



 **Alden** **Rosedale Village**



WHAT TO EXPECT WHEN YOU JOIN OUR VILLAGE

Companionship, security and peace of mind

Rosedale Village offers you the best of both worlds, the freedom of independent living with exceptional care available when you need it. For added peace of mind, our team is just a button-press away—your safety and wellbeing are always our top priority.

Every week our team organises activities for residents such as shopping trips, coffee/lunch outings and scenic drives. There are crafts, games, music and physical movement classes. You decide how much you want to be involved.

You can make the most of all our amenities from browsing the books in the library, enjoying some pampering in the hair salon, or relaxing with friends in the landscaped gardens, a sunny central courtyard or our large lounge area.





MEALS TO SUIT EVERY TASTE

Fresh food daily and prepared with care

We have our very own qualified kitchen team on-site. Their mission is ensuring all residents enjoy appetising and nutritionally balanced meals, prepared fresh every day.

Our menus change with the seasons and if you have a yearning for a particular style of cuisine, just let us know and we will do our best to accommodate your tastes.

We believe good food is more than fuel—it's comfort, connection, and one of life's daily joys.

INDEPENDENT LIVING AT ROSEDALE VILLAGE

An affordable home with a little support when you need it

Rosedale Village offers you the best of both worlds, the freedom of independent living with exceptional care available when you need it.

We can offer a range of apartments to choose from, such as one bedroom, studios and personal suites all including ensuites and kitchenettes. All upstairs apartments feature their own balcony and downstairs apartments open onto a courtyard with landscaped gardens.



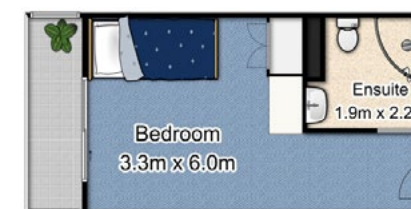
1 bedroom apartment

Total floor area approx. **36-46m²**
(excluding balcony/patio)



Studio apartment

Total floor area approx. **31m²**
(excluding balcony/patio)



Personal suite

Total floor area approx. **24m²**
(excluding balcony/patio)



WHAT IS THE PROCESS FROM HERE?

Taking the next steps

The following is a chart showing you the process from your initial viewing through to joining us at Rosedale Village:

1. COME IN FOR A VIEWING

Have a good look around the village, view our accommodation options and chat to staff and residents.



Any questions that you have can be answered at this time.

2. MAKE AN APPLICATION

Complete an application form with the Village Manager and decide on a settlement date (this can be flexible depending on your circumstances).



At this stage you will also pay a \$5,000 deposit. This is held in trust by the Statutory Supervisor and fully refundable if you change your mind.

3. SIGNING THE OCCUPATION RIGHT AGREEMENT (ORA)

Your application is sent to our solicitors and they will issue the ORA.



The ORA is then sent to your solicitor who will meet with you to fully explain the agreement before you sign. You will also need to provide a copy of Enduring Power of Attorney or have one drawn up.



Once you have signed the ORA, it is sent back to our solicitor for signing.



You have 15 working days (also called a cooling off period) from the date of signing the ORA should you wish to withdraw from the agreement.

4. MOVING IN DAY

Advise the Village Manager of your moving in date (it's usual to move into the village on the date specified for settlement in the ORA). This means they can ensure everything is ready for you.



Welcome to Rosedale Village.

OUR RANGE OF CARE PACKAGES

Choose the level of support that's right for you

One of the benefits of living at Rosedale Village is the ability to choose the level of support you require.

When you purchase your unit, you'll be invited to sign up to a care package that provides the level of services you think you'll need.

Residents can include services such as:

- Meals
- Housekeeping
- Laundry
- Bedmaking
- General staff support
- Personal care

You may find that your needs change over time. At Rosedale we can provide higher levels of care when required for most needs.



FREQUENTLY ASKED QUESTIONS

WHO OWNS THE UNIT?

The unit is owned by the Village. Residents do not have title to the land or unit, but they do have the right to occupy their unit for life.

WHAT FINANCIAL SECURITY DO I HAVE FOR MY INVESTMENT?

The Village land is secured by a first mortgage in favour of the Statutory Supervisor. Your home cannot be used as security for any debt of the Village operator.

WHAT HAPPENS WHEN I LEAVE?

The Village will refurbish, market and sell the unit at its expense. Once the unit is sold, you or your estate will be paid back your original investment minus the Village contribution.

WHAT FINANCIAL REPORTING IS PROVIDED?

Annual financial reports are available to residents. The accounts are reviewed by the Company Auditor and the Statutory Supervisor.

WHAT HAPPENS IF I CHANGE MY MIND AFTER I INITIALLY SIGN UP TO PURCHASE AN ORA?

You have 15 working days to be sure of your decision before you move into our Village.

WHAT IS A STATUTORY SUPERVISOR, AND WHAT DO THEY DO?

The Statutory Supervisor is an independent professional organisation approved by the Registrar of Retirement Villages who provide residents' protection and guidance.

ARE THERE ANY OTHER EXPENSES?

Every resident can select a care package to cover the level of services required. Each care package provides a suite of services for an all-inclusive, weekly fee. In addition, you may be responsible for any weekly outgoings such as telephone, TV, contents insurance and minor maintenance such as light bulbs.

CAN I RENT OR LEASE OUT MY UNIT?

No. The dwelling is for the sole use of the person or people named in the Occupation License.

CAN MY FRIENDS AND FAMILY VISIT AND STAY?

We enjoy having your friends and family in the Village. They are welcome to stay with you for up to three weeks, and up to a total of three months annually. All you need to do is let your Village Manager know ahead of time and discuss the details.

CAN I BRING MY PET?

Please have a chat with your Village Manager as not all apartments are suitable, so it is on a case-by-case basis. There is a no-replacement policy.

WHO PAYS FOR INSURANCE AND RATES?

These costs are included in the Monthly Fees. We remind residents that you are responsible for insuring your contents.

IS THERE PARKING AVAILABLE FOR RESIDENTS?

Yes, parking spaces are available for residents in a secure area.

IF I HAVE A COMPLAINT, WHOM DO I RAISE THE ISSUE WITH?

The Village Manager is the person to talk to. They will try to resolve the issue for you. If you are still not satisfied, the issue can be referred to the Statutory Supervisor. The Retirement Villages Association can also assist with any problems that cannot be resolved by the Village management.

WHAT IF MY NEEDS CHANGE?

Rosedale Care Village can provide you with rest home and hospital level care in your own home. We will work with you to shape a care package that suits your lifestyle. If you are assessed by the Needs Assessment and Service Coordinator as needing rest home care, you may be entitled to a subsidy to help pay for this care. Subsidised care is means tested by WINZ.

RIGHT TO OCCUPY AGREEMENT (ORA)

This is a binding legal document between you and the village owners

WHAT YOU RECEIVE

The right to live in your apartment, studio or care suite for your lifetime, plus the right to use the buildings and facilities provided for common use by all residents. E.g. a library or lounge areas.

You also enjoy the other benefits of living in the Village, such as security and organised activities.

WHAT YOU PAY

In addition to the initial purchase price, you will need to pay a weekly contribution fee towards the cost of running the village. These costs are shared by all owners. See the schedule of expenses included in your ORA. You will need to pay your solicitor's legal fees when purchasing a unit. Additionally, when moving in you will be offered a care package, which may be designed to match your personal needs. This includes a range of services from laundry and meals up to assistance with showering and other support.

Weekly costs will vary depending on the level of support you choose. You can change your care package at any time. Please discuss this with your Village Manager.

DEFERRED MANAGEMENT FEE (DMF)

When you leave, a Village Contribution or Deferred Management Fee (DMF) is deducted from the amount you or your estate receives. This is a contribution to our general costs incurred in the supply of

accommodation, community facilities and related services at the village.

The Village Contribution fee is calculated as a percentage of your purchase price over a number of years of occupancy but is limited to a specified percentage of the purchase price. This amount is specified in your ORA and your solicitor is required to explain this to you before you sign the ORA.

WHO TAKES CARE OF MAINTENANCE?

The exterior of your unit, any lawns, gardens, infrastructure and common facilities are the responsibility of Rosedale Village. You are responsible for maintaining the interior of your home to the same standard as it was when you moved in, after allowing for fair wear and tear.

YOUR PROTECTION AND RIGHTS

The Statutory Supervisor for Alden is Covenant Trustee Services and holds a Memorandum of Encumbrance over the land on which the apartments are built. This secures your investment against any other liabilities the owners of the Village may have. The Statutory Supervisor and Village owners have an agreement between them called the Deed of Supervision. You may request a copy of this agreement.

All Alden Villages are accredited members of the Retirement Villages Association which protects the interests of residents. For further details please see the Occupation License and Disclosure Statement.

Here to Help

When we interact with our residents, their families, our team and other healthcare professionals, we always start with one question – “How can we help?” This simple but powerful question says, “I’m here for you”, “I’m listening”, and “I want to help you find a solution”.

Here to Listen

While we are often called upon to find solutions, we first actively listen – not to respond but to understand the needs, beliefs, and values of our residents, whānau, team members, and healthcare partners.

Here to Respect

We respect the culture, values, and beliefs of our residents, their whānau, and our team. We are always open to learning and strive to create a sense of connection and belonging.

Here to Deliver

It's a privilege to be trusted to care for someone as they age. We take pride in this responsibility, putting the care and safety of our residents and team above all else and ensuring that when we say we will do something, we deliver.

Here to Guide

We apply a simple, open and down-to-earth approach to everything we do, helping to guide our residents and their whānau through the challenges of ageing and their changing healthcare needs.

19 locations nationwide

 alden.co.nz





Alden

Rosedale Village

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