

◆ A PLACE TO CALL HOME ◆



WINDSORCARE
CARING FOR OUR COMMUNITY SINCE 1959

◆ WELCOME TO WINDSORCARE ◆



Since 1959

60
Years
WINDSORCARE

Choosing to live here means you are choosing to become part of the WINDSORCARE family/whanau/community where your well-being, connection and happiness is our number 1 priority.

At WINDSORCARE we strive to provide a safe and caring home environment, which respects the uniqueness and fosters the potential of each individual resident.



CARING FOR OUR COMMUNITY SINCE 1959

From independent retirement living to rest home, hospital or dementia care, we've got you covered.

A seamless transition if and when you need it.



A NOT FOR PROFIT ORGANISATION

All earnings received are recycled back into the organisation to improve it.

Over the past sixty years WINDSORCARE has developed a reputation for the high-quality care provided by staff, and our occupancy rate has remained very high.

We provide accommodation and care for those aged 65+. We have 49 Independent Living cottages and a further 8 brand new architecturally designed townhouses ready to move into. We also have 20 Rest Home units, 40 Hospital rooms and 20 Specialised Care Units.

◆ YOUR WINDSORCARE JOURNEY ◆

STEP 01

Call us or email to book an appointment with one of our sales team and enjoy a personalised tour of the facilities and available homes. Choose which option is right for you. Our sales team can assist in making the best decision for you.

STEP 02

Read through the information brochure and, once happy with the lifestyle offer and sales terms, register your interest by calling one of the sales team. You will be provided with a copy of your home plans. It is important that you feel comfortable about the arrangements and we urge you to discuss your decision with family, friends and professional advisors.

STEP 03

It's time to secure your new home! Make an appointment with our sales staff to sign the agreement.

You will be given the following documents:

1. The code of residents rights. This is a summary of the basic rights given to you by the Retirement Villages Act 2003.
2. A copy of the Retirement Village Code of Practice 2008.
3. The application for Occupation Right Agreement (ORA). You will need to sign this document which outlines chattels, sum of monies to be paid among other important info.
4. Within 10 days of signing the ORA you will be required to provide a medical report from your doctor/health provider stating your present health condition.
5. You are entitled of a cooling off period of 15 working days after signing the ORA.
6. Village Rules.
7. The most recent audited financial statements of the village.
8. A copy of the statutory supervisor's code of resident's rights.

STEP 04

If the time comes to move from your independent home to greater care, the transition couldn't be easier at WINDSORCARE as we offer the full range of options to suit your changing needs, subject to our facility having an available room.

When you vacate your residence, you will receive your repayment sum which is your ORA license payment less the deferred management fees (up to a maximum of 30%) and any outstanding charges.

The Deferred Management (DMF) or exit fee example:

Price of Cottage/townhouse	\$400,000
1st year DMF minus 10%	\$360,000
2nd year DMF minus 10%	\$320,000
3rd year DMF minus 10%	\$280,000
Total paid to resident on exit	\$280,000

WINDSORCARE will take care of re-selling, marketing and refurbishing your unit when you leave.

THINGS TO LOOK OUT FOR WHEN CHOOSING YOUR **RETIREMENT VILLAGE HOME**



OTHER COSTS

- ✓ **A MAINTENANCE SERVICE fee.** Prices start at **\$114-\$125 per week.** Increases are linked to the consumer price index (CPI) generally between 1-3% per annum.
- ✓ **Personal power bills**
- ✓ **Internet charges**
- ✓ **Telephone**
- ✓ **Contents insurance**



BENEFITS FROM YOUR **SERVICE FEE**

- ✓ **24/7 health care when needed.** There are call buttons in the units with direct access to nurses
- ✓ **Regular check-ups from our resident nurses**
- ✓ **All maintenance including gardening, cleaning outside windows, cleaning net curtains**
- ✓ **General wear and tear fix-ups**
- ✓ **Activities and outings**
- ✓ **Rates**
- ✓ **Building insurance**
- ✓ **Rubbish removal**

YOUR HOME CHOICES

CHOOSE FROM NEW MODERN NORTH FACING 2-BEDROOM TOWNHOUSES

SPECIAL FEATURES INCLUDE:

- ✔ 2 double bedrooms.
- ✔ 1 ensuite bathroom plus a separate toilet.
- ✔ Double glazing, heat pump.
- ✔ ALL whiteware including dishwasher, fridge/freezer, washing machine & dryer.
- ✔ Choose your own drapes (at your own cost).
- ✔ Architecturally designed with you in mind.
Wheelchair access, wide corridors & easy access cupboards, no slip shower.
- ✔ Nurse call bell & alarms linked to our main facility.
- ✔ Internal Access Single Garage.





**OR CHOOSE AN ESTABLISHED
WARM COSY COTTAGE**



WINDSORCARE

COMMUNITY, FRIENDSHIP & CONNECTION WHEN YOU WANT IT

As a resident of WINDSORCARE you have access to our facilities activities and events



**DELICIOUS
AFFORDABLE
MEALS AVAILABLE
TO ORDER**



**PIANO &
POOL TABLE**



**LIBRARY WITH
COMPUTER &
INTERNET ACCESS**



**PODIATRIST
FORTNIGHTLY
VISITS
(AT YOUR COST)**



**SHIRLEY GOLF
COURSE NEARBY**



**THE PALMS
SHOPPING CENTRE
WITHIN WALKING
DISTANCE**



**CINEMA AT THE
PALMS OR LARGE
SCREEN T.V IN OUR
RESIDENTS
RECREATION ROOM**



**NURSE VISITS TO
ENSURE YOU'RE
STAYING HEALTHY
(WHEN NEEDED)**



**BBQ & OUTDOOR
COMMUNAL AREA**



**REGULAR TRIPS
& SOCIAL OUTINGS**



FREQUENTLY ASKED QUESTIONS

- ✔ **Q: Am I able to make changes to the property and hang my pictures?**
A: Yes, for any major changes you will need to put in a request to Management for permission.
- ✔ **Q: Can I bring a pet with me?**
A: Yes, again please put a request in writing to management.
- ✔ **Q: If I need to change a light bulb or get the heat pump fixed, will there be a charge for this?**
A: No, all maintenance charges are covered by your service fee including the light bulb! Your service fee also covers any fair wear and tear.
- ✔ **Q: What is the process if I have a maintenance issue?**
A: There is a form to fill out and is given to the Maintenance Manager for follow up. We aim to follow up within 5 working days, or we will advise you of any progress.
- ✔ **Q: What happens if I need to move from independent living to rest home or hospital care?**
A: You relinquish your unit and you will be paid out according to your ORA (occupational right agreement). A new agreement and set of fees applies to rest home or hospital care, subject to our facility availability.
- ✔ **Q: What happens if I am unable to pay the service fees?**
A: Work and Income have a range of financial assistance options including accommodation assistance. Call 0800 552 002 or see www.workandincome.govt.nz/eligibility/seniors. For information about residential care subsidies or loans call 0800 999 727. The Commission for Financial Capability can be contacted on (09) 356 0052 or retirement.villages@cffc.govt.nz.
- ✔ **Q: Who owns the village and what is their reputation?**
A: WINDSORCARE is a not-for-profit organisation. Funding is received from the government as well as from sales of cottages and residents' fees.
- ✔ **Q: What are the service fees and does this cost change?**
A: The service fee depends on the size of your unit and whether you have a garage or not. The price ranges from \$114 - \$125 per week. The fees are linked to the CPI (consumer price index) which normally increases around 1- 3% per annum. In 2020 the increase was 1.5% effective each December
- ✔ **Q: Are friends or family allowed to come and stay?**
A: Yes, they are most welcome to stay.
- ✔ **Q: Can I still do gardening?**
A: Each unit has a small garden which you are most welcome to manage yourself if you prefer.
- ✔ **Q: When will I have my capital sum repaid once I leave?**
A: On reoccupation of your house, or after the timeframe set out in the ORA but no longer than 6 months from the date of your departure.

ADDITIONAL SERVICES



- ✓ Affordable meals can be ordered from our kitchen. A cooked lunch is available each day and can be brought to your unit if you don't fancy cooking that day or if you are unwell.
- ✓ Our residents recreation/entertainment and BBQ area is available for residents to use.
- ✓ Activities are organised on a regular basis. Residents are encouraged to participate and help with decisions on outings and events.
- ✓ A piano and pool table is available to use in the residents function room along with a large screen T.V where we hold movie nights.
- ✓ Housekeeping assistance available at your own expense.

WINDSORCARE

GOLF LINKS ROAD



HORSE SHOE LAKE ROAD

NEW BRIGHTON ROAD

WINDSORCARE

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