

## **Retirement Living Services specialises in the management of Retirement Villages in New South Wales. This is our core business.**

We provide comprehensive services, from the complete full-time management of your Village to short term caretaker support while you arrange your staffing requirements.

Our management resources place us as your experts in not only strategic management but also in the day-to-day operations of your Village.

Retirement Living Services has advised, consulted to and managed a number of Villages within the New South Wales, drawing on the combined experience of its staff to implement efficient and compliant management systems.

In our role as Managers, our brief generally includes assessing current management systems and either implementing comprehensive management systems we have developed ourselves or upgrading our client's systems to ensure compliance with the relevant legislative framework and industry best practice principles.

As a matter of course, Retirement Living Services identifies areas which do not comply with relevant State and Federal Legislation, and with consultation, implements time and cost-effective solutions to meet the relevant compliance standard/s.

Our village management services include:

- Support villages in distress and provide direction.
- Financial modelling of village operating and capital works funds.
- Village sales and marketing.
- Setting up all processes and systems to ensure compliance with all relevant Acts and legislations applicable to Retirement Living.
- Contracts and resident documentation.
- Review existing infrastructure and best practice capabilities for Retirement Living complexes.
- Village management.
- Village facility improvements and refurbishment projects.
- Involved in advising on village set up, management implementation, marketing and day to day management.
- Financial modelling of asset on behalf of owner in regard to investment return.
- Whole of life capital works fund estimates and asset management plans.
- Village policies and procedures.
- Attend on resident exit refurbishment and/or renovation of vacant villas.
- Pricing matrix of villas for sale and setting selling prices.
- Independent facilitation of resident satisfactory surveys.
- Attend on resident exit refurbishment / renovation of vacant villas
- Subsequent to the first meeting with a view to resolving the dispute preparation and attending dispute resolution meetings at NCAT.
- Lodge insurance claims and manage process of claims in excess of \$20,000.
- The accreditation process as required.
- Insurance valuations.