

*Keep your independence
and enjoy a little support*



ULTIMATE CARE

Villages

We promise to care



It costs no more to care

WHY CHOOSE ULTIMATE CARE?

Affordable home with exceptional care

It's natural to value your independence. At the same time, the complications of ageing can mean there's a need for extra help and support. Ultimate Care offers the best of both worlds – the freedom of independent living with exceptional care on hand when you need it.

Ultimate Care Villages offer a range of affordable accommodation options, from self-contained apartments, studios and villas to full rest home or hospital care. On top of that, there's a choice of care packages that cover everything from basic room cleaning and meals to full hospital and nursing care.

It's all about quality of life. Our Villages are designed to support it, and our friendly staff are trained to deliver it.

The goal is to enable you to live as independently as possible, whilst providing the peace of mind that care is always available if required.



Build new friendships

WHAT TO EXPECT WHEN YOU JOIN OUR VILLAGE

Privacy when you want it, support when you need it

At Ultimate Care Villages you'll find a range of comfortable accommodation options, including studios, villas and one or two-bedroom apartments and whichever you choose you can relax knowing that help is on hand at the call of a button.

Every day there's something going on. Browse the books in the library, make an appointment at the hair salon, or relax over coffee in the communal lounge. The grounds are landscaped, with sunny nooks and gardens in most Village locations. Friends and family members are always welcome to pop in, and you're sure to make new friends amongst your fellow residents.

Every week there are activities including concerts and crafts. Regular outings are arranged to the shops and local sites of interest. Whatever your interests, you'll have the opportunity to indulge them.

Our expertly trained staff are here to make sure everything runs smoothly, and standing by to assist at any stage. They're ably supported by Ultimate Care Group's national support team.

*You'll feel
at home in
our Village*



Take a closer look

A warm welcome for friends and family

Old friends and warm family relationships are important. That's why we have an open-door policy on visits.

When you live in an Ultimate Care Village your guests can drop in any time. If you buy an apartment or villa with a second bedroom, they'll be welcome to stay over. We encourage our staff to get acquainted with your close family members, so it's easy to stay in touch and pass on any news.

The same goes with your circle of friends. They can visit you at any time, share a cup of tea or coffee, and catch up on all the news.



*Making time
to connect*

A photograph of a smiling female staff member with short dark hair, wearing a blue patterned short-sleeved shirt and a green apron. She is standing behind a dining table, looking towards an elderly resident whose back is to the camera. The table is set with white dishes, a glass of water, and a teapot. The background shows a bright, modern dining area with large windows and other tables.

Healthy, tasty food every day

MEALS TO SUIT EVERY TASTE

Fresh food, prepared with care

Good food is essential for health. It's also one of life's greatest pleasures.

So every Ultimate Care Village has the services of a qualified kitchen team on-site. Their mission: to ensure all residents enjoy appetising and nutritionally balanced meals, prepared fresh every day.

Our menu's are varied and change with the seasons but you will find plenty of Kiwi favourites to tempt your tastebuds. If you have a hankering for a particular style of cuisine, just let us know and we'll do our best to accommodate your tastes. Our nutritionists work closely with your medical support team to ensure you're provided with meals that match your health requirements.



Support when you need it

OUR RANGE OF CARE PACKAGES

Choose the level of support that's right for you

One of the benefits of living in an Ultimate Care Village is the ability to choose the level of support you require – and only pay for what you need.

When you purchase your unit you'll be invited to sign up to a care package that provides the level of services you think you'll need. At most Ultimate Care villages, residents in villas are able to receive basic care packages which could include services such as meals, house cleaning and laundry. In the apartments and studios, residents can access more comprehensive levels of care including rest home and hospital level in some villages. Please speak with the village manager to find out what packages are available in the village you are interested in.

The services you receive will be spelt out in advance. There is a single weekly charge, which keeps things transparent.

Of course, you may find that your needs change over time. No problem – you can simply opt for a higher level of care. Many residents tell us they prefer to stay in their Ultimate Care Village home and receive more assistance on site, rather than being whisked off to a distant hospital or another facility.

CARE PACKAGES

Select the level of care needed

Here's a sample of the care packages available. Note that you may be able to customise your care package, and pick and mix from different options. For full details and pricing talk to the Manager at your Village.

Level 1

Includes the following services:

- > Lunch and dinner
- > Morning and afternoon tea in the dining room
- > Weekly supply and laundering of bed linen and towels
- > Beds stripped and remade weekly
- > Nursing care
- > Staff support for recreational.

SAMPLE ONLY

Level 2

Includes all services provided in Level 1, plus the following:

- > Assistance with showering and dressing after showering up to three times per week.

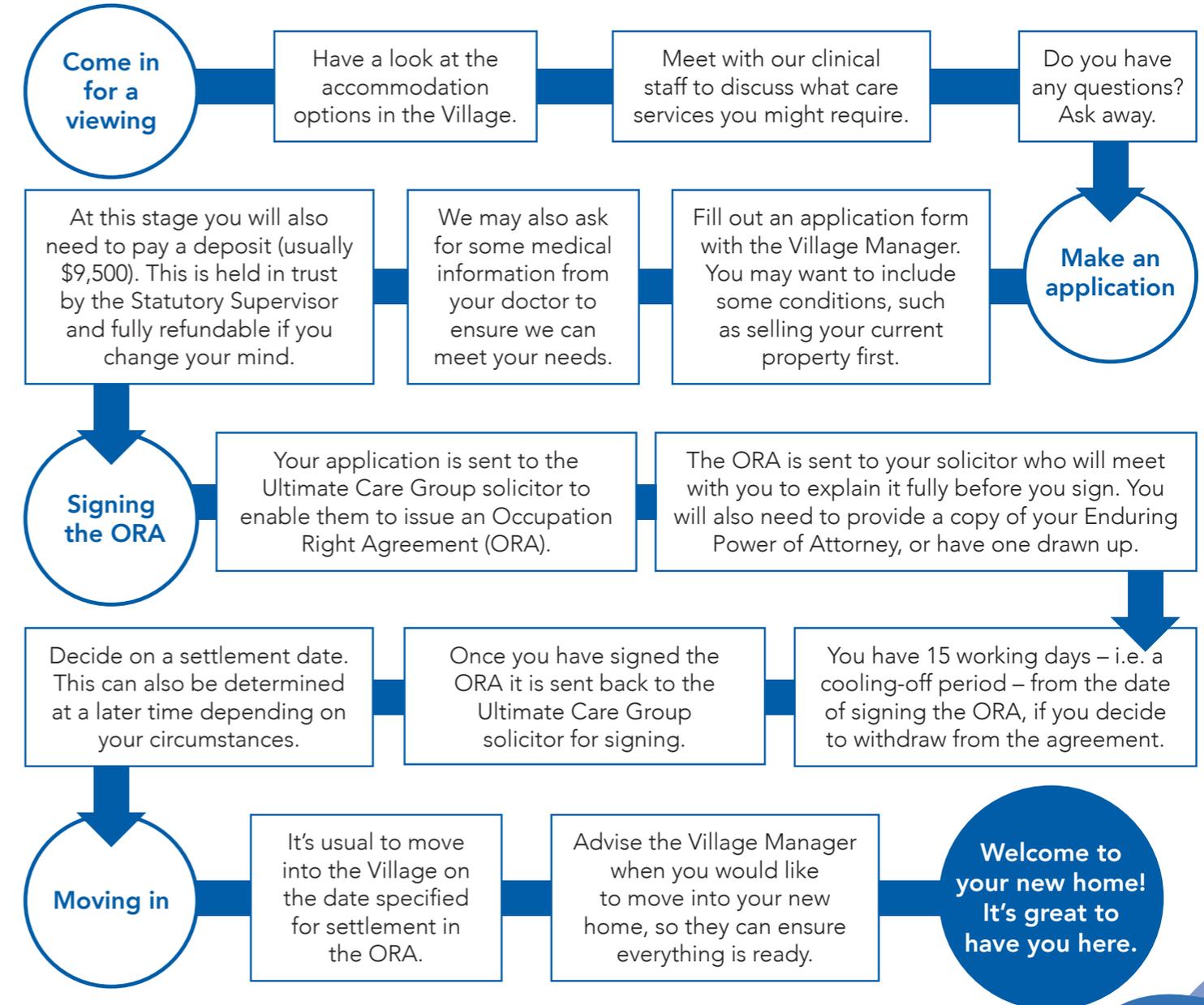
Level 3

Includes all services provided in Level 1, plus the following:

- > All meals
- > Daily assistance with showering, dressing and toileting and putting to bed, plus nightly checks as required.

All plans may include healthcare management and supervision of medications as required under any nursing care plan.

What happens next?





Delivering the best in care

WHAT'S INVOLVED?

**Right to Occupy agreement,
in plain language**

The Occupation Right Agreement (ORA) is also known as a Licence To Occupy Agreement. It's a binding legal document between you and the owners of the Village.

What you get

The right to live in your villa, apartment or suite for your lifetime, plus the right to use the land buildings and facilities provided for common use by all residents, e.g. a library or lounge areas. You also enjoy the other benefits of living in the Village, such as security and organised activities.

What you pay

In addition to the initial purchase price, you will need to pay a weekly contribution towards the cost of running the village. These costs are shared by all owners. See the schedule of expenses included in your ORA.

You will need to pay your solicitor's legal fees when purchasing a unit.

When moving in you will be offered a care package, which may be tailored to your requirements. This includes a range of services from laundry and meals up to assistance with showering and other support.



Weekly costs will vary depending on the level of support you choose. You can change your care package at any time.

If you are purchasing a villa, you will be responsible for the costs of any power, telephone, TV or Internet connection you use. If you are purchasing an apartment or studio, these costs may be included in your care package. Please discuss this with your Village Manager.

When you leave, a Village Contribution or Deferred Management Fee (DMF) is deducted from the amount you or your estate receives. This is a contribution to our general costs incurred in the supply of accommodation, community facilities and related services at the village. The Village Contribution is calculated as a percentage of your purchase price over a number of years of occupancy but is limited to a specified percentage of the purchase price. This amount is specified in your ORA and your solicitor is required to explain this to you before you sign the ORA.

Who takes care of maintenance?

You are responsible for maintaining the interior of your home to the same standard as it was when you moved in, after allowing for fair wear and tear. The exterior of your unit, any lawns, gardens, infrastructure and common facilities are the responsibility of the Village owners. They are also responsible for arranging repairs and interior maintenance you may require. You will need to pay for any minor items such as light bulbs. Please see the ORA for more detail.

Your protection and rights

The Statutory Supervisor for Ultimate Care Villages is Covenant Trustee Services and holds a Memorandum of Encumbrance over the land on which villas and apartments are built. This secures your investment against any other liabilities the owners of the Village may have.

The Statutory Supervisor and Village owners have an agreement between them called the Deed of Supervision. You may request a copy of this agreement.

All Ultimate Care Villages are accredited members of the Retirement Villages Association, which protects the interests of residents.

For further details, see the Occupation Licence and Disclosure Statement.



*We're here to answer
your questions*

FREQUENTLY ASKED QUESTIONS

The information to make an informed decision

Who owns the unit?

The land is owned by the Village. Residents do not have title to the land or unit but they do have the right to occupy their units for life.

What financial security do I have for my investment?

The Village land is secured by a first mortgage in favour of the Statutory Supervisor. Your home cannot be provided as security for any debt of the Village operator.

What happens when I go?

The Village will refurbish, market and sell the unit at its expense. Once the unit is sold, you or your estate will be paid back your original investment minus the Village contribution.

What financial reporting is provided?

Annual financial reports are available to residents. The accounts are reviewed by the Company Auditor and the Statutory Supervisor.



Are there any other expenses?

Every resident can select a care plan to cover the level of services required, such as cleaning, meals and nursing support. Each care plan provides a suite of services for an all-inclusive, weekly fee. See pages 14 and 15 for more detail on these.

In addition, you may be responsible for any weekly outgoings such as telephone, TV, contents insurance and minor maintenance such as light bulbs. Villa residents are also responsible for their own electricity.

Can my friends and family visit and stay?

Yes. Your dwelling is your home and visitors are most welcome to visit. They may also be able to stay over, depending on the layout of your unit.

Can I have a pet?

Cats and small dogs are allowed in some Villages. Please speak to the Village manager if you wish to bring one. The Village reserves the right to ask you to remove any pet if it causes a nuisance to others.

Can I rent or lease out my unit?

No. The dwelling is for the sole use of the person or people named in the Occupation License.

Is there parking available for residents?

Yes, there is parking available in some villages. Please ask the Village manager.

If I have a complaint, whom do I raise the issue with?

The Village manager is the person to talk to. He or she will try to resolve the issue for you. If you are still not satisfied, the issue can be referred to the Residents' Committee. The Statutory Supervisor and the Retirement Villages Association will assist with any problems that cannot be resolved by the Village management.

What if my needs change?

Some Ultimate Care Villages can provide you with rest home and hospital level care in your own home. We will aim to tailor a package to suit your individual needs. Village residents also have priority access into the Ultimate Care Group rest home, hospital and dementia facilities where these are available within the Village.

If you are assessed by the Needs Assessment and Service Coordinator as needing rest home care, you may be entitled to a subsidy to help pay for this care. Subsidised care is means tested by WINZ.

Please note: not ALL Ultimate Care facilities offer secure dementia care. Please ask the village manager about this.

DIRECTORY

Caring for New Zealand

- 1 Ranburn**
7 Nova Scotia Drive, Waipu
Ph: (09) 432 0675
- 2 Rosedale**
255 Rosedale Road,
Albany, Auckland
Ph: (09) 414 1144
- 3 Manurewa**
39 Great South Road,
Manurewa, Auckland
Ph: (09) 267 2536
- 4 Oakland**
108 Thirteenth Avenue, Tauranga
Ph: (07) 578 2514
- 4 Copper Beech**
125 Fourteenth Avenue, Tauranga
Ph: (07) 579 5420
- 5 Cambridge Oakdale**
58 Tennyson Street,
Leamington, Cambridge
Ph: (07) 827 4480

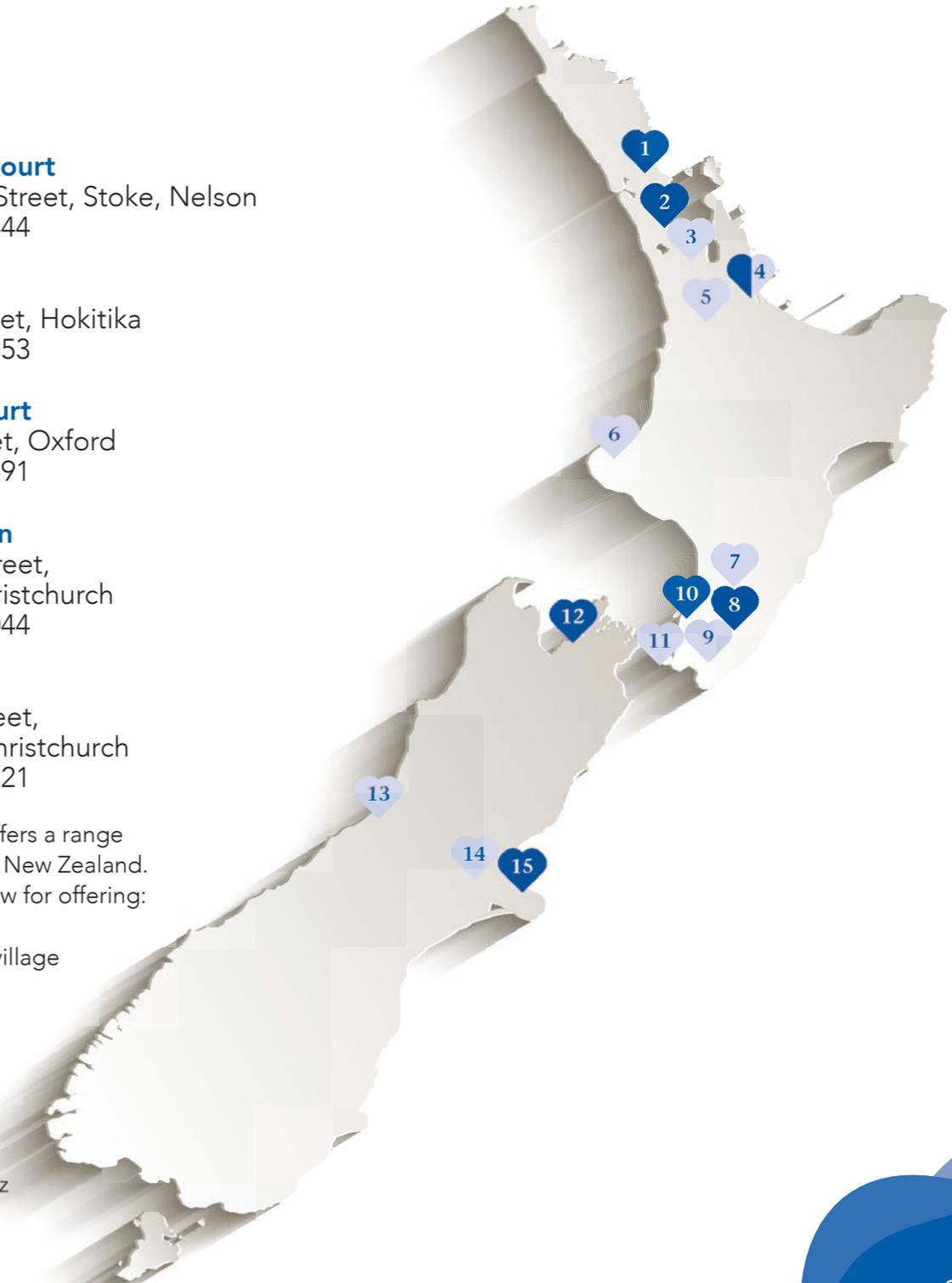
- 6 Rhapsody**
30 Mill Road, New Plymouth
Ph: (06) 759 0080
- 7 Aroha**
128 Monrad Street,
Palmerston North
Ph: (06) 358 8093
- 8 Lansdowne Court**
1 Oxford Street, Masterton
Ph: (06) 377 3339
- 9 Greytown**
186 East Street, Greytown
Ph: (06) 304 8041
- 10 Madison**
144 Queen Street West, Levin
Ph: (06) 367 2305
- 11 Churtonleigh**
24 Mallard Grove,
Churton Park, Wellington
Ph: (04) 478 4273
- 11 Maupuia**
6 Rangitane Street,
Maupuia, Wellington
Ph: (04) 388 7186
- 11 Mt Victoria**
135 Constable St,
Newtown, Wellington
Ph: (04) 389 7007

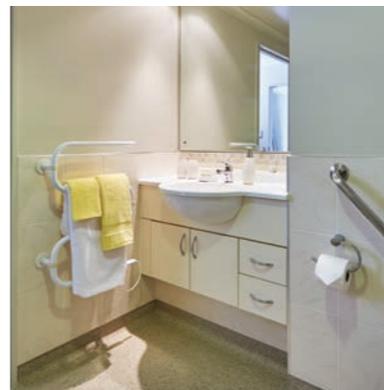
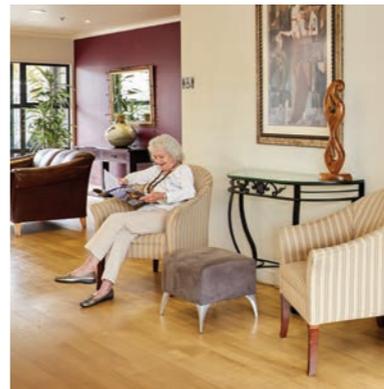
- 12 Kensington Court**
18 McMahon Street, Stoke, Nelson
Ph: (03) 547 9444
- 13 Allen Bryant**
45 Bealey Street, Hokitika
Ph: (03) 755 8353
- 14 Karadean Court**
5 Queen Street, Oxford
Ph: (03) 312 4891
- 15 Bishop Selwyn**
350 Selwyn Street,
Spreydon, Christchurch
Ph: (03) 379 4044
- 15 Rose Court**
115a Rose Street,
Somerfield, Christchurch
Ph: (03) 337 2221

Ultimate Care Group offers a range of care facilities around New Zealand. Please refer to key below for offering:

-  Care facility and village
-  Care facility only

To find out more about Villages and other Ultimate Care facilities go to ultimatecare.co.nz







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Villages

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Freephone 0800 824 732

www.ultimatecare.co.nz