

Hester Canterbury



Purchase Process
& Frequently Asked
Questions

Frequently Asked Questions

Living in a retirement community provides benefits not available to most people residing in their own home. A stunning range of facilities and services have been designed to make this time of your life enjoyable, not miserable. You can concentrate on doing the activities most important to you.

Retirement communities provide residents with greater peace of mind since they provide a secure environment. At Hester Canterbury, there is further comfort knowing that, BASScare, a trusted, not-for-profit organisation with a history of care operates the village. We are committed to supporting residents to help them stay in their apartment for as long as possible.

In Victoria retirement communities (or villages) are governed by the Retirement Villages Act 1986, a legislative instrument outlining how such communities operate while protecting the rights of residents.

Services & Facilities

Q.01

What facilities are available at Hester Canterbury?

The shared spaces at Hester Canterbury occupy part of the ground and lower ground levels. The interiors have been designed to be amongst the most exclusive in Australia today.

Key inclusions are:

- A dedicated reception
- Marble bar and spacious club lounge with fireplace
- Impressive dining area
- An outdoor terrace ideal for alfresco dining or morning coffee
- Central courtyard with barbecue facilities and seating
- Multi-purpose room for resident activities
- Library
- Meeting Room
- Mailroom
- Surround-sound cinema
- Fully equipped gymnasium
- Wine storage room
- Consulting room for visiting medical and allied-health professionals.

Q.02

What activities will be available?

At Hester Canterbury you have the choice to be as involved in community activities as you wish. The facilities on-site enable a wide range of social and recreational activities to take place. Subject to interest, the following activities are available:

- Personal training sessions
- Educational programs and workshops with guest speakers
- Wine tastings
- Happy hours
- Special events
- Off-site activities (including golf, gallery visits, cycling, walking groups, etc.)
- Book club
- Movie afternoons and evenings
- Theatre outings
- Art and crafts
- Gardening club

Q.03

What services are included?

A Village Manager is available to assist with arranging any number of items ranging from transportation to theatre tickets and dinner reservations.

Maintenance of the shared spaces, including the upkeep of the building and on-site amenities is managed by BASScare. Residents also have access to high-speed Internet on the ground floor.

Q.04**What other services are available?**

Hester Canterbury offers a range of services to make your life enjoyable and convenient. For a fee, residents can take advantage of services such as:

- Daily newspaper delivery
- Apartment cleaning
- Laundry and dry cleaning services
- Meal delivery (from within Hester Canterbury or local restaurants who deliver)
- Car washing
- Pet grooming
- Allied-health services
- Pharmaceutical collection and delivery

Q.05**Are meals available on-site?**

Yes. For a fee, the Village staff are able to arrange delivery of pre-prepared meals directly to your apartment.

Q.06**Are Foxtel and Internet available?**

Yes, all apartments are technology ready. Residents are able to connect to Foxtel and wireless internet in bedrooms, living rooms and study areas.

Q.07**Are pets allowed?**

Yes pets are allowed. We want your transition to be as smooth as possible and we know how important your pet is to you. It is important your pet does not impact on the lifestyle and quiet enjoyment of fellow residents though.

Q.08**Where is mail delivered?**

Australia Post delivers the mail each weekday to individual mailboxes located in the mailroom on the ground floor adjacent to reception. Each apartment is allocated their own mailbox.

Q.09**What are the garbage arrangements?**

Each floor at Hester Canterbury has garbage and recycling drops discreetly located. This enables quick and easy disposal of household waste.

Q.10**What are the parking arrangements?**

Resident parking is available in the secure underground car park. Each apartment is allocated a specific parking bay, or bays, and a storage cage. A number of underground visitor parking bays are available plus on-street parking for residents and guests.

Q.11**Is there public transport nearby?**

Yes, there are regular train services from Canterbury and Chatham Stations - both less than 500 metres from Hester Canterbury. Buses also operate on Canterbury and Rochester Roads providing transport to and from the City. A tram service operates along nearby Whitehorse Road, Balwyn.

Q.12**What are the security arrangements?**

Your security is extremely important. Access to Hester Canterbury requires a security pass or the authorisation of a resident or staff member. CCTV is in operation 24 hours, 7 days a week. Residents are equipped with video enabled telephones that can activate entry through the main entrance.

The car park is secure and accessible only by security pass holders. Residents can be assured their safety is paramount with security activated direct lift access to the ground floor and apartment levels above.

Management

Q.13

What happens if I need care?

Hester Canterbury is an independent living community. But we do offer support services should the need arise.

BASScare is on-hand to deliver necessary support to help residents to stay independent for longer. Care is also provided in the event of a temporary illness or following a short stay in hospital (please note fees do apply for this service).

For most residents, support comes in the form of a 'helping hand' around the home, or assistance with grocery shopping, preparing meals, cleaning, changing bed linen or replacing a light globe. It's the type of assistance that all of us have relied on from time to time from our families and close friends.

Of course if your needs are greater, BASScare's professional and experienced staff can tailor a program of in-home care. Continue enjoying the superb accommodation and lifestyle at Hester Canterbury no matter your circumstances.

If higher levels of care are ever required and cannot be provided in your apartment, residents have peace of mind knowing BASScare, subject to the requirements of the Aged Care Act 1997 (Cth) and the resident's preference, tries to relocate you (and your partner if applicable) to the modern residential aged care home, Faversham House. This facility is located adjacent to Hester Canterbury and is operated by BASScare.

Please note admission to Faversham House is subject to a suitable vacancy.

Q.14

What are the staffing arrangements?

Hester Canterbury has the support of BASScare's existing infrastructure, management team and staff. A dedicated Village Manager manages a selection of specialist service providers, including cleaners, gardeners, maintenance staff, medical and allied-health professionals as well as those providing hospitality services.

Fees & Charges

Q.15

What are the day-to-day service fees?

There is a monthly service fee (called a "maintenance charge") based on the size of your apartment. This fee can be obtained from the sales manager and pays for the following types of services:

- Ongoing cleaning and maintenance of the building and gardens (excluding the interior of your apartment)
- Property and public liability insurance (excluding the contents of your apartment), and employee insurance for staff of the village
- Provision of 24-hour emergency call service
- Employment of village management and services staff
- Costs associated with amenities and shared spaces including lighting, utilities and council rates for those shared spaces
- Management and administration services
- Garbage and waste collection from the village.

Q.15 *continued*

The maintenance charge means you do not need separate building insurance. However, we recommend that you arrange personal contents insurance for your apartment.

Q.16

How will I be charged for electricity and water?

Each apartment is individually metered and you are only charged for the electricity or water that you use.

Q.17

How will I be charged for Council rates?

Council rates are calculated for each apartment by the City of Boroondara and billed directly to the resident. BASScare assists eligible residents to obtain any concessions or discounts.

Q.18

What if I have further questions?

Please free to chat with one of our friendly consultants on 03 8809 4999.

Letting Process

Hester Canterbury has been designed to serve the needs of its resident community. Everything you need in terms of facilities, amenities and services is catered for. Low maintenance living with the freedom to do the things most important to you is a surety.

STEP.01

Register your interest

A \$2,000 deposit is payable to secure your apartment. You then have a 21-day period to review contractual agreements. If you choose not to proceed after 21 days, your \$2,000 reservation fee is refunded within 10 days.

After the 21-day reservation period has elapsed and you have decided to proceed with the lease of your apartment, you need to sign two agreements:

1. Agreement for Lease (Residence and Management Contract)

Confirming your intention to proceed with the life-time lease of your chosen apartment at the time occupancy is available.

2. Residence and Management Contract

Governing the terms of your lease and confirming your rights and entitlements including:

- the operation of Hester Canterbury, and
- the services available during your time of occupancy.

STEP.02

Sign the agreements for the purchase of your apartment

A deposit of 10% (inclusive of your \$2,000 reservation fee) of the letting price is required after signing your agreements. You have a further three-day cooling off period after this. If you choose not to proceed within the cooling-off period, your deposit (less the greater of \$100 or 0.2% of your ingoing price) is refunded to you and the agreements cancelled.

The good news is there is no stamp duty cost associated when entering into an Agreement for Lease and Residence and Management Contract - saving you a considerable sum of money.

STEP.03

Make the move to Hester Canterbury

Our sales manager can assist you during this stage. If you are selling your existing home then we ensure you have sufficient time to market your property. You can move in and begin enjoying the exclusive lifestyle awaiting you at Hester Canterbury once the balance of the agreed letting price has been paid and settlement has occurred.



Hester Canterbury

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