

10 Questions to Ask When Visiting a Retirement Village

Use this checklist during any retirement village tour. Bring it along, take notes, and don't be afraid to ask follow-up questions.

1. What exactly do my monthly fees cover, and how much can they increase?

Ask for a breakdown and check the village's history of fee increases.

Notes: _____

2. What is the deferred management fee, and how is it calculated?

Understand the exit fee structure before you sign anything.

Notes: _____

3. What happens if my care needs change?

Find out whether the village has on-site aged care or nursing home facilities.

Notes: _____

4. What happens if one of us needs more care than the other?

For couples, ask whether you can stay together if care needs diverge.

Notes: _____

5. What are the rules around pets, guests, and modifications?

Rules vary widely — confirm what's allowed in writing.

Notes: _____

6. Who manages the village, and how long have they been doing it?

Experienced, consistent management makes an enormous difference to daily life.

Notes: _____

7. How are decisions about the village made, and how much say do residents have?

Ask about the residents' committee and how concerns are raised and resolved.

Notes: _____

8. What do the village documents actually say?

Request the Information Statement — operators are legally required to provide it.

Notes: _____

9. Can I speak to current residents?

A good village will welcome this. Take it up — honest feedback is invaluable.

Notes: _____

10. What does the leaving process actually look like?

Ask about timelines, who pays ongoing fees after departure, and how disputes are handled.

Notes: _____

Ready to visit one of our villages?

Mount Martha · Carrum Downs · Berwick

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