

Encore Apartments

Frequently Asked Questions

What are the entry/exit fees?

Each Encore Apartment has various entry options. Whichever entry option you choose means that you will be entering into a licence to occupy contract where you will pay an affordable entry fee giving you the security and peace of mind that you will have a home for life or until you decide to leave.

You do not bear the cost of remarketing, refurbishing or vacancy costs when you leave your apartment which means that you will have the comfort and security of knowing exactly what exit entitlement may be refunded if you leave Encore Apartments.

The Independent Retirement Living Team would be happy to discuss all of these options with you in more detail so that you can select the option and apartment which best suits you, your financial position and future plans.

Below are the starting entry options:

| | INGOING CONTRIBUTION | RETENTION | REFUND |
|---|----------------------|---|----------------------------------|
| Option 1 | \$215,000 | 20% per year = \$43,000 | Nil refund at the end of 4 years |
| Option 2 | \$480,000 | 6% per year = \$28,800 Maximum of 5 years = \$144,000 | Minimum refund \$336,000 |
| Option 3 | \$526,500 | 5% per year = \$26,325 Maximum of 5 years = \$131,625 | Minimum refund \$394,875 |
| New Build Offer! (ends 31 Mar 2021) | \$355,000 | 10% per year = \$35,500 Maximum of 5 years = \$177,500 | Minimum refund \$177,500 |

How much are the maintenance fees?

For a low weekly fee of approximately \$125 per week, ECH will take care of your:

- Council rates
- Water usage and supply rates
- Building Insurance
- Emergency Services Levy
- Internal and external home maintenance
- Repairs and maintenance of all ECH supplied appliances including 24-hour emergency maintenance response
- Communal grounds and garden maintenance

Are there any eligibility criteria that I need to meet to move into Encore Apartments?

You need to be 65 years or older and have retired from full time employment.

If you do not currently meet these criteria you can opt to go on our registration list so that we can keep you informed of future new developments and vacancies.

To join our registration list please call the Retirement Living Team on 1300 275 324.

When will Encore Apartments be finished and ready to move into?

Encore Apartments will be completed in September 2021 with residents being able to move in from November 2021.

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I am not quite ready to make the move yet, can I register for future?

Yes you can join our registration list, this means you will kept informed of all the latest vacancies and newest developments. We are currently offering contactless registrations please call our Retirement Living Team on 1300 275 324 to complete a registration.

Are you running any information sessions about Encore Apartments?

We currently run FREE general information sessions once a month at our ECH Clarence Gardens office. This is an opportunity to find out more about the benefits of ECH Retirement Living, you are welcome to join a session, to find out more please see the events page on our website (ech.asn.au/events) or call 1300 275 324.

Once the display suite is open at ECH Parkside we will be scheduling some bespoke information sessions about Encore Apartments, please watch our website for details.

When will your display suite be open and where is it located?

Our Encore Apartments display suite will be opening in late October 2020 and it is located at our Head Office in Parkside – 174 Greenhill Road.

How do I book an appointment to view the display suite?

To view the display suite it's essential that you pre-book an appointment, this can be done either online or over the phone. Online bookings will be available via echencore.com.au or you can call 1300 275 324.

I have more than one car, can I have more than one parking space?

Every Encore Apartment comes with one designated underground car parking space with a lockable storage unit.

Unfortunately, all retirement villages and multi-level apartments face the same situation relating to parking and therefore we cannot offer a second parking space, however there is local street parking available nearby.

Is there any visitor car parking?

Yes, there is ample visitor parking at the rear of the village which is for short term parking and will be managed by ECH staff.

What if there is a fire, what safety measures and precautions have been put in place?

Encore Apartments is being constructed in accordance with the latest Australian Government Construction Codes and Australian Standards. The exterior façade of the building has been constructed from non-combustible materials only. The interior areas, both common and in apartments are all extensively covered by sprinkler systems that have been designed to be flush fit and aesthetically pleasing.

A comprehensive fire and evacuation safety plan is being developed and on completion of the building, prior to any residents moving in will be fully tested and certified by an independent specialist.

If you have specific questions or concerns regarding the building and fire safety, we encourage you to call the Retirement Living Team on 1300 275 324 so we can discuss these in more detail.

Are pets allowed in Encore Apartments?

Yes, pets are allowed in Encore Apartments subject to prior agreement with ECH. If you have a pet, then they would need to undergo a pet assessment to see if they would be suitable for apartment style living. If you have any questions relating to pets, then please call the Retirement Living Team on 1300 275 324.

Will there be a childcare centre on site?

Yes, there is going to be an SA Montessori Early Learning Centre on site. The centre will be located in the front building ensuring that the aesthetic of the village is maintained and it that it does not impede resident's ability to enjoy retirement living. Class sizes are also capped to minimise noise.

However, the collaboration of ECH and SA Montessori will provide a range of opportunities for intergenerational structured activities for those who are interested and would like to participate. It is also a wonderful opportunity for those people who have small grandchildren living nearby to possibly attend and be in close location to you.

If you have any other questions or would like to register your interest please call 1300 275 324.

