to the fee you would pay the selling agent.

We will need to approve the selling agent to make sure the Agent is aware of all the information that needs to be conveyed to a potential buyer including the suitability of any potential buyer wishing to live within the community.

Under our legislation much more disclosure is required compared to normal real estate where it is often buyer beware. We prefer full transparency.

We are also likely to have a ready-to-go list of people who are keen to buy into the resort to make the sale of your home quicker and easier.

We make a significant monthly investment in marketing across TV, Radio, social media and Press which all attracts buyers to the Resort. By allowing us to sell your home, you will benefit from this marketing without having to pay for it. Outside Agents will charge you marketing and advertising costs which can quickly add up.

### **During re-sale, what happens?**

During a re-sale, we undertake the following on your behalf:

- Advice and assistance to prepare your home i.e. maintenance, repairs, decluttering
- Option for professional staging of your home with display furniture and décor display furniture
- All the marketing and sale of your home – online and print
- Arranging the inspections and meeting prospective buyers (typically by appointment only)
- If the home is vacant then we will regularly check on gardens, maintenance and cleaning to ensure home is always presented at its best.
- Collecting and distributing all the funds from the sales process.
- Interviewing prospective buyers and informing them about the Resort concept and policies.
- Arranging new lease agreements for the buyer.
- Arranging for all induction processes, emergency procedures, gate access and key handovers.
- Organising payment procedures.

### **Who gets the sales proceeds if I want to sell?**

All proceeds, less the selling and staging costs (if applicable), are yours to keep as there are no other exit fees.

### **After I have purchased can I shift to different home within the Resort?**

Sure thing! In the early stages of the project, often people may want to buy off the plan and move in quickly but reserve the right to buy a home in a future stage. This is relatively easy for us to arrange on your behalf if we know before you buy.

There is no stamp duty so buying a different home within the resort is a great option to keep in mind.

Later, after the Resort is more established, we understand that life and situations can change, and we are here to help. Often people fall in love and fall out of love. Take these three scenarios we have experienced many times before.

**Scenario 1** - say a single person meets someone in the resort and they decide to buy a larger home together. They would just need to sell their existing houses and purchase a bigger one together. The lease on the old sites would come to an end and they would enter a new lease together.

**Scenario 2** - If a couple within the resort decide to separate and no longer need the larger home. The houses are sold, the lease comes to an end, and either both or one can buy a new home with a fresh new lease.

**Scenario 3** – In a situation where a couple fall in love and one person moves into the others home. One person simply sells their home, keeps the cash, and are added to the lease with their new partner.

## What are re-sale values like?

Re-sale values track closely to normal real estate. In a strong market you can expect high prices and quick sales and conversely, depressed prices and slow sales in a weak market.

With the aging population in Perth there is a growing demand for Lifestyle Resorts. We anticipate our Resort will continue to be in strong demand because of its great location and the quality of what we are developing.

From experience we have noticed that when a Resort is being developed, resales can take longer to achieve because most people prefer to buy a brand-new home.

When a Resort is fully sold, the normal laws of supply and demand will prevail. The only way someone can buy a home is if someone in the community decides to sell.

Because the first stage has the lowest prices, and prices will increase at each stage, the earlier you move into the Resort the more likely you are to save and achieve the best capital gains. (Particularly if you move in before the clubhouse is completed).

## I'm keen to buy and move in...so what are my next steps?

Contact our Sales Consultant. Select a Home Design and Lot Location that you like and that fits in to your budget. Then you are ready to enter a Sales Contract. Our Sales Consultant will meet you at the Sales Office to go through the details and Purchase Agreement. This is an exciting step!

## What do I do if I need to sell my home first?

Most buyers need to sell their own home so that they can buy into the resort. Therefore, you can make your offer *subject to the sale* of your current home. This gives you that peace of mind to be able to sell your own home at a price that fits your budget.

Typically, we allow 60 days for you to get an offer on your home but we can work this out with depending on your circumstances and what's happening in then wider real-estate market.

If your home doesn't sell in time, we can move you to the same designed home in the next stage. Your Sales Manager will help find a solution that suits. We will do all we can to make it as stress free as possible.

## What deposit will I need?

### Subject to sale buyers

- Initial deposit - \$5k within 3 days of acceptance
- 50% deposit due - once your current home is SOLD/Settles

- 90% deposit due – 30 days prior to move-in
- 10% due – after you have had your “final inspection” which is generally a few days prior to move-in

**\*\* Many buyers chose to pay 90% once they sell their house with final 10% when they move in. Opting to go on a holiday (by putting their furniture into storage) until their new house is ready.**

**\*\*Some buyers have a simultaneous settlement so will pay 100% (less their \$5k deposit) as it all happens within the same day.**

### **Cash buyers**

It is similar as the process above but if you wish to pay earlier than the standard process you can receive 3% interest pa on your early payment (\*interest rate is subject to change). This interest component is deducted off the price of your home.

### **Special circumstances**

If you need to change the way you pay for the home or need to finance the purchase in a different way, we will always try and accommodate.

### **Resort Manager Meeting (RMM)**

All clients that wish to move into the Resort will also meet with the Resort Manager to go through the details of the Lease and Resort Policy. At that meeting both parties can ask all the questions they have in relation to the lease or personal circumstances.

All sale agreements are subject to the Manager and potential homeowner being very comfortable following the Resort Manager interview.

In the rare case where either party are not comfortable at that point and no longer want to proceed, any deposits paid are fully refunded. We want to ensure anyone who purchases a home at Piara Waters Lifestyle Resort feels very comfortable and excited with their new chapter.

### **Do I need to have Covid vaccinations before I shift in?**

We strongly advise that our Homeowners and guests are up to date with their COVID-19 vaccinations however, keeping in line with the WA Health Department and WA Government mandates, this is no longer a compulsory requirement to live within or visit the Resort.

### **Can I have a Garage Door?**

Each stage of Piara Waters Lifestyle Resort is designed to comply with Government guidelines and therefore some of our homes come standard with a garage door fit before move-in and others come standard without a garage door.

It may be possible for buyers to add a garage door later, however due to set back requirements, there is a significant process to go through in order to get the necessary approvals and cannot be guaranteed.

In each stage, our design team has used these guidelines to achieve approximately a 50/50 split of homes with and without a garage door, of which each home is priced accordingly and will satisfy different budgets.

**MORE QUESTIONS? – just contact our friendly staff**

**SEPTEMBER 2024**