



### OFFICE ADDRESS

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## GENERAL INQUIRY DOCUMENT

## HARBOURSIDE CRYSTAL CLOSE

Current as at: 25<sup>th</sup> March 2025

This general inquiry document is required to be given to you as a prospective resident or as a person acting on behalf of a prospective resident.

## Village details

**Name of retirement village** Harbourside Crystal Close

**Street address** 5 Crystal Close, Fingal Bay NSW 2315

**Website** [www.harboursideportstephens.com.au](http://www.harboursideportstephens.com.au)

**Residency in this village is available under** *[tick one or more]:*

- |  |  |
|--|--|
| <input type="checkbox"/> strata title                            | <input type="checkbox"/> rental only           |
| <input type="checkbox"/> leasehold                               | <input type="checkbox"/> company title         |
| <input checked="" type="checkbox"/> non-registered lease/licence | <input type="checkbox"/> other [specify] ..... |
| <input type="checkbox"/> community title                         |  |

## Management details

**Name of operator:** Port Stephens Veterans & Citizens Aged Care Ltd

**How many retirement villages do we operate in NSW?** Four (4)

**We have operated retirement villages in NSW since:** 1981

**Are we a member of any industry association?** ☒ Yes ☐ No

If Yes, name of association: Ageing Australia

**Contact details for further information about the village:**

**Retirement Living Sales & Admin**

**Phone:** 02 4984 1811 **Email:** [retirementliving@harboursideps.com.au](mailto:retirementliving@harboursideps.com.au)

## Accommodation details

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

### Harbourside Crystal Close

**There are 6 residential premises in the village, made up of:**

6 x 2-bedroom villas

**The residential premises in the village are:** *[tick all that are applicable]*

- |  |
|--|
| <input checked="" type="checkbox"/> Self-care premises / Independent Living Units              |
| <input type="checkbox"/> Serviced apartments / Assisted Care Units                             |
| <input checked="" type="checkbox"/> Single storey and/or <input type="checkbox"/> Multi-storey |

**Is there a residential aged care facility onsite or attached?** ☐ Yes ☒ No

**Note:** Aged care facilities are not covered by the Retirement Villages Act 1999 (NSW). Entry is not guaranteed and will be subject to availability and meeting the eligibility requirements set by Commonwealth government laws.

## Financial matters

**The entry payment to enter the village is currently:**

*\$600,000.00 for two-bedroom villas.*

**The amount of recurrent charges payable to live in the village is currently:**

*\$366.49 per fortnight*

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

As you enter your new home you will be asked to pay an ingoing contribution which secures the right to live in the village. The contribution will be partly refunded to you once you leave the village. On departure from the village you will pay a fee often called a Deferred Management Fee (DMF) or Exit Fee.

The DMF is calculated from the date of entry and is based on a clear and defined percentage of the ingoing contribution that is outlined in the Disclosure Document. The DMF is based on your length of stay.

At time of exit you will be refunded the ingoing contribution less the DMF.

**Do residents share in any capital gains?** ☐ Yes ☒ No

(Other fees and charges may apply.)

## Village facilities and services

**Facilities and services available at the village include:** *[tick all that are applicable]*

- |   |   |
|---|---|
| <input type="checkbox"/> on-site manager  | <input checked="" type="checkbox"/> visiting hairdresser*                                     |
| <input checked="" type="checkbox"/> village bus                                 | <input checked="" type="checkbox"/> swimming pool*  |
| <input checked="" type="checkbox"/> emergency call system ( <i>on request</i> ) | <input type="checkbox"/> tennis court   |
| <input type="checkbox"/> restaurant   | <input type="checkbox"/> bowling green  |
| <input type="checkbox"/> dining room  | <input type="checkbox"/> gym  |
| <input type="checkbox"/> shop ( <i>Village Kiosk</i> )                          | <input type="checkbox"/> chapel / prayer room   |
| <input checked="" type="checkbox"/> library*                                    | <input type="checkbox"/> workshop   |
| <input checked="" type="checkbox"/> community room/centre*                      | <input type="checkbox"/> storage area for boats / caravans                                    |
| <input checked="" type="checkbox"/> arts and crafts room*                       | <input checked="" type="checkbox"/> optional services (e.g. meals, laundry and home cleaning) |
| <input checked="" type="checkbox"/> activities / games room*                    | <input checked="" type="checkbox"/> other [specify] <i>Croquet Lawn, Covered BBQ area*</i>    |
| <input type="checkbox"/> medical consultation room                              |   |

\* These facilities are located within our Harbourside Fingal Bay Village, 38 - 44 Farm Road, Fingal Bay NSW 2315.

## Village life

- |  |  |                             |
|--|--|-----------------------------|
| <b>Are pets allowed in the village?</b>                      | <input checked="" type="checkbox"/> Yes* | <input type="checkbox"/> No |
| <b>Can residents do their own gardening?</b>                 | <input checked="" type="checkbox"/> Yes* | <input type="checkbox"/> No |
| <b>Are there organised social activities in the village?</b> | <input checked="" type="checkbox"/> Yes  | <input type="checkbox"/> No |
| <b>Are there any village rules in force in the village?</b>  | <input checked="" type="checkbox"/> Yes  | <input type="checkbox"/> No |
| <b>Does the village have a residents committee?</b>          | <input checked="" type="checkbox"/> Yes  | <input type="checkbox"/> No |

*If yes, Name of secretary or chairperson:*

\* Conditions and restrictions may apply.

## More information

This document gives a basic explanation about the village. It contains general information only and may be subject to change.

If there are village rules in force in the village, a copy of the village rules can be requested from the operator of the village.

You should also read the NSW Fair Trading publication ***Moving into a retirement village?*** which gives an overview of the retirement village industry and contains a useful checklist for prospective residents. For more information on your rights and responsibilities, contact Fair Trading by visiting [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) or calling 13 32 20. A disclosure statement and village contract will provide you with more information should you decide to become a resident.