



NEW
HORIZONS
VILLAS

Lifestyle • Care • Affordability

Frequently asked questions

1. Who runs the village?

New Horizons Villas was developed by New Horizons Management Pty Ltd, whose team has many years experience in developing and managing affordable retirement living facilities for seniors who want to maximize their independence in a supportive environment.

2. How much will my new home cost me?

New Horizons represents one of Hervey Bay's most affordable retirement living options with a low upfront cost of \$70,000. There are also four larger units available at \$85,000.

3. What are my entitlements?

When you make the move to New Horizons, you are securing a lifetime Residential Licence, which entitles you to hassle-free, uninterrupted occupation of your home and full enjoyment of all village facilities. As a resident you enjoy a secure level of protection and entitlement, as governed by the Retirement Villages Act in Queensland.

4. Do you offer care services for residents?

Yes, skilled professionals are permanently assigned to care for residents' wellbeing. Packages can be individually tailored, and are subsidised by the Australian Government based on an assessment of your needs. Private packages can also be purchased if additional services are needed. You pay only for what you choose and use. Residents can retain existing care providers.

5. Will I have an Emergency Call System?

Yes, there is an Emergency Call System provided at New Horizons, with on-site and off-site monitoring 24 hours a day, seven days a week. You are also able to contact the on-site managers at any time for any emergency medical or security-related matters.

Quality assisted care

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6. Do you provide meals?

We provide three nourishing meals for residents each day. Every care is taken to ensure they are tasty and well balanced. We are extremely proud of our meals for their quality and variety. These are included in the Personal Services charges above.

7. Do you offer transportation services for residents?

New Horizons offers residents the convenience of our own community bus. Residents can count on a safe ride to medical and other appointments as well as local shopping centres. There is no extra charge for this service.

8. What facilities are provided within the village?

New Horizons features its own community facilities, including a lounge/dining area, bar, reading area, and hairdressing salon. Outdoors there is a barbeque area and fully landscaped surrounds, adjacent to a tranquil lake.

9. What are the activities?

A comprehensive program of activities will be on offer to you as a New Horizons resident including bus trips, concert,

cards, etc. We welcome your ideas. The choice to participate is always yours, and we encourage our residents to pursue their own interests within the village as well as out in the community.

10. Who maintains the outside of my home?

The general maintenance and repair to the outside of your unit is included in the General Service Fee. Professional gardeners look after all common area gardens and lawns.

11. Am I allowed to bring my pet?

Yes, small house-trained pets are allowed in the village subject to prior approval. We realise pets are very much family member. Your pet is to be kept in accordance with the village's rules and should not create any disturbance or concern for other residents.

12. How do I organise moving in?

We will endeavor to provide all necessary advice and assistance to you prior to your move-in date, and our staff will be on-site on the day to assist with a smooth transition to your new home.

13. What happens if I leave New Horizons?

Once you leave the village permanently, your Licence terminates.

