

Frequently Asked Questions

Our Villages



There are so many things to think about when moving into a Retirement Village. Let's see if we can answer some of the questions you may have. We hope this is helpful.

Let's talk about the Licensing Stages

1) Application Stage

When you want to start the process of joining one of our Villages, we will first assess your ability to live independently in the Village.

The Archer Trust General Medical Form will be provided to you. This needs to be completed by your GP and returned to the Village, prior to the application form being signed.

Following receipt of the completed Medical Assessment Form, and with your permission, we may ask to meet with you again with our Clinical Manager regarding your medical requirements, to check that we understand fully your personal medical situation.

Once we understand and are comfortable with the medical assessment, we will fill in an Application Form together.

We will discuss the conditions that you want to insert, like 'subject to selling your home' and ensure that all the conditions are agreeable to both parties.

This is the 'Conditional Offer' stage.

If, prior to signing the ORA, you decide some terms need further discussion, or you want to terminate the entire transaction, then you can do this, at no cost to you.

A deposit of \$5,000 is paid at the signing of this Application Form and this deposit is held in a Trust Account of the Statutory Supervisor.

If this Application is terminated, then the deposit and any interest gained from that deposit will be returned to you in full.

The Village receives no funds until the Settlement Stage.

2) Occupation Right Agreement (ORA) Stage

This is the formal legal Licence document used to meet the legal requirements under the Retirement Villages Act. It provides the securities you are entitled to when making this financial and lifestyle decision. Once all the conditions set out in the Application Form have been confirmed, then the ORA has to be signed in consultation with your Lawyer. The law requires you to receive independent legal advice before you sign this document.

This ORA stage also requires Enduring Powers of Attorney (EPOA's) for Property and Welfare to be completed.

3) 'Cooling-Off' Period

Under the Law, for a period of 15-working days from the day after signing the ORA you are able to cancel the entire transaction, for any reason, and receive a full refund.

4) Settlement Stage

After this 'Cooling-off' period, the Licence becomes unconditional and settlement takes place. This is when you can move into your residence in the Village.

5) Archer 'Happy' Guarantee

We want you to be really happy with the choice you have made.

To ensure this happens, we offer from the signing of your ORA a 90-day 'Happy' Guarantee.

If you are not fully happy living within the Village and want to move out, then we will refund your purchase price. While the refund will not be paid until the villa is re-licensed, no management fee (DMF) will be deducted.

Fixed Weekly Service Fees and what do they cover?

Weekly Service Fees are fixed for life, i.e. there are no annual increases in your weekly Village Services Fee.

These fees cover the likes of: rates, replacement insurance (not personal contents), a 24/7 emergency monitoring service, general maintenance, grounds landscaping, lawn mowing, exterior windows cleaning, access and use of community facilities at the Village, and all the financial and regulatory

protection compliances required by the law to protect your interests. Specific details are included in the ORA.

What other expenses will I be responsible for?

You are responsible for your own electricity, telephone, broadband, SKY TV, Netflix, contents insurance, the interior maintenance of your home, and any other services you may request from time to time.

Some Villas and Cottages at our Archer Beckenham Village have a Group Scheme for power and/or phone-broadband.

Deferred Management Fee (DMF) details

Enjoy all the benefits of living in the Village now and the Village recovers some of these additional costs for services and amenities provided at the termination of your Licence. It is a fee that covers maintaining the Village and surrounding property to an attractive standard; and the refurbishment and marketing of your residence in preparation for a new in-coming resident.

Our Villages DMF fees are 7% annually for four years. This is a maximum DMF deduction of 28% off your original purchase price. No additional Administration Fee is charged.

All DMF fees are charged on a daily basis - not charged in full on the first day of each year.

They are only paid when you terminate your Licence (through a deduction from the Exit Payment paid on relicensing of the villa).

Can I transfer to another Archer Trust Village Site?

We offer residents the option of transferring to any available Cottage-Villa-Apartment within the Archer Group.

The full value of the DMF accrued to the date of transfer will be offset against the DMF payable on the new unit. A Transfer Fee of 3% of the entry payment for the new unit will also be charged to help compensate the Village operational expenses associated with the transfer. All additional Legal and Statutory Supervisor fees are also payable by you.

Definition of a Retirement Village

A Retirement Village is designed to cater for the needs and lifestyles of our senior people. A registered Retirement Village has to meet the rules and regulations of the Retirement Villages Act 2003.

This ensures there are many safeguards and protections for people entering into a Retirement Village.

All Archer Trust Villages are registered Retirement Villages under this law.

Statutory Supervisor

All registered Retirement Villages in New Zealand are required to appoint a Statutory Supervisor. Statutory Supervisors monitor the financial position of the village and the security of residents' interests. They act as an independent stakeholder for payments by residents to operators, and report annually to the Registrar for Retirement Villages and to residents at an annual general meeting. Our Supervisor is Anchorage Trustee Services Ltd, based here in Christchurch. They represent a number of Retirement Villages throughout New Zealand.

Archer Trust has Industry Membership

Archer Trust is also a member of the Retirement Villages Association (RVA). As a member of this Association, each Village is independently audited on a scheduled basis by the RVA to ensure we are providing the best service we can to our residents.

Code of Practice/Resident's Handbook

The Retirement Villages Code of Practice sets out minimum standards for how a village operates.

Each Village has a number of policies in place to comply with the Code of Practice. Copies of policies are available upon request.

A Resident's Handbook is also provided that explains the day-to-day running of your Village.

Can we make changes to our décor or furnishings?

We have standard designs for our residences.

If you want to make some personalised décor changes prior to occupation, please discuss this with our Sales Representatives.



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Please note: any approved décor changes would come as an additional cost to you.

We supply net curtains and drapes in the lounge, bedrooms and blinds for the kitchen area.

What Community Facilities are available?

Each Village has a Community Centre available for residents to socialise and enjoy the use of.

On the Archer Village site there is the larger Leisure Centre with its auditorium, café-styled lounge, indoor heated swimming pool, spa and gym. This Leisure Centre is available for all our residents.

What is 'Archer Tours'?

Archer Trust is unique in offering a range of half day and full day tours. Tours travelling around the region include visiting cafes, local attractions and out of town places like Hanmer Springs and Akaroa.

Annually a four-day tour to destinations like the West Coast, Dunedin, Lake Tekapo, to name a few places takes place.

Archer Tours is a wonderful way to make new friends. As seats are available, we also encourage you to invite your friends to join you on the outings.

Can my family and friends visit?

Visitors are more than welcome to visit and share the facilities with you. Visitors may stay overnight with you for short periods of time (no longer than three weeks). Longer periods must be discussed and approved by the Site Manager.

Can I do my own gardening?

We have gardeners available, but you are welcome to do your own gardening. Any major changes to your garden will require prior approval from the Site Manager.

Can I bring my pet?

Cats, birds and small dogs are subject to approval at the time of your application, however all pets are subject to a 'good behaviour bond'.

Is there help available in an emergency?

All residents are provided with access to a 24/7 monitoring service.

Can we come and go as we please and go on holiday?

Yes, but please notify staff of a planned absence.

Is there any financial reporting to residents?

Yes, there is an Annual General Meeting and reports are presented to residents. The Statutory Supervisor attends and chairs these meetings.

There is also an Annual Financial Consultation Meeting with the proposed Village Financial Forecast for the next financial year discussed with residents.

If I have a complaint, who do I raise issues with?

There is a comprehensive Issues-Complaints process available for residents to use.

It ranges from being able to discuss issues with your local Residents' Committee, our Site Managers, and/or through our formal documentation process with forms available in each of our Community Centres.

What happens when we want to leave or sell?

One month's written notice is to be given by you or your legal representative to the Village Operator. After you vacate the property the Operator is responsible to do all the refurbishments and marketing with the intent to relist the residence quickly. Your Exit Payment is paid to you when the next resident moves in.

Your weekly Service Fees will reduce to 50% from the Termination Date.

Refund Advance offer

Archer is aware that there can be significant costs when this termination stage occurs. This can be a financially difficult time for you, your family, or your Estate.

To assist at this stage, Archer offers a \$20,000 advance of the refund entitlement to the outgoing party to help with initial costs that may be incurred. This must be requested in writing to ensure we meet all the legal protocols.

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Do Residents get a share of any Capital Gain?

No capital gain is offered to outgoing resident.

Any capital loss, if it was to occur, is borne solely by Archer Trust.

Finally, tell me something more about the Archer Trust

Archer Trust, the ultimate owner of our Villages and Homes, is a Charitable Trust. Archer started in 1956 with its connections to the Baptist Association and has been serving this community since then.

Archer offers a boutique range of Retirement-Lifestyle Villages and Care Homes. Each Archer Trust site offers a different combination of services. Archer Village and Thorrington Village sites offer a Village and Care Home. Linrose Village and

Maryville Courts are stand-alone independent-living Retirement Villages.

Archer has the Christian faith as a special characteristic, however, we welcome anyone to consider coming and enjoy what we have to offer, enjoy the security and peace of mind not having to worry about those housing repairs, make some new friends, and experience some new activities or events with our Archer Tours.

Our two Residential Care Homes offer a varying range of services including short-term Respite Care; to Rest Home, Hospital, and Dementia Care fulltime Residential Care services. All of our Village residents are given priority access to an available bed in an Archer care facility available at the time. This is subject to assessment by the Needs Assessment Service Coordination agency and is at the resident's cost.



ARCHER VILLAGE



THORRINGTON VILLAGE

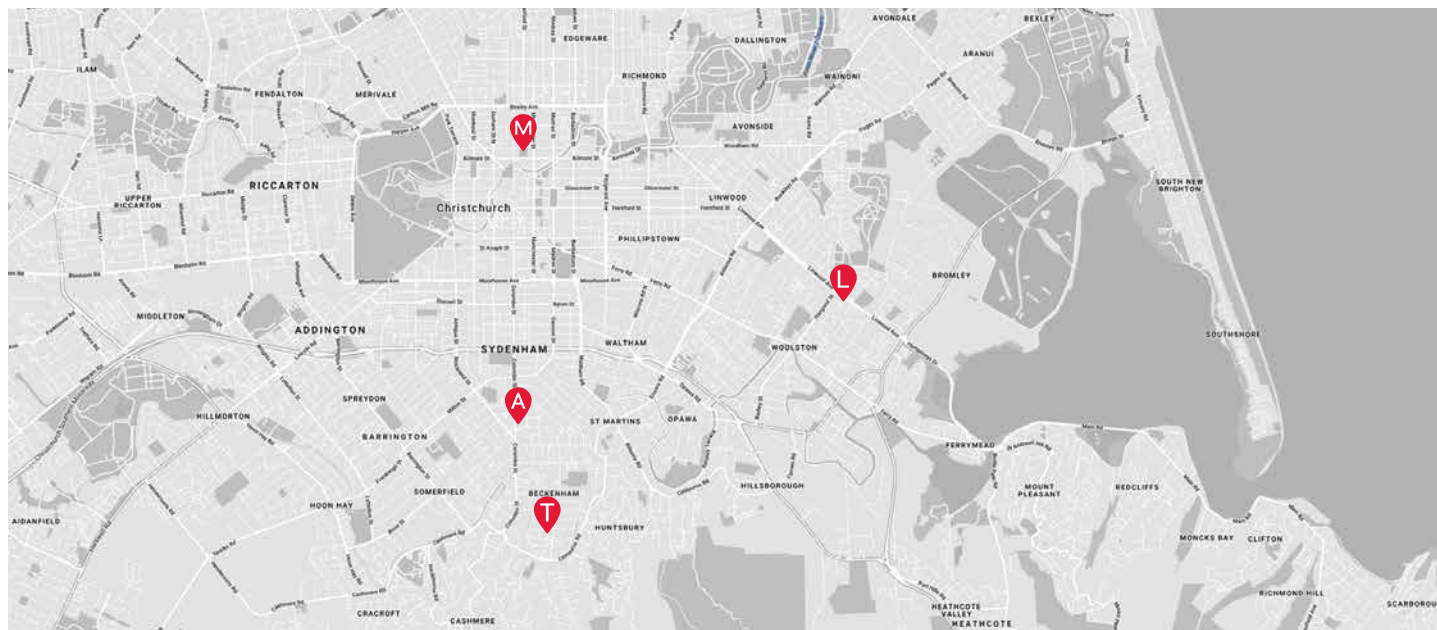


LINROSE VILLAGE



MARYVILLE COURTS

Our Locations



Archer

VILLAGE

BECKENHAM

166 Colombo St, Christchurch

Thorrington

VILLAGE

THORRINGTON/BECKENHAM

51 Birdwood Ave, Christchurch

Linrose

VILLAGE

LINWOOD

472 Linwood Ave, Christchurch

Maryville

COURTS

CENTRAL CITY

155 Salisbury St, Christchurch

Archer

HOME

BECKENHAM

166 Colombo St, Christchurch

Thorrington

HOME

THORRINGTON/BECKENHAM

51 Birdwood Ave, Christchurch



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