

Association of Residents of Queensland Retirement Villages (Inc)

President
Les Armstrong
PO Box 1361
Buddina
Qld. 4575
Ph. 5493 7112
vi.lesarm38@bigpond.com

ARQRV

www.villagers.org.au

Secretary
Grace Rutherford
PO Box 1361
Buddina
Qld. 4575
Ph. 5444 4690

No 66

NEWSLETTER

March 2008

From the Bridge

November and December were especially busy months for the ARQRV team. Action was taken on more than 400 requests for advice and assistance. In the majority of cases it related to inadequate or incorrect financial statements. They included anomalies in the calculation of Exit Fees, mismanagement of body corporate matters in freehold villages, inequitable allocation of general services charges, and undue interference in the conduct of residents' meetings, especially in relation to elections and special resolutions.

Given this sort of workload I trust that enquirers will understand if we sometimes seem a little tardy in addressing their problems. If there is any urgency, please telephone me. As has been customary at the beginning of each year, the committee faced the problem of whether and when to 'purge' our membership list of unfinancial members. Although subscriptions were due on 1st January 2008, there are still very many who have not renewed. We're all getting a bit forgetful, aren't we. As for last year, we have enclosed with some newsletters a reminder that the subscription is overdue. But before the next newsletter we shall have to remove those who have still not paid.

Striking a brighter note, over 3200 renewals and new members have been processed so far this year, including 167 who have accepted the 'membership for life' offer. All that has generated over \$50,000 income so far.

There are 278 registered retirement village in Queensland and the ARQRV has members in 128 of them. But we have liaison officers in only 94. As an Association we need to expand our influence by increasing our membership. Liaison officers, who play a vital part in our Association, are usually the first point of contact for residents and are a driving force behind renewals and new memberships. If your village does not have one, consider volunteering for the task. I would appreciate being swamped by your responses!

We are in the process of forming another Branch, in what is known as the 'Twin Towns' (Townsville) area. Glenn Bach of St James' village is to be the co-ordinator and the Branch will embrace villages at Brooklea, Cranbrook, Carlyle Gardens Condon, Corinthian Court, Kirwan, Rows Bay and St James.

Our program of visits continues with visits to Aveo villages at Robina, Manly Gardens, Forest Place Cleveland, and Albany Creek; to RSL Bongaree, Laurel Springs Nambour, Hibiscus Brackenridge, Sir James Terrace Deception Bay, Cleveland Manor, Villa La Salle Southport; Gardens-on-Lindfield Helensvale and Salford Waters Victoria Point.

These visits provide an opportunity for members to express their views on any relevant topic; to air grievances/complaints, to offer suggestions and seek advice on common problems. Also, visits frequently attract new

members. If you believe your village could benefit from a visit, or you merely need a guest speaker, ask and you shall receive. Currently, our radius of operations is restricted to those Villages within a reasonable distance from the Sunshine Coast. However, mid-year the program will have been extended to include villages in the Ipswich West Moreton area; on the Darling Downs; and in the Wide Bay Burnett district. Villages in Central Queensland/Mackay and North Queensland are planned for inclusion before the end of 2008.

Members of the ARQRV committee continue to meet with Aged Care Queensland in an attempt to develop an industry-wide approach to the most frequently raised questions arising from inadequacies of the Retirement Villages Act. We have prepared a 26 point manifesto expressing the ARQRV viewpoint on those major issues capable of different interpretations, with the aim of achieving an agreed position to present to the Attorney General seeking clarification or amendment of the legislation.

I close with the comment of a sagacious former President: "*The strength of an organisation lies in the contribution of its members*".

Les Armstrong

From the Engine Room

We regret that we are a bit late with this newsletter; we should like to have had it out in January but circumstances conspired to defeat us. However, the lateness of this newsletter has enabled us to make it a bumper issue so your patience is not altogether unrewarded. We have had to make some changes in our operations in relation to who does what. David Waterhouse, who for a long time has looked after our web page and devised the layout of our newsletters and more recently has also kept our data base and accounting records, has been obliged to give up all of that except his newsletter involvement. We have been able to farm the work around and we believe we have done so satisfactorily.

Following are points of contact for our different functions:

Members data base co-ordinator

Vi Armstrong, PO Box 1361 Buddina, 4575(07) 54934986 , e-mail: vi.lesarm@bigpond.com.au

Web-page development & maintenance

Barry Vasella, PO Box 1361 Buddina, 4575 (07) 54937978, e-mail: bazgolf@exemail.com.au

Treasurer Noel Lowrie, PO Box 1361 Buddina 4575, e-mail: enjayel@bigpond.com.au

Phil Phillips' ARQRV telephone number 54768706 and e-mail address

retvill@bigpond.net.au have both now been discontinued.

Our former PO Box 1735 at Buderim will close on 31st March 2008.

David Waterhouse's e-mail address : yeomanoz@westnet.com.au is also discontinued.

Tribunal

For the past year we have been saying in our newsletters that we expect in our next one to be able to report on Tribunal decisions in a host of cases put before it. A few fundamental issues have still yet to be decided but we can report on some cases which have been simmering for a considerable time.

Allora Gardens

One such case is that taken to the Tribunal by residents of the above village and which has been trundling along since June 2004. It finally settled in November 2007! The reason for it being so long drawn out was the usual : lawyers for the scheme operator prevaricating and doing anything to try to make residents shut up and go away. In this case the residents involved would neither shut up nor go away!

The issue was one of residents contesting the scheme operator's increases in the budget for some items of expenditure without the special resolution by residents that the law requires.

At a mediation session, comparatively early on in the affair, a degree of agreement was reached in which the scheme operator was to re-present the budget. He did so, but with a motion that said "notwithstanding the mediation agreement"! Well that's surely renegeing on an agreement and of course the residents went back to the Tribunal.

2 Despite the scheme operator's challenges to the

Tribunal's jurisdiction, which it rebuffed, the Tribunal agreed with the residents that the agreement had been breached; and directed, at the residents' request, that the scheme operator produce invoices on which their budget had relied. The outcome was a complete vindication of the residents' complaint. Faced with this, in further discussion outside the Tribunal, the scheme operator conceded almost all the claims made by the residents, to a total of \$75,000. That agreement was put before the Tribunal which then made the necessary orders in favour of the residents. And that was in addition to a \$35,000 surplus which had already been returned to residents.

Furthermore, applicants' costs were awarded against the scheme operator. Taking into account their own legal costs it was likely to have cost them over \$100,000. It would have been infinitely cheaper for them to have settled with residents in the beginning. In this case (and not for the first time) the Tribunal ordered the scheme operator to produce invoices, so if you have a financial complaint and your village manager refuses you access to invoices, remind him that if you go to the Tribunal, the Tribunal might order their production.

St James Village

(Anglican Diocesan Synod of North Qld.)

This case, brought to the Commercial & Consumer Tribunal by residents Mr & Mrs Bach was entirely about (not unusually!) inadequate and plainly wrong financial statements and practices.

Across the board increases in fees of 5% in one year and then an additional 7% over the following three years, ignoring the law, resulted in the scheme operator having to agree to refund to the residents \$55,000. In addition, the scheme operator had been improperly transferring funds from the MRF to the General Services Fund as a "contribution to wages" - and "Diocesan Village Labour Recharge". In respect of those the Diocese refunded a total of \$39,000. The village, that is the Diocese, had also been charging to residents' funds the costs of 'depreciation' of the motor vehicle and,

leasing a vehicle. Between them approximately \$17,000 had been improperly charged and had to be refunded.

Other improper charges to residents' funds included: security patrols, leased water purification equipment, garbage and waste removal, all of which are operational expenditure, but were charged to the MRF. A total of over \$55,000 to be refunded to the MRF. Also, because 'Management fees' had incorrectly increased beyond CPI over a period of years a further \$32,000 had to be refunded. Other items which had been improperly dealt with also required some financial adjustments.

The improper charging totalled over \$200,000. Sensibly, the Anglican Church, no doubt on the advice of its lawyers, conceded all those issues in a Settlement Agreement, noted by the Tribunal, thus saving itself goodness knows how much in legal fees.

Sadly, however, one resident, the Chairperson of the residents' committee, would you believe, opposed the action the residents were bringing in the Tribunal and actually signed a long statement to the Tribunal giving voice to her support for the scheme operator's actions. It was really a quite inappropriate document and the Tribunal seemingly paid it little heed. (Note that Residents' committees are charged by Section 129 of the Act with dealing with the scheme operator on residents' behalf. If they do not wish to do so they should resign or be removed by residents under Section 127(2)(b) of the Act.)

A Nameless Village!

Not all disputes end up before the Tribunal. In one of a stable of villages on the Sunshine Coast, a dispute leading to protracted discussion and negotiation with the operator resulted in an agreed settlement. Briefly, there were four separate transgressions:

The operator:

- (i) failed to honour a previously agreed settlement to correct budget discrepancies.
- (ii) failed to maintain the MRF as required by S.97 of the Act.

(iii) issued inaccurate and misleading statements to residents in contravention of S.86.
(iv) proposed an outrageously large payment from residents' funds to a management agency for an inadequate service.

Anxious to avoid an appearance before the Tribunal, with its attendant publicity, the operator eventually agreed to settle 'out of Court'; and that settlement was endorsed by the Tribunal. As a result, residents of this particular village anticipate future budgets being fully explained and presented as required by the Act; and the village MRF being contained in one separate properly titled bank Trust account with withdrawals properly managed, with internal controls and accounting procedures, instead of a series of variously titled term deposits. The scheme operator must also provide assurance that financial statements given to residents will be without material misstatement.

Whilst not part of the agreement, the budget provision for external management was significantly reduced, and services of the outside agency terminated.. The operator also paid the applicants a significant sum to compensate for their trouble.

No doubt this agreement will require eternal vigilance to maintain its bite, but members of our Association should not be too quickly deterred when taking on recalcitrant operators presenting a hostile, threatening attitude and telling residents that they cannot win.

Attorney - General

From time to time we are asked whether two people from the same Unit can be elected to a residents' committee and if so what are their voting rights. There is nothing in the Act that prohibits the election of two from the same Unit. Here is a view from the Attorney-General. Unless residents have, by special resolution in accordance with S133(1)(a)(ii) of the Act, changed the voting system to one per resident, the election to the Committee has to be carried out in accordance with the one vote per Unit law.

Whichever applies, the Committee thus elected

functions normally with every member of it being able to vote, regardless of two being from the same Unit.

Residents' meetings

We take the view that any meeting of residents is a residents' meeting whoever convenes it and whatever its purpose. This includes meetings called under S.131 to receive financial statements and other meetings called under S132 for whatever reason, either of which may be called by the scheme operator. Similarly, all committee meetings, including those to which the scheme operator has been invited or is required to attend under S.129(B) are meetings of residents. Consequently all of these meetings should be chaired by a resident and all counting and scrutiny of votes should be done by the residents. All too often village managers, with or without the knowledge of the scheme operator, attempt to hi-jack meetings and run them as they wish.

One such meeting took place at Buderim Gardens Village last October. The scheme operator convened an S131 meeting and the agenda issued by him informed residents that there would be a 'special resolution' to increase the S.106 expenditure. No details were given so residents had no opportunity to give thought and consideration to the resolution. The meeting was run, quite improperly, in more than one way, by the general manager. One resident who questioned why personal services were being included in the general services fund was told she didn't know what she was talking about. In fact it was the general manager who didn't know what he was talking about because personal services are certainly not to be charged to the general services fund. Another resident who made an objection to something in the accounts was heckled by a small group. The chairperson, the general manager, made no attempt to establish proper order. Eventually there was a motion carried to withdraw the resolution and reconvene the meeting at 21 days notice.

**Run your meetings yourselves,
don't be bullied!**

Management of Voting

Correct management of voting is essential. At the commencement of a meeting the Chair must determine the number of votes entitled to be cast, ie the aggregate of those Residents present and entitled to vote, plus those voting by proxy, power of attorney and by postal ballot. The one vote per Unit clause in S.133 of the RV Act requires extra vigilance during vote counting, especially for any special resolution motion. Additionally, whilst an informal vote is counted in the vote total, an abstention is not. Therefore when determining the number of votes required for either a simple majority or a 75% majority for special resolutions, the calculation is based on the number of votes cast, and able to be counted.

Special Resolutions

We are frequently asked about when a motion put to a meeting should be in the form of a special resolution'. Following are the circumstances in which such a resolution is required and the Act authority for it.

Retirement Villages Act

S.90B Request for Capital Improvement.

S.106 Increases in GSC above CPI.

S.108(1) Introduction of new service.

S127(2)(b) Removal of Residents' Committee member.

S.130 Make, change or revoke by-laws.

S.133(1)(a)(ii) Change voting from one per Unit to one per resident.

Act Dictionary

Special Resolution at a residents' meeting means a resolution passed:

(a) At a meeting of which the residents are given at least 21 days notice stating the intention to propose the resolution as a special resolution; and:

(b) By at least three quarters of the persons entitled to vote who vote:

- (i) personally or by proxy at the meeting, or
- (ii) by postal ballot.

Freedom to Communicate

We have been advised that a Village Manager has tried to restrict ARQRV liaison officers from placing in Residents mailboxes, any information relating to our Association. Additionally, the same Manager continues to remove from the Village notice board ARQRV brochures and reminders that annual subscriptions are due.

The Manager has said that residents' mail boxes and the village notice board belong to the village owner and that management can therefore decide how they may be used.

This is not only a form of intimidation it is an undemocratic restriction on freedom of speech. The Tribunal has ruled that a Residents' Committee may use a village notice board to communicate with Residents. The same rationale may be applied to mailboxes.

Aged Care Queensland

It has been the practice of many scheme operators to charge their membership of Aged Care Queensland to residents' general services funds. In previous newsletters we have drawn members' attention to this and also to a Tribunal ruling that it was a capital expense, not an operational expense and should not be charged to residents. The Tribunal's ruling can be found on its web-site under 'Hodges & Others v Coastal Buildings Pty. Ltd.

One stable of villages which has been charging this cost to residents is Southern Cross. We are pleased to announce that Southern Cross has accepted the impropriety of that and has agreed not to do so in future in any of their villages and will refund to residents any such charges. We are more accustomed to handing out brickbats but on this occasion we are happy to substitute a bouquet. Thank you Southern Cross. Well done!

Doing things on time

Section 113 of the Retirement Villages Act requires that annual financial statements be given, on request, to a resident within 5 months after the end of the financial year. Section 112

requires that quarterly statements be given, on request, within 28 days after receiving the request. It is generally customary for the residents' committee to ask for such statements and that is good enough because every member of the committee is a resident. Many scheme operators are treating time frames set by the Act with disdain, but not to meet them is unlawful. If the scheme operator does not comply with those time frames then he is in breach of the Act. For breaching S.113 there is a penalty of 200 penalty points, which translates to \$15,000. For breaching S.112 there is a penalty of 100 penalty points - \$7,500.

If you seem likely to have to wait beyond the periods prescribed by the Act, do not hesitate to remind the scheme operator of what the law requires.

Similarly with S.129B, the residents' committee can by written notice, require the scheme operator to attend a meeting, before the start of the forthcoming financial year, to discuss the budget for that year. 28 days notice must be given which means in practice it must be given by the end of May. The scheme operator must comply. Although there is no penalty for non-compliance, if the scheme operator does not comply it is made the more likely that any increases over the previous year's expenditure beyond the CPI, without a special resolution, could be successfully challenged.

Increases in Fees

In the overwhelming majority of villages residents pay their fees monthly. It is our view that, as in any tenancy, any increase should require a month's notice. That would make it sensible for scheme operators, in their own interest, to get the forthcoming year's budget agreed and settled before the start of that financial year if they wish an increase to take effect from that time. They must be disabused of the notion that they can drag their feet over getting the budget agreed and then simply backdate any increase to the start of the financial year.

Residents do not control the accounting or the budget setting processes so it is incumbent on the scheme operator to ensure that what has to be done is done expeditiously. Providing it is, there

should be no question of backdating increases, delaying decreases or delaying the refund to residents of accumulated surpluses.

We are often told that we are lessees and not tenants. It is worth quoting from the Acts Interpretation Act: "*A lessee includes tenant; A lessor includes landlord*". And, although the Residential Tenancies Act does not apply to retirement villages, it is worth noting some of its provisions about increasing rent:

"If the lessor proposes to increase the rent, the lessor must give written notice of the proposal to the tenant."

"The notice must state: (a) the amount of the increased rent; and (b) the day from when the increased rent is payable"

"The day stated must not be earlier than - for a fixed term agreement - one month after the notice is given".

The point to be made is that it is quite unfair to spring increases upon a tenant. The interval at which they make payments is generally the notice required.

Liaison Officers

In the majority of villages in which we have members, we have a liaison officer. As we have already remarked, they are of great importance as a link between their village members and the Association's Committee. They are vitally important in their role of collecting members' subscriptions and remitting them and the details to our Treasurer. Without their involvement we could hardly function effectively. We are pleased to pay this tribute to them, they deserve it.

On the following two pages we have listed all the villages where we have liaison officers. If you are in a village where we do not have one, you might like to volunteer to play that role or, if there is one already, perhaps you could offer to be of assistance to him or her.

The list might also be useful in enabling liaison officers and residents' committees to get in touch with other liaison officers and residents' committees in the same area.

It could lead to the establishment of local Branches, which can be of considerable help in the exchange of information about what goes on in their respective villages.

Is your village here ?

Allora Gardens MAROOCHYDORE 4558
Ken & Barbara Corkhill Villa 117
Amity Gardens ASHMORE 4214
Sophie Adelerhof Unit 67
Argyle Gardens BUNDABERG 4670
Roy Moore Unit 152
Aveo Albany Creek ALBANY CREEK 4035
J & P Moody Unit F36
Aveo Aspley Court ASPLEY 4034
G D & E M Howarth Unit 96
Aveo Carindale CARINDALE 4152
Ray Titmarsh Unit 28
Aveo Cleveland CLEVELAND 4163
Beth Hansen Unit 304
Aveo Manly Gdns MANLY 4179
R. & B. Wallace Unit 71
Aveo Newmarket NEWMARKET 4051
Phillip & Doreen Burn Unit 53
Aveo Robina ROBINA 4226
Sarah Leary Unit 129
Aveo Sunnybank Green SUNNYBANK 4109
Roy Russell Unit 45
Aveo Taringa TARINGA 4068
Osmar Blau Unit 26
Bally Cara SCARBOROUGH 4020
Arthur Meacham Unit 441
Bellcarra Village CALOUNDRA 4551
Graeme & Marion Hewish Unit 23
Bellflower Village SIPPY DOWNS 4556
P K Brown Unit 127
Breezes at Mackay BEACONSFIELD 4740
Neil Rogers Unit 5
Bridgeman Downs BRIDGEMAN DOWNS 4035
David Francis Unit 114
Brookland Village ROBERTSON 4109
Lester Eisenmenger Unit 76
Buderim Gardens BUDERIM 4556
Mr & Mrs John Amy Unit 110
Buderim Meadows BUDERIM 4556
C D (Doug) & M Roberts Unit 44
Caloundra Ret Village CALOUNDRA 4551
John Sullivan Unit 14
Capricorn Adventist YEPPOON 4703
Peter Cook 78 Lawn Crescent
Carlyle Gardens BARGARA 4670
Rayma Hope Unit 9
Carlyle Gardens NORTH MACKAY 4740
Clark & Gwenda Jeffrey Unit 41
Carlyle Gardens TOWNSVILLE 4815
Gordon & Jean Hasson Unit 204
Cascade Gardens RACEVIEW 4305
Elwyn Harris Unit 33
Cleveland Gardens ORMISTON 4160
R & A Haley Unit 116

Cleveland Manor CLEVELAND 4163
Ted & Sylvia Decker Unit 14
Compton Gardens ASPLEY 4034
Judith Anne Neal Unit 219
Coral Sea Gardens WESTCOURT 4870
Maureen Russell Unit 80
Cypress Gardens CLEAR ISLAND WATERS 4226
Stuart Lister
Earle Haven NERANG 4211
Gordon Rix 60 The Lodge
Edenlea Ret Village BUDERIM 4556
Marion & Philip Phillips Unit 10
Eveleigh Ret Village WOOLLOOWIN 4030
Robert Domrow Unit 16
Farrington Grove FERNY HILLS 4055
Mrs Bev O'Neill Unit 103
Forest Place DURACK 4077
Valerie Greenhalgh Unit 6 R
Fraser Shores PIALBA 4655
Jenny & Brian Barkham Unit 241
Gardens on Lindfield HELENSVALE 4212
Doreen & Tom Barton Unit 7006
GreenLeaves UPPER MT GRAVAT 4122
Colin Joseph Raine Unit 97
Heritage Gardens EARLVILLE 4870
LI Hudson Unit 31
Hibiscus Bracken Ridge BRACKEN RIDGE 4017
Nardja Cook Unit 38
Hibiscus Chancellor Park SIPPY DOWNS 4556
Becky Wall Unit 307
Immanuel Gardens BUDERIM 4556
Bernard Cleaver Unit 11
Iona Ret Village KENMORE HILLS 4069
M Ann Shevill Unit 21
Janoah Gardens MANLY WEST 4179
Ivor Radunz Unit 36
Kawana Island PARREARRA 4575
John & Wiera Nolan Unit 134
Kensington Gardens BUDERIM 4556
J & H Sanderson Unit 40
Keperra Sanctuary KEPERRA 4054
M & S Giles Unit 36
Laguna Ret Est NOOSA HEADS 4567
Bryn Whitcombe Villa 48
Laurel Springs NAMBOUR 4560
Jim & Sonia Benesovsky Unit 87
Lifestyle Estate VICTORIA POINT 4165
Ted Davies Unit 52
Lindsay Gardens BUDERIM 4556
Mr & Mrs M Robin Villa 113
Lota Court Village MANLY 4179
B & S McDougall Unit 14
Maiala Court Ret Village MARGATE 4019
R & P Peut Unit 7
Meilene Ret Village BUNDABERG 4670
D & E Stark Unit 4
Noosa Outlook TEWANTIN 4565
7 Ken & Mary Woodhead Villa 156

Noosa Waters Ret Estate NOOSAVILLE 4566
C & E Smith Villa 11
North Lakes Ret Resort MANGO Hill 4509
Munro Cutmore Unit 27
Noyea Riverside Village MT. WARREN 4207
Gifford & Joy Farrell Unit 150
Nubeena Ret Vill TOOWOOMBA 4352
G & J Archibald Unit 31
Palm Springs Village WYNNUM WEST 4178
Jack Knight Unit 2
Palm Village CALOUNDRA 4551
W & M Schultz Unit 37
Palmview Village NORTH MACKAY 4740
J & M Jameson Unit 5
Palmwoods Village PALMWOODS 4555
A & D Howard Unit 106
Park Haven MACKAY 4740
Elizabeth Kerr Unit 9
Peninsula Park ROTHWELL 4022
Barry Staer Villa 85
Peninsular Gardens KIPPA-RING 4021
Peter Harrison Hostel Room
Peregian Springs PEREGIAN SPRINGS 4573
David & Mieke Tinkler Unit 159
Pine Lake Ret Village ELANORA 4221
Bill Lucas Unit 6
Prins Willem Alexander BIRKDALE 4159
Ineke Broekman Unit 135
R S L Village BRIBIE ISLAND 4507
Maureen & Carry Kopp Unit 19
Renaissance Ret Village VICTORIA POINT 4165
Ken Back Unit 205
Rotary Garden Village BURNSIDE 4560
Len & June Thomas Unit 25
Runaway Bay Ret Village RUNAWAY BAY 4216
R & J Beaumont Unit 128 FD
Salford Waters Ret Estate VICTORIA POINT 4165
G Burgess Unit 69
Samford Grove SAMFORD 4520
John & Joyce Mayer Unit 75

Sir James Terrace DECEPTION BAY 4508
W & K Gowers Unit 23
Southern Cross EDENS LANDING 4207
J A Carter Unit 13
St James Village HEATLY 4814
Alan & Shirley Lowrie Unit 92
St Mathews Glebe DRAYTON 4350
Jim & Gwenda Jentz Unit 6
Sugarland Gdn Village BUNDABERG WEST 4670
Maud Hill Unit 58
Sunnymeade Park CABOOLTURE 4510
P Howie Apt 17
Tangara WEST END 4101
Jane Fair Unit 308
The Domain Country Club ASHMORE 4212
Lynette Shorthouse Unit 10 Hibiscus South
The Lakes Ret Village BUNDABERG 4670
Derek Brown Unit 60
The Parks EARLVILLE 4870
V & S Harrison Unit 2
Tranquil Waters VICTORIA POINT 4165
Stan & Sylvia Peters Unit 15
Trinder Park WOODRIDGE 4114
Raymond M Linton Unit 28
Twin Waters Ret Village MUDJIMBA 4564
Geoff & Peggy Cox Unit 156
Urimbirra Ret Village TORQUAY 4655
N & B Gilbert Unit 6
Villa La Salle SOUTHPORT 4215
Lesley Barrett Unit 136
Village On the Downs TOOWOOMBA 4350
Sue Krienke Unit 178
Wellington Manor BIRKDALE 4159
Eric Stadhams Unit 906
Willow Glen Ret Village Toowoomba 4350
Joan Bazley Unit 97 (Temporary)
Wondall Gardens MANLY WEST 4179
Rev Phillip Ramsay Unit 6
Woodward Retirement Village WHITFIELD 4870
Marjory Dun Unit 15

Please cut out this ARQRV Membership/Renewal form

**And hand it with your subscription to the Liason Officer of your Village or post it to the
ARQRV Secretary, PO Box 1361, Buddina, Qld 4575**

Membership is **\$15 per unit.** Please tick either **RENEWAL** _____ or **NEW MEMBER** _____

Your Name or Names _____

Unit number _____ Village name _____

Full address _____

E-mail address (please check accuracy) _____

Your subscription of \$15.00 Plus a voluntary donation of \$ Total \$

Or for \$100 you can have LIFE Membership

I/We apply to join the Association of Residents of Queensland Retirement Villages

Signature