

Entry Condition Report

Retirement Villages Act 1999 (Section 76)

This form is effective from 1 February 2019

ABN: 86 504 771 740

Important information

- An inspection and Entry Condition Report for the accommodation unit **MUST** be completed before the prospective resident moves into a unit.
 - Entry (and Exit) Condition reports provide evidence of the condition of the unit at the beginning and end of occupying the unit. These documents may be referred to as evidence if there is a dispute over reinstatement of the unit at the time the resident permanently leaves the unit.
 - The Entry Condition Report must be completed in accordance with the *Retirement Villages Act 1999*. Penalties apply for scheme operators if they do not comply with the Act.
- Take time to fill this form in carefully.

How to complete this report - information for operators and residents

1. The inspection and report are to be **completed by the operator in the presence of the prospective resident** (or a person acting on their behalf), unless the prospective resident consents in writing to the inspection and report completion being carried out in their absence.
2. The report must be completed to the best of the operator's knowledge.
3. At the inspection, the **operator and prospective resident** (or person acting on their behalf) must record the condition of the unit and include any comments on the condition of the item where relevant.
 - a. If an item comes with the unit or is provided by the village, **but** the resident is not responsible for the item and reinstatement under the residence contract, then the operator must note this against the item at the time of the inspection. Complete the condition for the item and place a "NRR" for "Not Resident Responsibility" in the Comments (at inspection) column to show that reinstatement does not apply to the item. (This may particularly apply to the exterior items of the unit).
 - b. If an item does not exist or is not provided by the village, then delete the item by putting a line through it.
 - c. Photographs or video may be attached detailing the condition of the accommodation unit.
 - d. If required, additional pages may be attached to list the condition of all other fixtures, fittings, furniture or household items supplied with the unit, clearly labelling the room to which the additional items relate. Make sure you sign and date any additional pages.
4. If a date is not known in relation to a matter in Part 3 'Other Information', an approximate date must be given and identified as such.

5. The **operator** (or employee, if the inspection is carried out by an employee of the operator) must complete and sign the condition report and give a copy of the report to the prospective resident before they start to occupy the unit under a residence contract.
6. Within **7 days** of occupying the unit or receiving a copy of the condition report from the operator (whichever is the latest to occur), the **resident** must:
 - a. check that they agree with all information in the condition report
 - b. write a comment in the 'Resident comments' column in the condition report if they disagree with the operator's assessment of any aspect of the condition of the unit and add further information in the 'For the resident' box at the end of the report
 - c. sign the report and return the signed copy to the operator.
7. The **operator** must make a copy of the final signed report and return a copy to the resident **within 14 days**.
8. The **operator** must keep a copy of the signed report (or another copy of the report if the resident doesn't return a signed copy) for at least 2 years after the resident's termination date.
9. The **resident** should keep their copy of the report. This Entry Condition Report is compared to the Exit Condition Report when the resident permanently leaves the unit and may be used to determine what reinstatement costs the resident will need to pay.

Part 1 – Particulars

Accommodation unit	Village name Unit number Street Address Suburb State Post Code
Prospective resident	Preferred title Mr Mrs Ms Miss Other (specify) First name Last name Phone Email Preferred title Mr Mrs Ms Miss Other (specify) First name Last name Phone Email
Retirement Village scheme operator	
Person (operator or employee) completing this inspection and report	Name Position
Date of inspection	 DD / MM / YYYY
Is the prospective resident (or person acting on their behalf) present at the time of inspection?	Yes No If the prospective resident (or person acting on their behalf) is not present, the prospective resident must have provided written consent for the inspection and report completion to take place in their absence. (Attach a copy of the written consent to this report. This may include consent provided by email.)
Name of person acting on behalf of prospective resident (if applicable)	Preferred title Mr Mrs Ms Miss Other (specify) First name Last name Phone Email
Date report given to prospective resident (or person acting on their behalf)	 DD / MM / YYYY

Part 2 – Condition of items

Insert NRR in the Comments (at inspection) column if the resident is not responsible for the item.

Put a line through an item that does not exist or is not provided by the village.

Comments (at inspection)	Resident comments
Entry	
Front door	
Screen door	
Walls/picture hooks	
Doors/doorway frames	
Windows/locks	
Window screens	
Ceiling	
Light fittings	
Light switches	
Fans	
Power points/switches	
Skirting boards	
Blinds/curtains	
Floor coverings	
Lounge room	
Walls /picture hooks	
Doors/doorway frames	

Resident Initials:

1.

2.

Operator Initials:

Comments (at inspection)		Resident comments
Windows/locks		
Window screens		
Ceiling		
Light fittings		
Light switches		
Fans		
TV/Power points/switches		
Skirting Boards		
Blinds /Curtains		
Floor coverings		
Air-conditioner		
Dining Room		
Walls/picture hooks		
Doors/doorway frames		
Windows/locks		
Window screens		
Ceiling		
Light fittings		
Light switches		
Fans		
TV/Power points/switches		
Skirting boards		
Blinds/curtains		

Resident Initials:

1.

2.

Operator Initials:

Comments (at inspection)		Resident comments
Floor coverings		
Air conditioner		
Kitchen/meals		
Walls/picture hooks		
Doors/doorway frames		
Windows/locks		
Window screens		
Ceiling		
Light fittings		
Light switches		
Fans		
TV/Power points/switches		
Skirting boards		
Blinds/curtains		
Floor coverings		
Air conditioner		
Cupboards /drawers		
Bench tops/tiling		
Sink/taps/ disposal unit		
Stove top/hotplates		
Oven/griller		
Exhaust fan /rangehood		
Dishwasher		
Refrigerator		

Resident Initials:

1.

2.

Operator Initials:

Comments (at inspection)		Resident comments
Microwave		
Bedroom 1		
Walls/picture hooks		
Built in wardrobe/ drawers/shelves		
Doors/doorway frames		
Window/locks		
Window screens		
Ceiling		
Light fittings		
Light switches		
Fans		
TV/Power points/switches		
Skirting boards		
Blinds/curtains		
Floor coverings		
Air conditioner		
Ensuite		
Walls/tiles		
Floor tiles/floor coverings		
Doors/door frames		
Windows/locks		
Window screens		

Resident Initials:

1.
2.

Operator Initials:

Comments (at inspection)		Resident comments
Ceiling		
Light fittings		
Light switches		
Fan		
Power points/switches		
Bath/taps		
Shower/screen/taps		
Shower rails/seat		
Hand held shower		
Wash basin/vanity/taps		
Mirror		
Towel rails		
Grab rails		
Toilet/cistern/seat		
Toilet roll holder		
Exhaust fan/vents		
Bedroom 2		
Walls/picture hooks		
Built in wardrobe/ drawers/shelves		
Doors/doorway frames		
Window/locks		
Window screens		
Ceiling		

Resident Initials:

1.

2.

Operator Initials:

Comments (at inspection)		Resident comments
Light fittings		
Light switches		
Fans		
TV/Power points/switches		
Skirting boards		
Blinds/curtains		
Floor coverings		
Air conditioner		
Bedroom 3		
Walls/picture hooks		
Built in wardrobe/ drawers/shelves		
Doors/doorway frames		
Window/locks		
Window screens		
Ceiling		
Light fittings		
Light switches		
Fans		
TV/Power points/switches		
Skirting boards		
Blinds/curtains		
Floor coverings		

Resident Initials:

1.

2.

Operator Initials:

Comments (at inspection)		Resident comments
Air conditioner		
Bathroom		
Walls/tiles		
Floor tiles/floor coverings		
Doors/door frames		
Windows/locks		
Window screens		
Ceiling		
Light fittings		
Light switches		
Fan		
Power points/switches		
Bath/taps		
Shower/screen/taps		
Shower rails/seat		
Hand held shower		
Wash basin/vanity/taps		
Mirror		
Towel rails		
Grab rails		
Toilet/cistern/seat		
Toilet roll holder		
Exhaust fan/vents		

Resident Initials:

1.

2.

Operator Initials:

Comments (at inspection)		Resident comments
Toilet		
Walls/ceiling		
Door/doorframe		
Toilet/cistern/seat		
Grab rails		
Toilet roll holder		
Exhaust fan/vents		
Laundry		
Walls/tiles		
Floor tiles/floor coverings		
Doors/door frames		
Cupboards/benches		
Windows/locks		
Window screens		
Ceiling		
Light fittings		
Light switches		
Fan		
Power points/switches		
Exhaust fan/vent		
Washing tubs/taps		
Washing machine/taps		
Dryer		

Resident Initials:

1.

2.

Operator Initials:

Comments (at inspection)		Resident comments
Security/Safety		
External door locks		
Window locks		
Other security devices		
Smoke alarms		
Electrical safety switches		
Emergency response equipment		
General		
Heating/air conditioning		
Hot water system		
Keys/locks/remotes		
Staircases/handrails		
Balcony/porch/deck		
Awnings/ pergola		
Paving		
Garage/garage entry controller		
Carport		
Store room		
Shed		
Gutters/downpipes		
Gate/fences		
Paths/ driveway		

Resident Initials:

1.

2.

Operator Initials:

Comments (at inspection)		Resident comments
Garden		
Lawns/edges		
External taps/hose		
Clothesline		
Letterbox/number		
Wheelie & recycle bins		
Solar panels		

Part 3 – Other information

List of keys for the accommodation unit provided to the resident	
If the accommodation unit has carpet, when was it laid?	
If the accommodation unit has blinds or curtains, when were they installed?	
When was the kitchen installed or last renovated?	
When was the bathroom / ensuite last renovated?	
When was the accommodation unit last painted?	

Resident Initials:

1.

2.

Operator Initials:

Is electricity available to be connected by the resident?	Yes No
Will the resident be separately billed by the supply authority for electricity charges relating to the accommodation unit?	Yes No
If yes, the electricity meter reading is:	
Is gas available to be connected by the resident?	Yes No
Will the resident be separately billed by the supply authority for gas charges relating to the accommodation unit?	Yes No
If yes, the gas meter reading is:	
Will the resident be separately billed by the supply authority for water usage charges relating to the accommodation unit?	Yes No
If yes, the water meter reading is:	
Is a telephone line installed in the accommodation unit available to be connected by the resident?	Yes No
Is there the ability for the resident to connect to the internet?	Yes No
If yes, is the village connected to the NBN?	Yes No
Are there any signs of mould/dampness?	Yes No
If yes, provide further details.	
.....	
.....	
Is the accommodation unit generally clean and free of rubbish?	Yes No
If no, provide further details.	
.....	
.....	

Resident Initials:

1.

2.

Operator Initials:

Are there any signs of fleas, cockroaches, ants or other pests?	Yes	No
What was the date of the last pest inspection and pest treatment of the unit?	 DD / MM / YYYY	
Promised repairs		
Has the operator promised to undertake any repairs to the accommodation unit?	Yes	No
This may include repairs on items identified at the entry inspection.		
Work to be undertaken	Estimated completion date:	
.....		
.....		
.....		
	DD / MM / YYYY	

Attachments / supporting documents to the report

Are there any attachments or supporting documents to the report (e.g. photographs, video, receipts, additional pages)

List of attachments / documents.

Resident Initials:

1.

Operator Initials:

For the resident: If you disagree with anything in this report please include comments / information here.
 You may wish to talk with the operator about any issues with the condition of your unit before you complete this report.

Important information for resident before signing		
You have up to 7 days after starting to occupy your unit under your residence contract to sign this Entry Condition Report and return the copy to the operator. If the operator does not give you this Entry Condition Report until after you start occupying your unit, you have 7 days from when you receive the report until you need to sign and return it to the operator. You must check all the information in this report to ensure it reflects the true condition of your unit. If you disagree with any aspect of this report, you must record your comments before signing and returning the report to the operator.	Signature of operator or employee	Signature of resident/s
	Printed name of operator or employee	Printed name of resident/s
	Date	Date

Resident Initials:

1.

2.

Operator Initials:

Further Information

If you would like more information, or require help completing this form contact the Department of Housing and Public Works on 13 QGOV (13 74 68) or visit our website at www.housing.qld.gov.au

Regulatory Services, Department of Housing and Public Works

Regulatory Services administers the *Retirement Villages Act 1999*. This includes investigating complaints and alleged breaches of the Act.

Department of Housing and Public Works

GPO Box 690, Brisbane, QLD 4001

Phone: 07 3008 3450

Email: regulatoryservices@housing.qld.gov.au

Website: www.housing.qld.gov.au

Queensland Retirement Village and Parks Advice Service (QRVPAS)

Specialist service providing free information and legal assistance for residents and prospective residents of retirement villages and manufactured home parks in Queensland.

Caxton Legal Centre Inc.

1 Manning Street, South Brisbane, QLD 4101

Phone: 07 3214 6333

Email: caxton@caxton.org.au

Website: www.caxton.org.au

General Information

General information on retirement villages: www.qld.gov.au/retirementvillages

For more information on retirement villages and other seniors living options:
www.qld.gov.au/seniorsliving