



*frequently asked questions*

### **Why should I choose a Lifestyle Community?**

Choosing a Lifestyle Community allows you to live independently and happily while enjoying your retirement. It also provides new opportunities for social events, companionship and physical security, all combined with low maintenance homes, gardens and convenience. Feel safe by surrounding yourself with a community of like-minded friends and trusted neighbours.

### **Who manages the Jewells Lifestyle Community?**

Jewells Lifestyle Community is owned and managed by Seventh-day Adventist Aged Care (NNSW) Ltd trading as Adventist Senior Living, in the aged care industry since 1960.

### **Does Jewells Lifestyle Community operate under Legislation?**

The Retirement Villages Act (NSW) governs conduct and contractual arrangements of all retirement villages in New South Wales and is administered by the Office of Fair Trading.

### **Do I need to be a Seventh-day Adventist to purchase a villa?**

No. At Jewells Lifestyle Community we acknowledge and respect spiritual diversity and faith. The Seventh-day Adventist organisation welcomes everyone regardless of race, creed or religion. Our mission is to serve people and our focus is on providing person-centred care and support based on Christian principles.

### **Will I own my Villa?**

When you buy a villa in the Jewells Lifestyle Community you will be granted a licence to allow a right of residence in a particular villa during the term of the licence agreement. You will not own the title to the property. You will enjoy full use of all Jewells Lifestyle Community amenities for as long as you choose to reside with us.

### **Can I make alterations to my villa?**

There are some alterations you can make to the interior or exterior of your villa at your cost, once given approval by the Village Site Manager. When making alterations you will have to abide with policies in place designed to protect the aesthetic quality and integrity of the Lifestyle Community.

### **What are the upfront costs when I sign up to purchase a villa?**

You may reserve a villa with a \$1,000 fully refundable deposit. Should you opt to customise your villa your upfront deposit is increased to \$5,000.

### **What ongoing costs can I expect to pay?**

All residents pay a weekly recurrent fee that may vary slightly depending on the size of your villa. Recurrent fees cover services such as maintenance of all buildings and villas, building insurance, gardening of common areas and lawn maintenance, council rates, garbage removal, water rates and usage.

### **Will any of these costs change?**

Weekly recurrent fees change in line with annual CPI increases. They will not be increased beyond this unless residents vote to increase fees based on requests for new services and/or facilities.

### **Can I purchase a villa as an investment and rent it out?**

No. Remember you are purchasing a licence to live in the villa, not the villa itself. With this in mind you must reside at your villa.

### **Can I leave my villa to a family member or to my estate?**

No. As you are purchasing a licence to live in the villa (rather than the title to own the property), your villa must be resold and the incoming resident must enter a new contract with Adventist Senior Living.

### **Can I have family/friends staying with me?**

Yes, absolutely. We encourage residents to maintain strong relationships with their family and friends. Visitors or short-stay guests are welcome at any time, we just ask that you let the Site Manager know to expect some new faces around the complex. If your guest is to stay longer than two weeks you must seek written consent from the Site Manager.

### **Can I have children come and visit me?**

Yes, of course. Children are very welcome to visit and use the Community facilities. As our Lifestyle Community is located bush side, we do ask that all young visitors remain under proper adult supervision at all times.



### **Can I bring a pet?**

We recognise the important role pets play in their owner's lives. We allow fish or small caged birds to be kept in the villas at any time without requiring additional consent. You may bring a small dog or cat with you with the consent of the Site Manager. You may bring a small dog or cat with you with the consent of the Site Manager, but not replace it.



### **Can I store a boat or a caravan on-site?**

Yes, we do provide storage for your boat and/or caravan. Just let our Site Manager know so that we can be sure to accommodate your requirements. Limited space.



### **What does the Residents Committee do?**

State legislation requires all villages to create rules and regulations that encourage harmonious co-existence between residents. The Residents Committee has an important part to play in these rules, facilitating communication between residents and the Site Manager, working to enhance your community lifestyle. The Residents Committee represents the interests of all residents. Committee members are nominated and elected by residents annually.



### **Who pays for electricity, internet, water and council rates?**

Residents are responsible for electricity costs, phone/internet connection and usage costs and for the insurance of personal contents. The Jewells Lifestyle Community recurrent charges cover the costs associated with water, council rates and building insurances.



### **What if I change my mind after I move in?**

We recognise that this may happen from time to time and allow a 90-day settling in period for you to change your mind. In the event that you do wish to vacate your villa you are entitled to a refund of your purchase price, less payment of a fair rent for the time your villa was occupied, costs for any alterations you have chosen to make to the villa during the period of your stay, and any associated solicitor costs.



### **Can I do my own gardening?**

Yes. If you are a keen gardener and would like to maintain the upkeep of the garden outside your villa you are welcome to do so. You will just need to let the Site Manager know if you want to plant trees and shrubs over 2 metres in height.



### **What happens when I go away on holidays?**

Just let us know when you anticipate being away and for how long, then simply lock and leave. You can travel stress free knowing that your home and garden will be looked after.



### **How close is the local shopping centre?**

Jewellstown Plaza Shopping mall is only a three minute drive from Jewells Lifestyle Community. Jewellstown Plaza has a variety of retail stores including a supermarket, bank, newsagent, pharmacy and a variety of eateries. There is also a larger Woolworths and Coles supermarket and huge variety of other retail stores located at Charlestown Square Shopping Centre just a 10 minute drive north.



### **How close is the local hospital?**

The closest local hospital is the main hospital servicing Newcastle, John Hunter Hospital, a 14 minute drive (10km) from Jewells Lifestyle Community.



### **Is there a 24 hour emergency response system?**

Yes. All villas are fitted with the VitalCall personal monitoring system.



### **Are all facilities and villas at Jewells fully accessible by wheelchair?**

Yes. The site and villas have been designed so that all areas can be accessed by wheelchair.



### **Will I have access to a residential care facility if need be?**

Jewells Lifestyle Community is an independent living facility with no aged-care facilities on site. Subject to availability and an aged-care assessment, residents with increased nursing needs do have priority access to our aged-care facility located at Cooranbong (approximately 35 minutes drive away).



Owned and managed by

**ADVENTIST**  
SENIOR LIVING NSW

Jewells Lifestyle Community  
7 Ntaba Road  
Jewells NSW 2280  
P 02 4977 0001

[www.adventistseniorliving.com.au](http://www.adventistseniorliving.com.au)  
[enquiries@adventistseniorliving.com.au](mailto:enquiries@adventistseniorliving.com.au)