



LOXTON

Retirement Village

Community Living

Newsletter

Winter Issue

August 2016



Special points of interest:

- Concessions
- Maintenance Fee
- New Committee
- Key Safes
- Door Magnets
- Resident Survey
- Residents' Committee

Administration Officer:

Bronnie Hamilton

Phone: 8584 8060

Mon: 9:00-1:30

Tues: 9:00-1:30

Wed: 9:00-1:30

Thurs: 9:00-1:30

CONCESSION INFORMATION

THE GOOD NEWS IS.....

If your application for the **Cost of Living Concession** was approved last year you do not need to reapply....

BUT if you have moved into the village within the last 12 months and have NOT applied using your current LRV address you will need to complete a new application. Forms are available from Centrelink or download from:

www.sa.gov.au/topics/employment-money-taxes/financial-support/concessions-and-benefits/concessions/cost-of-living-concessions

This SA Government webpage contains links to information about the following concessions:

- * Energy bill concession
- * Medical heating and cooling concession
- * Water and sewerage rate concession
- * Emergency Services Levy remission
- * Public transport concessions
- * Self-funded retirees

Some of these concessions may be applicable to you and I recommend you check them out and see if you are eligible.



If you are not sure whether you have been approved for the Cost of Living Concession, phone the hotline on 1800 307 758.

Make yourself a cup of tea in case you are on hold for a while!!

Australia Post offers a free MyPost concession account to federal Government concession card holders:

- Pensioner Concession Card
- Health Care Card (all types)
- Commonwealth Seniors Health Card
- Department of Veterans' Affairs Card
- Veterans' Repatriation Health Card



You'll pay just 60c per stamp, instead of \$1. You can buy up to 50 stamps per year, in booklets of 5 for \$3, receive a **free** booklet of 5 concession stamps to get you started and a free MyPost Concession card.

Application forms are available online or at the Post Office.



Are you
interested in
hearing about
**Power of
Attorney and
Advanced
Care
Directives?**

or

My Aged Care

or

**Access to
Aged Care
Packages?**

**If you think
these would be
good topics for
the Annual
Residents
Meeting
please contact
me.**

**Other
suggestions
welcome.**

Admin Assistant News

Please note that my office hours have changed as of 11 July 2016 and I will be available 9:00am til 1:30pm Monday to Thursday.

Friday will be a day off, but if you require assistance please call my office - 8584 8060 and a council customer service officer will assist you, or if it is something that can wait until my return she will leave a message for me.

Alternatively for routine maintenance issues, please contact Trevor.

I have now completed a year as Administration Officer and invite you to complete a survey - the last page of the this newsletter. I am always looking to improve the services offered at Loxton Retirement Village and would

appreciate your feedback.

There are 5 questions to consider. Place a tick in the box that most accurately reflects your opinion and add explanation in the comments section if you like.

Please consider including your name, so that I am able to contact you to discuss in more detail.

Your responses will remain confidential and I will collate all information myself.

I will summarise the results for presentation to the new LRV Committee.

Please return the survey to the council office when you have completed it.

Due date for survey:

August 31st 2016

New Committee for LRV

Expressions of Interest have been received for a new Section 41 Committee for Loxton Retirement Village, and more are still expected.

New Terms of Reference have been established however at this stage the Committee membership has not been finalized.

The committee will consist of no more than two councillors, and people who have skills and experience in accounting

and/or financial management, business administration, housing construction or management, aged care, accommodation services, provision of services to the community and an independent chair with skills and experience in legal practice, local government or other relevant field

In the meantime, it is "business as usual" in regards to maintenance and upkeep of the Village.

Communication Preferences for Newsletter and other Notices

If you would prefer to receive the newsletter or other notices by email, please contact me at the office or email me:

bhamilton@loxtonwaikerie.sa.gov.au

Key Safe & Door Magnet - It's not too late!

I am extending the time frame for residents who would like to purchase a key safe or door magnets for screen doors.

Residents interested in purchasing a key safe or door magnets for screen doors, please contact me - if there is enough interest I may be able to negotiate a bulk price!

If you currently have a key safe on the front verandah at your unit, and would like me to keep your key code on file at the office, I am happy to do so.

I am also able to email the keycodes to SA Ambulance (Loxton) as a group batch so that

in the event of an emergency paramedics are able access your unit quickly.

If you would like to be included in this SA Ambulance group list please contact me before the end of August this year. Key safe codes will be kept in a database in my office also. (Some residents have also provided Trevor with their code - it is completely your decision if you wish to do so.)

**DEADLINE:
August 31 2016**



Welcome to the following people who have moved into the Village since April:

Valma Hamdorf

Lois Darby

**Ruth & Elizabeth
Cook**



MORE HOLIDAYS - unfortunately I wasn't able to take my week of leave last time....

So I am heading to the snowfields for a few days - will be away from Monday 14 August and back at work on Monday 21 August. Hope I don't break anything!!

Residents' Committee

Chairman: Doug Vaughan

Secretary: Keith Munchenberg

Maureen Turley

Gloria Pluckhahn

Thora Rohrlach

Ross Coombs

Les Pankhurst

Warren Falting

Anne Lehmann

Carole Maple

The Committee plans to meet regularly to discuss issues affecting residents. The Administration Officer will be invited to attend meetings and foster communication between residents and management.

If you have any issues, you are encouraged to speak to a member of the Residents' Committee or the Administration Officer.



2016-2017 Budget & Maintenance Fee Increase

Thank you to the many people who participated in the public consultation for the Council's Annual Business Plan (Loxton Retirement Village Budget sits within this plan).

I thought it might be a good idea to recap how the maintenance fee is structured.

The maintenance fee has 2 components:

1. The maintenance fee equals the annual maintenance - it is the total of **all the expected costs** (total operating expenses) for 12 months and includes:
 - * Building insurance for all units
 - * Contents insurance for each unit to the value of \$33,500.00
 - * SA Water charges
 - * Electricity - caretaker's/men's shed & gazebos
 - * Council rates for all units, including NRM levy, kerbside waste collection, CWMS (community wastewater management system)
 - * Administration - including Administration Officer wages, office materials, advertising, telephone, internet
 - * Contractors - including caretaker/gardener, electricians, plumber, handyman, painter, pest inspection
 - * Materials – garden and general e.g. weed spray, fertiliser, globes, washers, batteries etc
 - * Council labour & plant - costs associated with council employees providing services/use of council machinery
 - * Office FCA - costs associated with financial management, auditing
2. Each year an amount equal to 15% of maintenance expenses is also transferred to the Refurbishment Account. This account funds the refurbishment of units, both when vacant and occupied. Items such as replacement HWS, air-conditioner, flooring, kitchens, taps, major repairs etc.

These two components are combined to form the total Maintenance Fee, which is divided equally between our 100 units and is paid fortnightly by residents.

The only way the LRV generates the income it needs to pay its maintenance expenses is through the Maintenance Fee - no government grants are received.

The 2016-17 Annual Business Plan was approved at a special Council meeting held on Monday 8 August 2016. This means the Maintenance Fee will increase to \$176.00 per fortnight as of 26 September 2016.

Council has decided to phase-in the removal of the discretionary rebate over 3 years to reduce the impact on the maintenance fee for residents. This is the major factor contributing to the increase in maintenance fees.

Here is a breakdown of the increase - assuming that everyone receives the COLC payment. When this is taken into account the net increase is \$12.40 per fortnight.

Current Fee (f/n)	156.60
New Fee (f/n)	176.00
Increase (f/n)	19.40
Less COLC (f/n)	7.00
Nett Increase (f/n)	12.40

If you have further questions or would like more explanation please contact me.

The LRV Maintenance Budget, including the proposed maintenance fee of \$176.00 per fortnight will be presented at the Annual Meeting of Residents in September.

A history of the rebate will be included in the agenda for the Annual meeting.

Loxton Retirement Village Survey August 2016



Tick the box that most accurately reflects your opinion and add explanation in the comments section if you like.
Please consider including your name, so that I am able to contact you to discuss in more detail.
I will collate all the responses and assure you that all information you provide will remain confidential!. A summary of the results will be presented to the new LRV Committee.

Name: _____ (optional)

1. I am satisfied with the range of services - administration, grounds, maintenance offered by Loxton Retirement Village.

Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐

Comments:
.....

2. I am sufficiently informed about what is happening in the Village via the newsletter.

Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐

Comments:
.....

3. I feel I can communicate my needs and concerns easily.

Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐

Comments:
.....

4. If you think there are more effective ways to communicate information, please list below (e.g. email, resident meetings, facebook, newsletters more often)

Comments:
.....

5. I am satisfied with the time taken to resolve issues I have raised.

Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree ☐

Comments:
.....

Any other comments/suggestions for improvement of services:

.....
.....
.....

PLEASE RETURN TO COUNCIL OFFICE BY 31 AUGUST 2016