

## 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 under a residence contract.
- 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 by indicating whether the item is clean, working and undamaged (where applicable). Place a Y for Yes or N for No in the appropriate column 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 or its 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 or agent, if the inspection is carried out by an employee or agent 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 the reinstatement work the resident is required to carry out or pay for.

## Part 1 – Particulars

<b>Accommodation unit</b>	Village name ..... Unit number ..... Street Address ..... ..... Suburb ..... State ..... Post Code .....
<b>Prospective resident</b>	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 .....
<b>Retirement Village scheme operator</b>	.....
<b>Person (operator, employee or agent) completing this inspection and report</b>	Name ..... Position .....
<b>Date of inspection</b>	..... DD / MM / YY
<b>Is the prospective resident (or person acting on their behalf) present at the time of inspection?</b>	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.)
<b>Name of person acting on behalf of prospective resident (if applicable)</b>	Preferred title    Mr    Mrs    Ms    Miss    Other (specify)..... First name ..... Last name ..... Phone ..... Email .....
<b>Date report given to prospective resident (or person acting on their behalf)</b>	..... DD / MM / YY

**Part 2 – Condition of items**

Insert Y = YES Insert N = NO 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.

	Clean	Working	Undamaged	Comments (at inspection)	Resident comments
<b>Entry</b>					
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					
<b>Lounge room</b>					
Walls /picture hooks					
Doors/doorway frames					

Resident Initials:

1.

2.

Operator Initials:

	Clean	Working	Undamaged	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					
<b>Dining Room</b>					
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:

	Clean	Working	Undamaged	Comments (at inspection)	Resident comments
Floor coverings					
Air conditioner					
<b>Kitchen/meals</b>					
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:

	Clean	Working	Undamaged	Comments (at inspection)	Resident comments
Microwave					
<b>Bedroom 1</b>					
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					
<b>Ensuite</b>					
Walls/tiles					
Floor tiles/floor coverings					
Doors/door frames					
Windows/locks					
Window screens					

Resident Initials:

1.

2.

Operator Initials:





	Clean	Working	Undamaged	Comments (at inspection)	Resident comments
Light fittings					
Light switches					
Fans					
TV/Power points/switches					
Skirting boards					
Blinds/curtains					
Floor coverings					
Air conditioner					
<b>Bedroom 3</b>					
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:

	Clean	Working	Undamaged	Comments (at inspection)	Resident comments
Air conditioner					
<b>Bathroom</b>					
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:

	Clean	Working	Undamaged	Comments (at inspection)	Resident comments
<b>Toilet</b>					
Walls/ceiling					
Door/doorframe					
Toilet/cistern/seat					
Grab rails					
Toilet roll holder					
Exhaust fan/vents					
<b>Laundry</b>					
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:

	Clean	Working	Undamaged	Comments (at inspection)	Resident comments
<b>Security/Safety</b>					
External door locks					
Window locks					
Other security devices					
Smoke alarms					
Electrical safety switches					
Emergency response equipment					
<b>General</b>					
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:

	Clean	Working	Undamaged	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? What was the date of the last pest inspection and pest treatment of the unit?	Yes    No ..... DD / MM / YY
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**Agreed repairs**

Has the operator agreed to undertake any repairs to the accommodation unit? This may include repairs on items identified at the entry inspection.	Yes    No
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Work to be undertaken ..... ..... .....	Estimated completion date: ..... ..... ..... DD / MM / YY
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**Attachments / supporting documents to the report**

Are there any attachments or supporting documents to the report (e.g. photographs, video, receipts, additional pages)
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List of attachments / documents.
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Resident Initials:

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, employee or agent	Signature of resident/s
Printed name of operator, employee or agent	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.hpw.qld.gov.au](http://www.hpw.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@hpw.qld.gov.au](mailto:regulatoryservices@hpw.qld.gov.au)

Website: [www.hpw.qld.gov.au/housing](http://www.hpw.qld.gov.au/housing)

### **Queensland Retirement Village and Park 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](mailto:caxton@caxton.org.au)

Website: [www.caxton.org.au](http://www.caxton.org.au)

### **General Information**

General information on retirement villages: [www.qld.gov.au/retirementvillages](http://www.qld.gov.au/retirementvillages)

For more information on retirement villages and other seniors living options:

[www.qld.gov.au/seniorliving](http://www.qld.gov.au/seniorliving)