

Retirement Villages

About our Villages.

Information about living in a Bupa Retirement Village.



bupa.co.nz





Welcome to Bupa Retirement Villages

At Bupa we are committed to providing flexible options to meet the needs and wishes of our residents. We aim to make Bupa retirement villages feel homely – the kind of place where you immediately feel comfortable and among friends. Our village managers go the extra mile and will endeavour to get to know you personally, while respecting your privacy. Our hope is that you feel at home and can enjoy the benefits of village life.

We look forward to supporting you with a warm welcome and friendly advice. Our village managers are happy to answer any questions, queries or concerns that you may have.

Warm regards,

Margaret Owens
Director Independent Living

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If you are a keen gardener, there is always the choice of maintaining your own garden.



A place to help you get the most out of life

Take up a new hobby, make some new friends or go on your dream holiday. The opportunities are endless at a Bupa Retirement Village. Freed from the ties of everyday chores like mowing the lawns, weeding and household maintenance, there's more time for hobbies and socialising and making the most of what village life offers. If you are a keen gardener, there is always the choice of maintaining your own garden. Many of our villages have shared or individual veggie gardens.

Our residents enjoy the companionship of the people around them, but know that their privacy and independence will always be respected. Many of our residents remain very involved in the wider community – through activities, clubs and sometimes volunteer work. Friends and family are welcome any time, and it's nice to know they can stay overnight if they wish.

Going on holiday can be easier if you live in a village. You can simply lock the door, knowing that maintenance will be taken care of and your home will be looked after.

A busy social calendar – if you choose!

Many of our residents appreciate the liveliness of our villages, but also the freedom to determine their own level of participation.

Bupa villages offer a busy social calendar, with regular outings, movies, visits from entertainers and more. The community centres and lounges are the hub of our village communities – with their libraries, large screen televisions and space for activities like indoor bowls and dancing.

Peace of mind – now and in the future

Knowing that help is available if needed can help put your mind at ease. If you become unwell at any time, you can call for help through your monitored Bupa medical alarm. Being in control is important for all of us and we will endeavour to support you to help you make choices that are right for you.

If your circumstances change, the following additional services may be available to you at an extra cost, if required. We recommend you discuss your personal needs with the village manager.

- Provision of meals
- Laundry services
- Household cleaning
- Hairdressing
- Help with shopping

You will also receive:

- Every year you stay in our retirement village, you will be entitled to seven days complimentary respite care, in one of our care homes (subject to availability). To find out more about the eligibility requirements and terms and conditions, please contact us.

To help keep you healthy, we offer a weekly Wellness Clinic run by a registered nurse, who does basic health checks and monitoring.

Most Bupa villages have an on-site care home. All others have one nearby. This provides a great solution for couples and individuals with different health needs, mixing the independence of village living with the assurance of quality nursing care in our care homes.

Key features of Bupa retirement villages

Continuity of care

Bupa offers rest home, hospital and dementia care, with priority access given to village residents for Bupa Short Stay and long term care.

Our care homes are either right next door or close to where you are living. Care options may vary at each village so ask the village manager for more details.

Bupa globally has no shareholders

Our focus is on our customers. Globally the Bupa Group invests back into improving the quality of our health and care services.

Small, friendly communities

Bupa's retirement villages are smaller communities than most others. This makes it easier to get to know your fellow residents.

Buy back guarantee

If your apartment or villa has not been sold within six months of your occupational rights agreement terminating, Bupa will pay what you are owed. If it sells sooner, Bupa will repay you upon settlement.

Ability to transfer at minimal cost

With Bupa you can request to transfer within and between our villages for an additional fee. This allows you to down-size your village home, or move to another Bupa village, with minimal financial impact, if you wish.

Types of homes

Bupa villages offer a wide range of homes to suit your needs, from one and two bedroom villas; apartments with one, two or three bedrooms; to serviced apartments. The range available varies by village location.



“I feel relaxed in my villa.
They are built for people our
age, they are beautiful. I love
the security and social aspect”.

- Bupa village resident

What you can expect

Your contract

Before you come to live in the retirement village you sign an Occupation Right Agreement (ORA). This specifies the terms and conditions of your stay in the village. It describes the services available to you in the village. To help make this an easy move, your village manager will be there to make sure you and your family feel comfortable when you settle into your new home.

When you leave, your home will be marketed by the village manager. This enables a new owner to be found. Bupa is responsible for selling your home so you and your family don't have to organise this.

Bupa will pay all marketing and advertising costs. You don't have to pay a commission when your home is sold.

Amenities fee

The amenities fee represents a contribution towards the provision of accommodation and communal village facilities and buildings and is deducted when you leave the village.

Resale costs

When it is time for you to sell your home, all refurbishment costs related to normal wear and tear will be met by Bupa. No sales commissions will be deducted from your refund. Presuming all weekly fees have been paid the amenities fee is the only deduction that will be made.

Bupa Short Stay services

Bupa Short Stay services in our care homes, give you flexible options ranging from a person joining us for a meal to staying for several days or



weeks at a time. Our care homes are either located next door or close by. This is especially helpful if you are caring for an unwell partner. You can have a break while your partner is looked after. Ask your village manager for more details.

Weekly fees

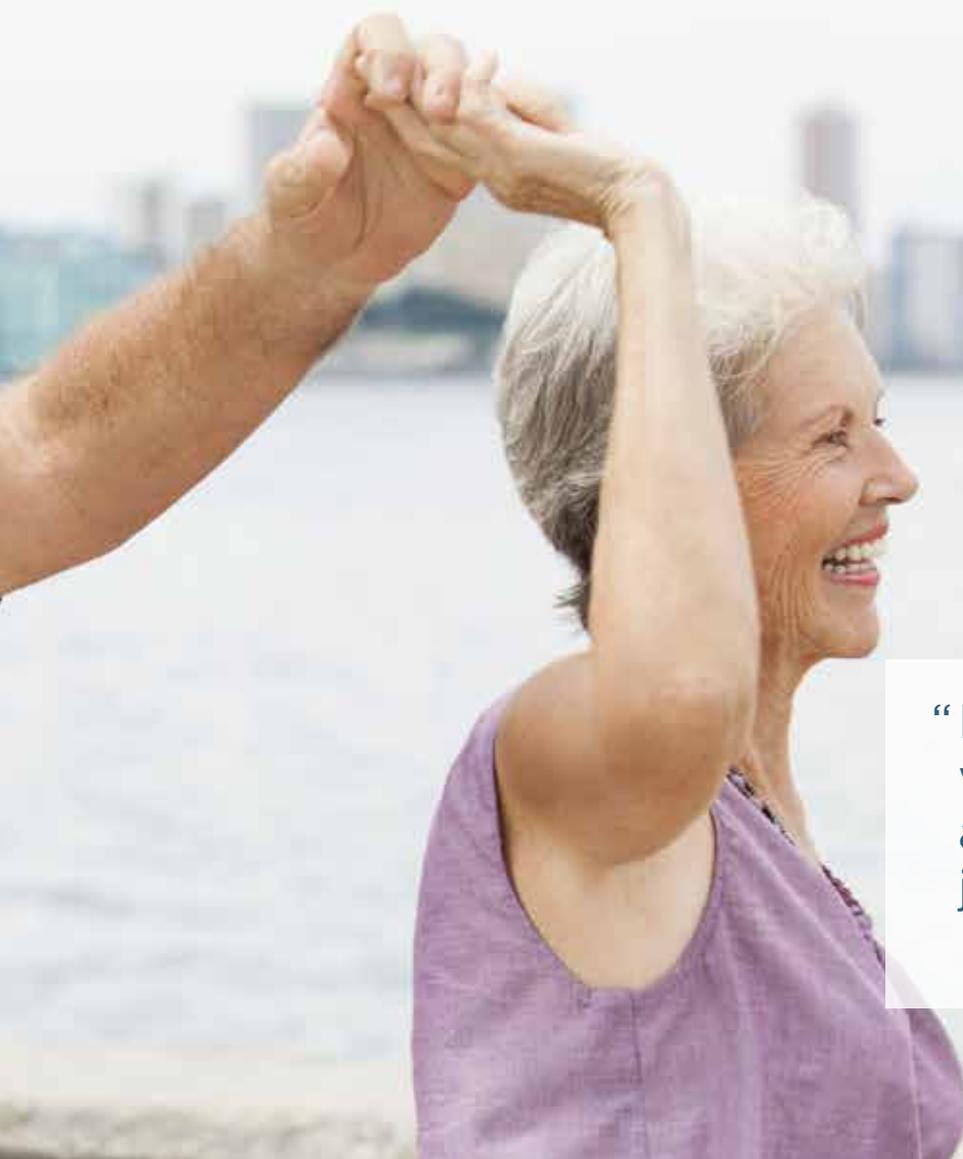
Residents pay a village weekly fee, monthly in advance, which is calculated as a proportion of the cost of the village outgoings. This includes:

- Land rates
- Insurance (excluding your own personal belongings)
- Administration and management of the village
- Provision of utilities, cleaning and servicing of communal areas

- Provision of domestic rubbish removal service
- Exterior maintenance of apartments
- Maintenance of village facilities, lawns, gardens, roadways, paths and all common areas
- Provision for long term maintenance
- Exterior window cleaning at least twice a year
- Security patrols
- Weekly transport for shopping

Please refer to the Occupation Right Agreement or contact us for full details. You can also check the specific details with your village manager.

Please note that each village is a little different and fees may vary slightly.



“I thought my life was at the end but at Sunset it feel it is just beginning”.

- Bupa village resident

Frequently asked questions

What type of title do I have?

When you move into one of our Retirement Villages you sign an Occupation Right Agreement, which gives you an unsecured right to live in the villa or apartment for your lifetime. Bupa retains ownership of the land, so a freehold title is not available.

How much will I receive when I leave the retirement village?

You will receive the entry payment less the amenities fee (accrued daily over the first three years), and any weekly fees or service charges that may be owing. This is on the assumption that no other money is owing.

Where will I park my car?

Most of our retirement villages have either resident parking or garages with external or internal access to your home. Usually your vehicle can be parked in close proximity to your home, although it may not be in a garage. The parking areas are well lit and patrolled by security, so there is no reason to give up your car when you move into one of our retirement villages.

What if I need extra help?

You are welcome to bring any services you are entitled to from your local District Health Board (DHB) into the village. If you would like some additional services to support your independence, talk to the village manager to see what services are available.

How much do I have to pay per week in weekly fees?

The weekly fee will vary depending on which retirement village you live in. The weekly fee covers outgoings and running costs of the village. When a retirement village is under development, the weekly fee is subsidised by Bupa until all the homes are sold. This means you don't pay any more than your share when you move into your retirement village home.

Do I have to market the home myself?

No, the retirement village manager will market your home. They will report to

you on a regular basis regarding the marketing plan and progress towards the sale of your home.

Can the weekly fee increase and if so, how often?

Yes, but any increase in the village weekly charge will be no more than the percentage change in the New Zealand superannuation rate.

Can I have my friends or family members stay with me in my home?

Yes, your family members and friends are welcome to stay for up to three weeks in your home. Guests may be able to stay for longer with prior written consent from the village manager.

Can I bring my pets?

Some village residents bring their pets with them. Prior to purchasing your new home, we ask that you discuss with the village manager any pets you wish to bring. Our key concern is about the impact of your pet on our other residents. Written permission is required to keep a dog.

What can I do if I don't think living in the village is working out?

In our experience a move to a Bupa village works out very well for most people. If you have concerns, you can talk to the village manager who will try to ensure your stay is enjoyable and fulfilling. If you do decide to leave, you can give us notice at any time and we will find another resident for your home and pay you the amount due on settlement.

If I want to have my say, how do I go about that?

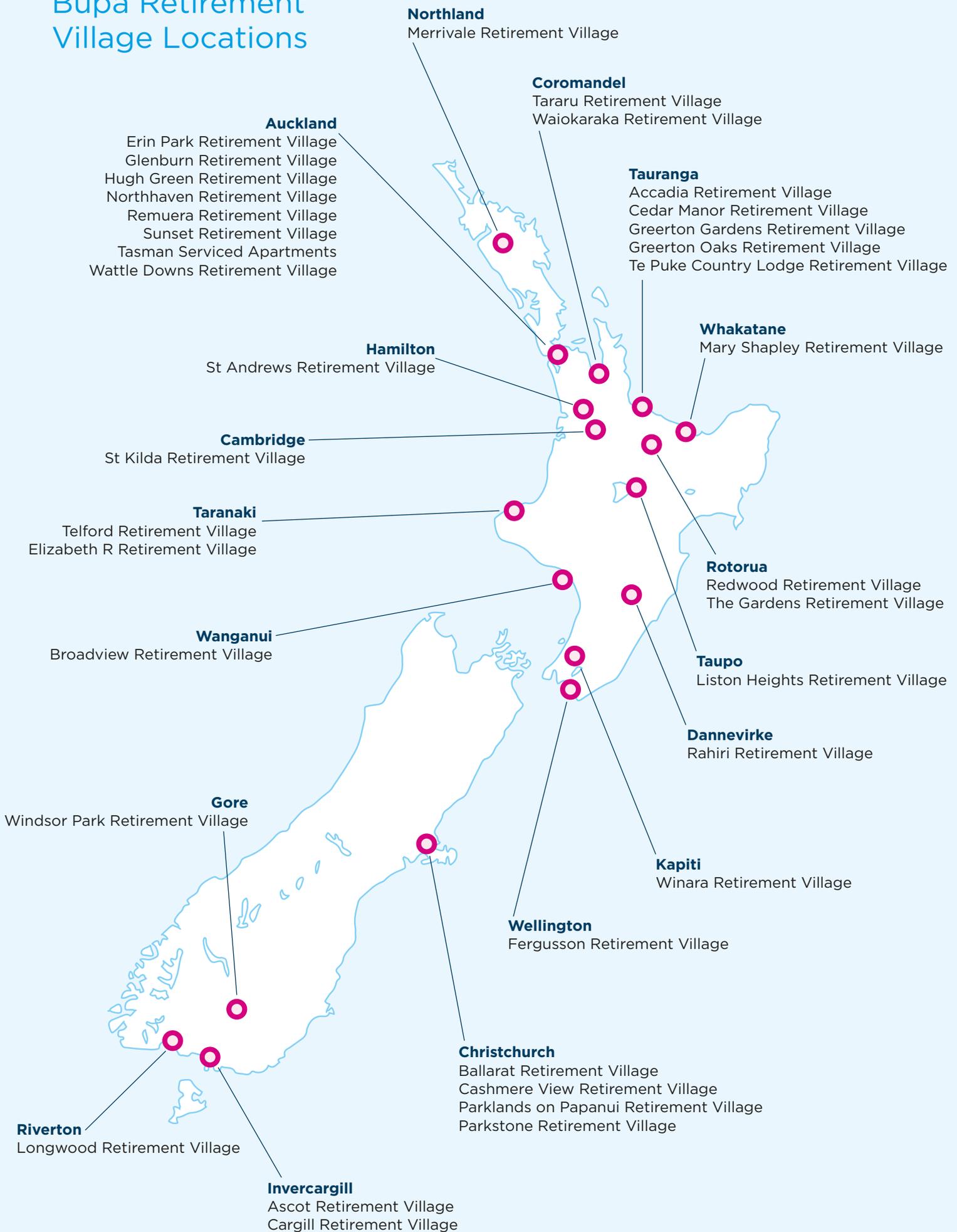
The village manager is always interested in your opinion. There are regular village meetings and most villages have a residents' committee. Members of the committee can speak with management on your behalf. We also have a formal complaints process in the village that you can follow should you feel your needs have not been addressed. Our residents' satisfaction surveys offers another way to share your view.

Every year you stay in our retirement village, you will be entitled to seven days complimentary respite care in one of our care homes*.

* Subject to availability. To find out more about the eligibility requirements and T&Cs, please contact us.



Bupa Retirement Village Locations



Northland

Merrivale Retirement Village

61 Winger Crescent, Whangarei

Auckland

Erin Park Retirement Village

62 Russell Road, Manurewa

Glenburn Retirement Village

79 Margan Avenue, New Lynn

Hugh Green Retirement Village

105 Apollo Drive, Albany

Northhaven Retirement Village

142 Whangaparaoa Road,
Red Beach

Remuera Retirement Village

10 Gerard Way, St Johns

Sunset Retirement Village

117-123 Boundary Road,
Blockhouse Bay

Tasman Serviced Apartments

4 Wadier Place, Henderson

Wattle Downs Retirement Village

120 Wattle Farm Road, Wattle Downs

Waikato

Liston Heights Retirement Village

19 Liston Avenue, Taupo

St Andrews Retirement Village

26 Delamare Road, Hamilton

St Kilda Retirement Village

91 Alan Livingston Drive, Cambridge

Tararu Retirement Village

109 Wilson Street, Thames

Waiokaraka Retirement Village

100 Campbell Street, Thames

Bay of Plenty

Accadia Retirement Village

101 Edgecumbe Road, Tauranga

Cedar Manor Retirement Village

30 Sixth Avenue, Tauranga

Greerton Gardens Retirement Village

45 Greerton Road, Tauranga

Greerton Oaks Retirement Village

108 Greerton Road, Tauranga

Mary Shapley Retirement Village

4 Spence Lane, Whakatane

Redwood Retirement Village

429 Te Ngae Road, Rotorua

Te Puke Country Lodge Retirement Village

1, No 1 Road, Te Puke

The Gardens Retirement Village

15 Hodgkins Street, Rotorua

Taranaki and Manawatu-Wanganui

Broadview Retirement Village

108 Mosston Road, Wanganui

Elizabeth R Retirement Village

30-33 Elizabeth Grove, Stratford

Rahiri Retirement Village

348 High Street, Dannevirke

Telford Retirement Village

15 Telford Street, New Plymouth

Wellington

Fergusson Retirement Village

8 Ward Street, Upper Hutt

Winara Retirement Village

9 Winara Avenue, Waikanae

Canterbury

Ballarat Retirement Village

21 Ballarat Road, Rangiora

Cashmere View Retirement Village

72 Rose Street, Christchurch

Parklands on Papanui Retirement Village

429 Papanui Road, Christchurch

Parkstone Retirement Village

2 Athol Terrace, Christchurch

Southland

Ascot Retirement Village

211 Racecourse Road, Invercargill

Cargill Retirement Village

1 Cargill Street, Invercargill

Longwood Retirement Village

10 Albany Street, Riverton

Windsor Park Retirement Village

3 McKellar Street, Gore



Making a difference in health and care

Bupa's purpose is to help people live longer, healthier, happier lives. We do this by providing a broad range of health and care services, support and advice to people throughout their lives. Care is at the heart of everything we do. At each care home we develop individual care plans and tailor activities to suit. Our medical alarms keep people safe in their own home and our villages provide independent living options. Specialised rehabilitation programmes help people learn daily living skills so they can live as independently as possible.

Bupa is one of NZ's leading residential aged care providers

We provide care for over 5,400 people in 62 care homes and 36 retirement villages. High customer satisfaction and recommendation scores continue to endorse why people choose our Bupa care homes.

Over 60 years' experience

We began operations in 1947 in the UK when 17 provident associations joined together to form Bupa.

Dementia care

Bupa is one of New Zealand's largest dementia care providers. We are committed to shaping dementia care and ensuring that people living with dementia lead happier lives for as long as they can. This is why we are exploring what we can do to help create dementia-friendly communities, as well as helping people living with dementia in care homes. We do this by putting the person first and understanding their individual needs.



Credentials

Bupa is an active member of the Retirement Villages Association (RVA). This requires Bupa to follow strict standards and guidelines in running our villages. To maintain membership, each village is audited by an independent agency.

All Bupa villages are accredited for three years following audits. Our goal is to ensure that we have well run communities where you can benefit from our experience and skills.



“ I just love the social aspect of the village. Happy hour, shared dinners and chatting with my neighbours. Any specially arranged event and I’m there”.

- Bupa village resident

 0800 60 80 99

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