



Serviced Apartments

Support and help at home



Enjoy your independence for as long as possible by having care delivered in the privacy and comfort of your own apartment.

Your place, your furniture and your timetable

Start your day and have your meals when you like, invite family and friends around, pursue your own pastimes and just do your own thing.

Protect your independence

Arvida's approach to serviced apartment living lets you maintain a level of independence for as long as possible. We understand and value your ambition to keep steering your own ship, which is why you can have care and support delivered within the privacy and comfort of your own apartment.

Get help as you need it

You can get help with things that become a struggle or a worry, like showering, dressing, health-related daily tasks, house cleaning and meals. You'll have a kitchenette in your apartment and access to wonderful community facilities for entertainment and fitness.

Your home, your choice of serviced apartment

Arvida communities are different, reflecting their location, local population and architectural style of the day.

Serviced apartment design varies between communities, for exact inclusions please visit your local Arvida community and see for yourself.

Studio apartment

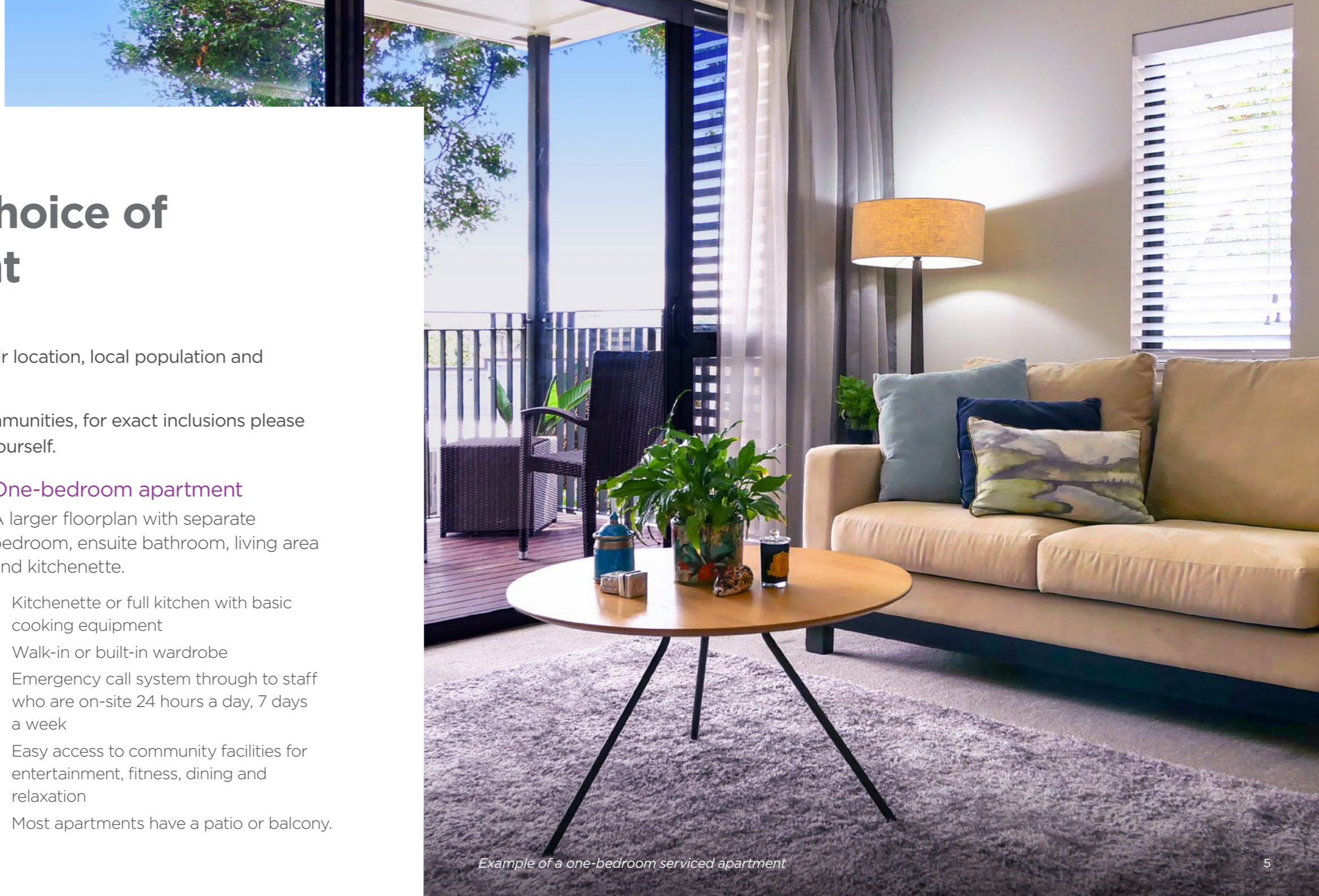
An open-plan space that incorporates a bed, bathroom, sitting area and kitchenette.

- Kitchenette, typically with microwave, sink and fridge
- Emergency call system through to staff who are on-site 24 hours a day, 7 days a week
- Easy access to community facilities for entertainment, fitness, dining and relaxation
- Some studio apartments have a patio or balcony.

One-bedroom apartment

A larger floorplan with separate bedroom, ensuite bathroom, living area and kitchenette.

- Kitchenette or full kitchen with basic cooking equipment
- Walk-in or built-in wardrobe
- Emergency call system through to staff who are on-site 24 hours a day, 7 days a week
- Easy access to community facilities for entertainment, fitness, dining and relaxation
- Most apartments have a patio or balcony.



Example of a one-bedroom serviced apartment



We work hard to encourage and enable our residents to enjoy purposeful and genuine engagement with friends, family and local community.

Living a life with soul

Arvida's mission is to improve the lives of New Zealanders by transforming the ageing experience. When your home is within an Arvida community, we make sure your life is still yours. We also provide multiple opportunities for new experiences through moving well activities, excursions, voluntary jobs, craft workshops, fitness classes and social occasions.

Here are some examples of the activities, shared social spaces and facilities on offer at Arvida communities. Talk to some residents when you visit about what they love most about their community activities!

Venues for socialising

All Arvida communities have indoor and outdoor areas for social occasions and barbecues. Some communities even have a clubhouse, bar and dance floor.

Van outings

There is a community van for outings. Some excursions are for shopping; others are just for fun.

Movement classes

Part of healthy ageing is maintaining muscle mass and cardio fitness. It's so much easier when you have easy access to equipment and classes.

Fitness facilities

Swimming pool, spa pool, pétanque, mini golf, putting green, outdoor bowls, indoor bowls, croquet, pool tables and table tennis are available at many Arvida communities.

Hair salon

On-site hairdressers make it easy to look good. Prices are kept affordable.

Cinema or movie room

Many of our communities have a purpose-built movie room or cinema, so a night at the flicks is free!

On-site café

In some communities you can enjoy barista-made coffee and a slice of something delicious without leaving the community. Friends and family are always welcome.



Workshops and hobby rooms

The Arvida community you choose will offer the chance to rediscover old talents and develop new abilities through art and craft classes, workshops and hobby spaces.

Shared vegetable gardens

Vegetable gardens are an opportunity to collaborate with other gardeners in your Arvida community. Together, you'll grow great things.

Cycling Without Age

Arvida was the first New Zealand organisation to bring Cycling Without Age trishaw bikes to New Zealand. Now we have a number of trishaws around the country. For residents who love the fun and freedom of cycling, trishaw rides are transformative.

Volunteer work

We love it when residents get involved with helping their Arvida community to run smoothly. If you have specific experience or a particular interest, our staff will do their best to find you meaningful work. We can also help you to find rewarding volunteer roles in the broader neighbourhood community.

Every Arvida community is different, reflecting its location and local population. The services and facilities mentioned above vary between communities.



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is within an Arvida
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The Arvida Advantage for serviced apartments

Fixed package payments

We understand you want financial certainty; it takes a weight off your shoulders. Your serviced apartment package payment is fixed at the time you move in for the package chosen.

If your needs change and you need the extra support that comes from another package, your new package will be fixed at the advertised rate as of that date. Package pricing is reviewed annually.

Moving made easy

Many new residents need to sell their homes before moving into an Arvida serviced apartment and in some cases, it's necessary to move before that home is sold. Arvida understands this challenge and can provide financial flexibility.

- A \$2,000 deposit can secure the serviced apartment you want.
- If you pay a further \$15,000 partial entry payment and sign the Occupation Right Agreement, you can move into the community immediately. The balance is

payable in two months from the day you move in, or at a time that coincides with the settlement of your family home, if earlier.

This assistance is only available when a move is required before the family home is sold.

Complimentary moving

In some locations we can offer the packing, cleaning, trucking and unpacking services of Senior Move Managers for no additional charge.

Note: some conditions apply

Deferred Management Fee capped

The Deferred Management Fee or 'DMF' is your contribution to the ongoing maintenance and management of the community and your home. The DMF is not payable until you exit the community. In an Arvida serviced apartment, the DMF is a maximum of 30% of your entry payment and a minimum of \$10,000.



Fees stop immediately

We believe in fairness, all fees stop the day you permanently vacate your apartment and remove all possessions. Arvida cover the refurbishment, selling and marketing of your apartment. The only deductions from the original entry payment when you leave are the DMF, cost of repairing any damage beyond fair wear and tear and unpaid fees.

Repayment peace of mind

We want to reassure you that if the on-sale of your apartment is delayed for any reason, we will pay you interest on the amount to be repaid from six months after the date you vacate.

No capital gain or loss

To provide certainty to you and your family, Arvida assures you that you will not bear any loss if the value of your apartment declines.

Arvida Easy Pay

Some new residents want or need additional care services, but can't afford to increase their weekly spending. To help make things easier, we have designed Arvida Easy Pay. It means that any service provided above the independence package can be accrued and offset against the amount due to you when you leave the community.



90-day 'love it or your money back'

We are confident that you'll love your move into an Arvida community. However, if between 60 and 90 days of moving into your new home you find that you're not happy, we will refund your money in full, without a Deferred Management Fee deduction from the entry payment.*

* Does not apply if you take the move in early option or if you transfer between homes in the community.

Support when the unexpected happens

Communities come together when disaster strikes and at Arvida it's no different. We will provide alternative accommodation should a natural disaster impact your home. You can feel secure knowing Arvida is insured and will manage repairs if required.

Residential care subsidies

Most Arvida serviced apartments are certified by the Ministry of Health. If you are eligible for a government residential care subsidy, it can be used towards a serviced apartment in one of our communities. If you need advice about applying for a subsidy, we can point you in the right direction.

Priority access to ongoing care

As an Arvida resident, you have priority access to our rest home, hospital and dementia care households. If the community you're in doesn't have hospital, dementia or required care services available on-site, you will have priority access to another Arvida community that can provide these services.



We offer a choice of service packages, plus a variety of add-ons that let you personalise your help and support.



Service that supports your independence

The key benefit of living in a serviced apartment is having help that makes every day easier. We offer a choice of service packages, plus a variety of add-ons that let you personalise your help and support.

Our service packages are delivered by caring people who put their heart and soul into the wellbeing of our residents; we call this commitment the 'Attitude of Living Well'. On a daily basis, our people bring this attitude to life by enabling our residents to eat, move, rest, think and engage well - the five essential elements of living well.

Your choice of serviced apartment packages

To live in an Arvida serviced apartment, you are required to subscribe to a package of services. In most of our communities, the first tier is the independence package, which is the minimum level of care required.

However, because each of our communities is unique, the entry-level package may start at a higher level and the exact components of the package may differ slightly. Please talk to your community team for more details and pricing.

Care and support package details

Independence

This package is the first tier and is designed for an independent person who wants to make life a little easier.

The independence package offers a core range of services that form the basis of all our care packages.

While the exact components of this package may differ slightly between Arvida communities, this package typically includes:

- One main meal per week
- Resident-led wellness programme (The Attitude of Living Well™)
- Community activities and events
- 1/2 hour housekeeping assistance weekly (vacuum & mop, bench wipe, toilet clean)
- Weekly towel and linen change
- All electricity and heating
- Regular security, building and common area insurance, repairs and maintenance, rates
- 24-hour emergency call system.



Independence Plus

This package includes everything covered in the independence package, plus a daily main meal and snacks.

- One main meal a day
- Daily morning and afternoon tea.

Assisted Living

If you need a higher level of support, this package includes everything in the independence package, and:

- All meals, prepared on-site
- Morning and afternoon tea
- Personal laundry service, once a week
- Regular apartment clean, three 1/2 hour visits per week.

Care and Support

Designed for someone who needs some daily assistance. It includes everything in the Independence package as well as:

- All meals, prepared on-site
- Laundry service; 3 loads per week
- Regular apartment clean; 3 per week
- Morning and bedtime check in
- Showering assistance; 3 per week
- Medication administration; 3 per day

Rest Home Care

This package represents the highest level of support you can receive in most serviced apartments. Our friendly, supportive wellness team provide round-the-clock rest home care. They work in partnership with you to provide the support you need to live well. Rest home-level care includes:

- Care and support, helping you to get ready for the day ahead and assist with bedtime
- Bed made daily
- Help with showering
- Medication assistance
- All meals, prepared on-site
- All laundry and cleaning
- Registered nurse oversight
- Doctor's visits and medication.



Additional extras

These are additional service choices that can be added on if they're not already included in your package. Some of them involve a flat fee, others are charged by the hour.

- Continental breakfast
- Cooked main meal with dessert
- All meals in the dining room
- Personal laundry
- Additional housekeeping
- Morning and bedtime check in
- Daily medication administration; 3 per day
- Showering; 3 per week
- Registered nurse for health checks
- Wellness partner assistance

For all the details, please contact the community you're interested in and discuss your options.

You can change the services you receive to suit your personal needs at any time.

Frequently asked questions

If you are looking at a serviced apartment for yourself or someone close to you, these questions and answers will help you to understand what makes Arvida different.

Can I still get my superannuation?

Absolutely! You are living in your own home, so are entitled to your government superannuation as usual. However, if you are eligible for and receive a residential care subsidy, the majority of your government superannuation will be paid automatically to your community to offset the costs of your care.

Will I need a health assessment?

We ask all new residents to have a medical assessment with their GP, so we can ensure a serviced apartment is suitable for you and that we can offer an appropriate level of support.

How does it work for couples?

One person in a couple must have a service package. If one person leaves, the other must subscribe to a service package (the minimum requirement is the independence package). For couples where both individuals require care, the community will provide solutions tailored for each person's needs.

Can I bring my pet?

Most likely yes. We understand that pets are important companions. However, the manager at your Arvida community will have to check that your pet is suitable for a serviced apartment environment.

Can friends and family visit and stay overnight?

Yes! It's your home, so friends and family are welcome to visit and stay overnight. Please discuss with the community manager if you intend having guests stay for longer than three weeks.

Do I keep my current doctor?

Yes. Alternatively, you can choose to use your community's affiliated doctor.

Can I change the level of service I receive?

Yes. You can change the services you receive to suit your personal needs at any time. The minimum level remains the independence package.

Does Arvida offer dementia care?

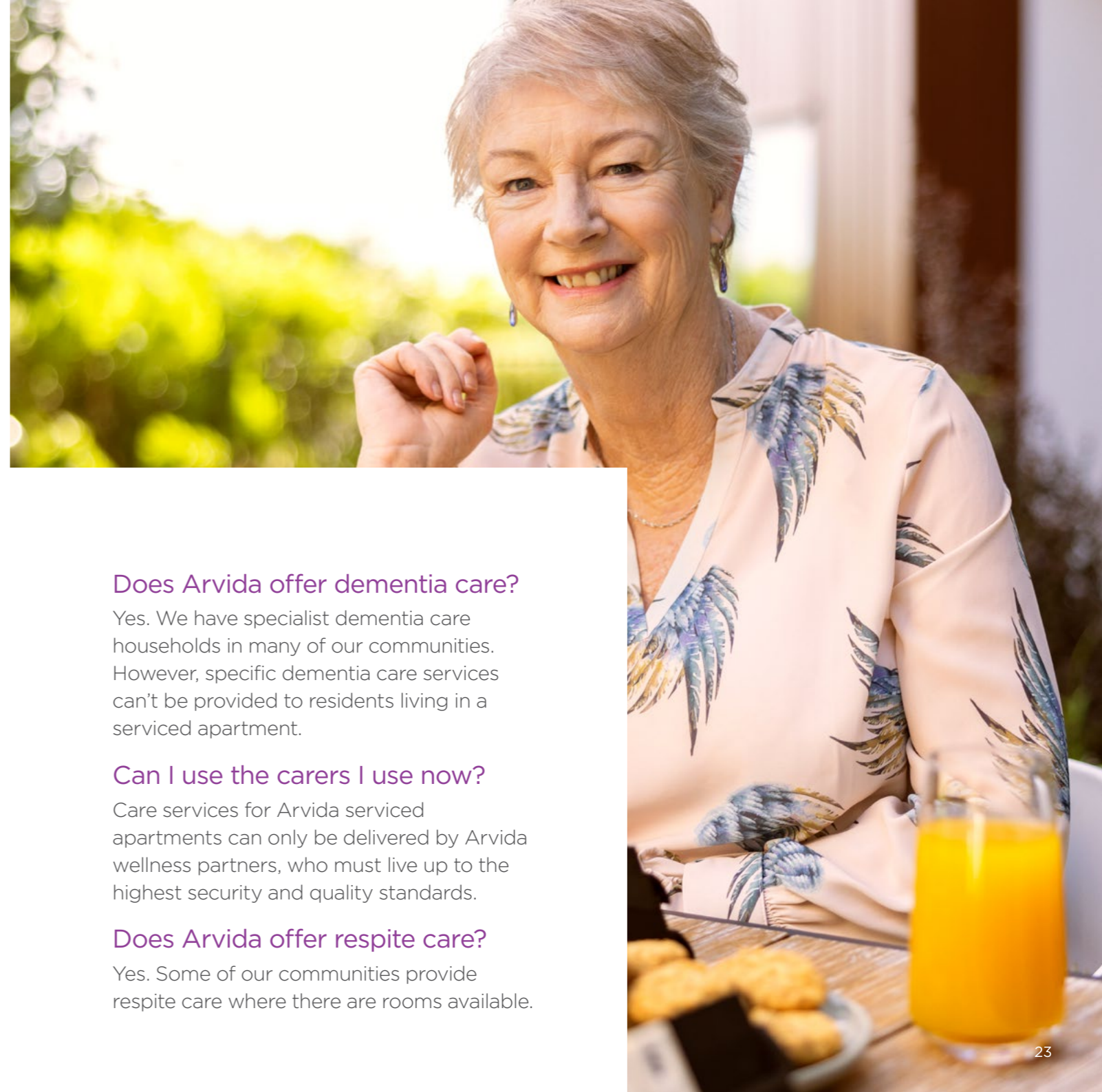
Yes. We have specialist dementia care households in many of our communities. However, specific dementia care services can't be provided to residents living in a serviced apartment.

Can I use the carers I use now?

Care services for Arvida serviced apartments can only be delivered by Arvida wellness partners, who must live up to the highest security and quality standards.

Does Arvida offer respite care?

Yes. Some of our communities provide respite care where there are rooms available.



We'd love to show you around

Discover your perfect serviced apartment in the Arvida community that suits you. Contact us for more information or to book a tour. Our team is ready to assist you with all the information you need.

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arvida.co.nz