

FREQUENTLY ASKED QUESTIONS



EUREKA VILLAGES

Here at Eureka Villages we provide quality rental accommodation for independent seniors. We understand that deciding to move can be a big process which is why we have compiled a list of frequently asked questions to outline the benefits and features that are on offer at Eureka Villages.

Of course, the best way to see a Eureka Village is to book an inspection with one of our friendly village managers. Call us today on 1800 356 818.

Q What is the minimum age for a Eureka Resident?
A Typically, Eureka residents are aged 55 years and over.

Q Does it cost anything up front to rent in a Eureka Village?
A There are no entry fees at Eureka Villages. Just a standard bond payable at the commencement of your tenancy which is refundable upon your exit. This bond is lodged and held with the tenancy authority of the respective state in which you reside.

Q Am I responsible for the maintenance of the village?
A Eureka is responsible for all village maintenance, including the gardens and grounds. However, like any normal tenancy arrangement, it is your responsibility to ensure your unit is clean and cared for.

Q What level of care is provided at a Eureka Village?
A Eureka Villages offer quality accommodation for independent seniors. Although all of our village managers hold a current First Aid Certificate, it should be noted they do not provide any medical or care services. However, should a medical emergency arise, one of our managers will immediately call for an ambulance and provide first aid if necessary.

Q Can I get access to care services if I need them?
A Eureka Villages welcomes the support of carers and volunteer groups in any capacity that improves the health and wellbeing of our residents. If you require extra assistance, a range of government and support groups are available to support you in the comfort of your own home.
Eureka Villages has formed a unique partnership with Blue Care in Queensland and Resthaven in South Australia. This partnership gives Eureka residents in QLD and SA exclusive access to personalised, professional care in the comfort of your own home.
Get in touch with your village manager who will liaise directly with these care providers to arrange a meeting for you.

Q Can I come and go as I please?
A Yes! All Eureka Villages are for independent seniors, so feel free to come and go as you please. All we ask is that you let your manager know if you are going to be away for a period of time for security and dining requirements.

Q Can my friends and family visit whenever they please?
A Your unit is your home! You are welcome to have visitors at any time, we just request that you let your manager know of any overnight visitors for security and emergency reasons.

Contact us today!

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Q **What fees and charges are not covered in the rental tariff?**

A The following items are not included in the rental tariff and are the responsibility of each resident:

- Unit Electricity account;
- Unit Telephone account;
- Any content insurance for resident's personal possessions;
- The cleaning of individual units – this is the resident's responsibility.

Q **Can I keep pets in my apartment?**

A Most of our villages are pet friendly, but restrictions do apply. The Eureka Villages Pet Policy must be strictly adhered to. Please contact your village manager for more information.

Q **Can I smoke in my unit?**

A Due to fire safety regulations and tenancy laws, smoking is not permitted inside any of the units or internal areas such as dining & social rooms. Smoking is however permitted in designated smoking areas. Residents who smoke in these designated areas are asked to respect the village property and dispose of their cigarette butts appropriately.

Q **Do any of the Villages have wheelchair/disabled access?**

A All our villages can cater for wheelchairs, although due to the gradients of some of the villages, we would advise that you visit the village to view for yourself the ease of getting around.

Q **How long can I rent my chosen unit?**

A You are welcome to rent at a Eureka Village for as little or as long as you want. We encourage security of tenure and offer fixed term leases. Each new resident is asked to sign a Residential Tenancy Agreement. Generally, the minimum period of occupancy is six months.

Q **What type of safety measures does Eureka have in place?**

A At Eureka Villages, your safety is our priority and as such we have many safety and security measures in place. These features include: Fire Safety Management Plans, smoke detectors in each unit, annual evacuation practices and on-site Village Managers.

Q **What are my meal options?**

A A majority of Eureka Villages offer nutritious home-style meals prepared daily by our experienced team. Our rotating menu provides a sufficient variety of tasty meals for you to enjoy. Meal options vary across our villages but generally comprise 3 meals per day, 7 days per week.

Q **I've got a food allergy/special dietary requirement; how do you cater for me when preparing meals?**

A We will try our best to accommodate your special dietary requirements. If you are on a specific diet due to health or religious reasons, if you provide your Village Manager adequate notice and a list of foods suitable, we will do our best to accommodate these requirements.

Q **Can I bring my own furniture?**

A All of our units are unfurnished and ready for you to move in with your own furniture. We provide a bar fridge and microwave for your convenience.

Contact us today!

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