



ARBOUR
MARGARET RIVER

FAQs for Arbour Residents
Clubhouse & Facilities

Version 1, September 2024

FAQs for Arbour Residents Clubhouse & Facilities

Since the residents clubhouse concept is new to WA, we understand you may have questions. Clubhouses like these have been part of communities on the East Coast for over 20 years. Our experienced team has developed and managed similar projects and over the years developed a comprehensive FAQ list. For any details not addressed, please contact us at sales@realtimerealty.com.au

Disclaimer:

This document is provided as a high-level summary of the intended clubhouse operation and closedown and is provided for general information purposes only. Interested parties must not rely on any information contained in this document. Interested parties must rely only on the terms of the seller's contract which contains more detailed information on the proposed clubhouse operation and closedown, including matters that may not occur or are subject to change. To the maximum extent permitted by law, the seller, its officers, service providers and its employees disclaim any and all responsibility in respect of this document and any loss or damage suffered or incurred by a person for any reason relying on any of the information contained in this document.

Residents Clubhouse Facility Access & Benefits

What facilities will the Arbour Margaret River Residents Clubhouse offer?

The Residents Clubhouse facilities will include a 25-meter heated pool, outdoor sun decks, tennis courts/ multi-courts (basketball, soccer), mothers' room, a multipurpose function hall room with kitchenette, co- working spaces, barbecue facilities, community garden, outdoor cinema, kids splash zone, toddler playground, and a state-of-the-art gym.

Who will gain access to these facilities?

- Every residential lot (currently 400 residential lots) and over 55's lifestyle community home (total 250 homes) has rights to access the Residents Clubhouse, as detailed in the membership agreement.
- Residents of the over 55's community enjoy access to the main clubhouse, perfect for families wanting to keep generations (grandparents) close yet independent. Additionally, the over 55's lifestyle community residents have their own secluded resort-like facilities to enjoy at their own pace. This thoughtful design ensures harmony and happiness for everyone.

I noticed additional facilities within the over 55's lifestyle community, do all residents have access to these additional facilities?

- These additional facilities are reserved for the over 55's lifestyle community residents. Their upkeep and management are covered by their land lease agreements. Residential owners will have limited access to the over 55's animal farm and orchard as detailed in the Clubhouse rules.

What are the usage rights for each home and how do we access the facilities?

- Each home enjoys full access to the Residents Clubhouse facilities for the entire household. Entry is secured via a fob gate, with each household receiving a fob and all policies for use in your Residents Club Welcome Pack.
- Each lot is permitted up to 4 adult users. Minor children are exempt. If you have a granny flat, you may allocate 2 users for the granny flat and 2 users for the main

dwelling.

Can renters use the Residents Clubhouse facilities?

- **Yes**, homeowners can choose whether renters have access to the Residents Clubhouse facilities or if access is retained by the owner. Homeowners remain liable for all membership fees, regardless of who their designated users are.

Will people outside of the community be able to buy a membership?

- **No**, access rights are only available when purchasing a lot or lifestyle home in Arbour Margaret River.

Can I invite friends to use the Residents Clubhouse facilities?

- **Yes**, you can invite up to 6 guests per residence to use the 25-metre heated pool, barbecue facilities, outdoor cinema, grounds, and tennis courts/ multi-courts only. Guest numbers may be reduced during peak hours to ensure member enjoyment. For larger groups (kids party), up to 20 people, use is subject to approval and booking in accordance with the rules. There is limited availability for larger groups which is detailed in the rules.

Are there any restrictions on facility use (hours, days, seasons)?

- There are rules and policies in place for all facilities and generally facilities can be used from early morning until late evening to ensure everyone gets to enjoy them.
- Residential owners will have restricted access to the over 55 lifestyle community's animal farm and orchards.
- The gym is open 24 hours and is for residents only, with a designated over 55s area for village residents only.
- PT classes and group workouts are encouraged.
- The function room can host external guests but is limited to the function room area.
- Outside amenities: 7am - 10pm
- Pool: 5am for quiet laps otherwise 7am to 6pm.

- o Closure extended in peak summer periods and reduced to 5pm in winter.
- Tennis bookings required in peak summer and limited to residents in peak periods.

What is the Multipurpose Hall used for?

- The Multipurpose Hall is a flexible community space with wall partitions, designed for events such as:
 - Pilates and yoga sessions
 - Karate classes
 - Weddings/Birthday parties
 - Melbourne Cup events
 - Community group gatherings
 - Art exhibitions
 - Work hubs

How can I book the Multipurpose Hall?

- You can book part or all of the hall for up to 2 events per year, detailed further in the rules. Priority is given to round one bookings. Additional events can be booked if no other residents are waiting. You may use approved external caterers and table rentals or the onsite stackable tables. A cleaning fee and bond may apply to events, save for Weekly community events (eg karate) or events booked by lifestyle village residents.

Can external guests attend events?

- Yes, external guests are allowed to attend events hosted by residents.

What are the co-working hubs at the clubhouse?

- Co-working hubs are integrated spaces with flexible layouts for individual workstations or group collaboration. They offer a vibrant, comfortable setting for both personal and professional activities.

What types of events and activities does the club offer?

- The clubhouse is available for various events such as pilates, yoga, karate, outdoor movie nights and community celebrations.

Are there additional costs for participating in club events?

- The Club Manager assists creating regular events. Some events may attract a fee payable to the event operator, for example

a yoga instructor.

How is the clubhouse designed to accommodate different activities?

- The clubhouse features thoughtfully designed zoning to ensure everyone can enjoy and use the facilities according to their interests and needs. The manager will oversee scheduling to balance access and enjoyment for all users.

Are there any special services available?

- Public childcare.

What are the dining options available at the club?

- On-site public café available for public use and intended to be suitable to assist with catered events.

What is the overall atmosphere and culture of the club?

- Friendly, inclusive, and community focused..

How does the club promote a sense of community among residents?

- Through events, activities, and shared spaces.

Is there an orientation process for new residents?

- Yes, an orientation tour is available to new residents (owners) at no cost. Long term tenants, if you permit them to access the club instead of maintaining your own access rights, will be liable for an induction fee.

Are there specific programs or events to help new residents integrate into the club community?

- The ultimate goal is to grow a vibrant community. To help foster this, welcome events and introductory programs will be hosted at the clubhouse.

Can short term (sub 3 months) guests of residential homes access the clubhouse.

- Yes, a reduced induction provides them access to the pool and tennis courts (outside peak booking times) only. The limit of 4 adult users per household still applies.

Health and Safety

What measures are in place for health and safety?

- First aid and emergency procedures are established.
- Access to the outside amenity including pool is via fobs. Parental supervision of

anyone under 16 is required in the pool outside area as there is no lifeguard.

Accessibility

Are the club facilities accessible to people with disabilities?

- Yes, the building is designed to be accessible to an AS1428 standard and in accordance with the Building Code of Australia 2011 and relevant regulations.

How does the clubhouse handle health-related issues, like a pandemic?

- The clubhouse will follow government guidelines and safety protocols as required.

Operator membership

- The clubhouse is operated by a not-for-profit organisation which residential owners are required to be a member of. A copy of the constitution will be included in your welcome pack.

Rules, Regulations & Your Property

What are the Residents Clubhouse rules?

- The rules are general policies to ensure well-maintained facilities and a welcoming, enjoyable and safe environment for all residents and guests. Below is an example of some policies found in the Residents Clubhouse Book.
- All users must comply with the rules. A home owner is liable for the actions of its children and guests.
- No glass in the pool area
- Friend / guest access
- How to get a new Fob access card
- Booking the multipurpose community hall

and tennis courts.

- **Noise levels:** To maintain a pleasant environment for all, noise levels should be kept reasonable, especially during late hours.
- **Resident cleanliness and maintenance:** Residents are expected to keep the clubhouse clean and tidy. Any damage or maintenance issues should be reported to the management promptly.
- **Respect for others:** As with any shared space, respect for other residents is paramount. This includes following posted rules, being considerate of others' use of the space, and ensuring that personal activities do not disrupt the community.
- All members and guests are expected to adhere to a code of conduct that promotes respect, safety, and positive interactions. Misconduct can result in suspension or

Cost and Payment

revocation of membership.

- The policies will be included as part of your settlement pack.

Can the policies be changed?

- Yes, the policies can be modified to meet current needs and ensure relevance.
- Is this a strata property?
- No, this is not a strata. Each residential lot is green title.

Is there a strata manager or voting?

- No, there is no strata manager, no voting, and no voting on the policies, operations, budget and management of the club. The Club Operator operates the club in the best interest of all parties.
- The clubhouse is operated by a not for profit company limited by guarantee, which each home owner in the estate will be a member of.

Do I own my house and property?

- Yes, you own your house and property. There is no common property, and no one can dictate how you use your home.

Will the Residents Clubhouse commitment affect my home loan or refinancing?

- The caveat on your title does not impact your mortgage or refinancing.
- Access to the \$15 million clubhouse, as seen in similar East Coast land estates, can increase your home's value compared to standard developments.

Do Resident Clubhouse estate rules apply to my property, including my home?

- No, the rules do not apply inside your home, front yard, or backyard. Your house is your private space and the clubhouse

rules and policies do not apply outside of the clubhouse.

Are there home design guidelines?

- Yes, there are home design guidelines. These guidelines are in place to preserve home values and the community's appearance but do not dictate your lifestyle or personal choices.

Is the whole estate private or exclusive to residents?

- No, the estate is not exclusive.
- All roads, park trails, and public open spaces are developed by Yolk Property Group and handed over to the Council, making them accessible to the public.
- Access rights and restrictions only apply to the Residents Clubhouse facilities.

Is the primary school private?

- No. The primary school will be public.
- Who can use the childcare services?
- Childcare services are available to everyone.

Is the café open to the public?

- Yes, the café is open to the public and is also available to cater events in the club's function room.

What are the guidelines for booking facilities or services?

- Bookings can be made via the App and through the Club Manager. Details provided in Residents Club Welcome Pack.

How are member complaints or disputes handled?

- Member complaints or disputes will be managed by the club operator.

How much are the annual fees?

- The annual fee is \$1,200 incl GST per lot. Every residential lot (400 residential lots) and over 55's lifestyle community home (total 250 homes) is required to contribute, with the land lease operator attending to these fees on behalf of the lifestyle village residents. 'The Club Operator will use the annual fees to meet the annual operating expenses of the Clubhouse for the benefit of all estate residents, with any surplus funds at the end of each financial year (1 July to 30 June) being retained by the Club Operator in a sinking fund to meet future expenses related to the Clubhouse'
- A fee is applicable for resale buyer inductions and set up for resale management time.
- **What happens to the access rights if a resident passes away?**
- The access transfers to the new property owner or any long term tenant.

Are there any additional fees for specific amenities (tennis, pool, etc.)?

- There are no additional fees to use the amenities mentioned, save for bookings for private events in accordance with the rules.

Will the fees increase?

- We have obtained a detailed maintenance and replacement schedule which uses CPI adjusted future replacement costs, to ensure there are no unforeseen additional costs. The 20-year maintenance, replacement and sinking fund schedule undertaken by national firm Solutions in Engineering and the detailed proposed budget is available for review.
- The design of the clubhouse has extensively been workshopped by leading specialists to ensure we are designing for a building to last until 2094 with no major unforeseen costs.

- The \$1,200 budgeted per household at the commencement of Clubhouse operations is expected to be sufficient for the next 20 years, however CPI increases are permitted if required.
- Any necessary fee increases will not exceed the Consumer Price Index (CPI), although we have allowed for special levies in case of any unforeseen circumstances.
- Following commencement of the Clubhouse operations, the Club Operator will issue an annual member statement by 30 September each calendar year summarising the Club Operator's total expenditure in relation to the Clubhouse in the immediately preceding financial year and the balance of the sinking fund at the end of that financial year, as well as the expected budget for the following year.'

Can I claim the annual fee in my tax?

- 'Annual membership fees may be tax deductible to owners, depending on how they use their property and the use of funds by the Club Operator (which will be detailed in the annual statement referred to above). Owners should obtain their own tax advice in this regard.'

When do I start paying fees?

- Fees begin only when you have settled on your block and Phase 1 of the clubhouse is accessible. If you settle before Phase 1 is ready, your fees will start once you have access to the facilities. These fees will be paid to the Clubhouse Operator, or its appointed manager.

Any membership fees paid to the Club Operator by owners are not refundable under any circumstances. Any surplus fees which are not expensed by the Club Operator by the end of a financial year will be retained by the Club Operator in a sinking fund to meet any future unexpected expenses'

Transferring Rights, Cancellation & Refund Policy

What happens with the access rights should we look to sell and move out of the estate?

- You can sell your home to anyone, using any agent.

- The Club Operator, prior to settlement, will confirm with your settlement agent that fees are all paid to date and these fees can be adjusted with the buyer.

Residents Clubhouse Construction Timing

How will the clubhouse facilities be constructed?

- The clubhouse facilities will be built in stages, adapting spaces to meet community needs from the start. This ensures an early build of community spirit while avoiding delays in using facilities like the pool.

What are the details of Phase 1?

- Phase 1 includes a 25-metre heated pool, outdoor sun decks, tennis courts/ multi-courts, smaller gym, mothers' room, and a small function room. Construction will begin once the 200th residential lot is settled.

Legal and Liability

Do I have any personal risks with the clubhouse?

- You have no personal liability beyond your \$1 guarantee as a member of the Club Operator.

What are the details of Phase 2?

- Phase 2 will see the construction of all the remaining features commencing when the final residential stage civil works are underway. Phase 2 is estimated to begin four years after Phase 1 completion, however is subject to all residential lots within the development being sold.

Where can I find the timeline commitments?

- Your contract of sale includes our contractual commitment to the timing of the clubhouse construction.

How are my clubhouse obligations secured?

- An absolute caveat is placed on your certificate of title. It secures your obligation to pay the annual fee, ensure the membership transfers when you sell your property and secures your obligations to ensure you and your appointed users and guests comply with the rules.

Are legal documents available for review?

- Yes, all legal documents are available for review. The legal documents have been created by leading firm Lavan.
- Transparency of expenditure: All funds and costs are managed by a not-for-profit organisation which is audited of which you are a member (who is not able to vote on any operations, expenditure etc as this is managed by the Everland). The annual audit is supplied.

Maintenance & Management

Who manages the Residents Clubhouse and over 55's lifestyle community facilities?

- The lifestyle community manager, Everland Communities manages the clubhouse on behalf of the Operator. With 250 lifestyle homes accessing the Residents Clubhouse, it falls under government regulations that ensure proper upkeep and maintenance providing assurance that the facilities are safe and well-maintained for all users.
- Everland Communities, as manager for

both the Clubhouse and the lifestyle village, employs staff for the lifestyle village, onsite managers, gardeners, handymen/builders, and cleaners. These staff members also work on the Residents Clubhouse facilities, helping to keep costs down.

Are residents required to contribute to special assessments for major projects?

- Our management team has developed a comprehensive maintenance schedule, backed by an experienced maintenance

and replacement company. Here's how we ensure stability and transparency:

- **Adequate Funding:** A surplus reserve fund is maintained to cover future costs, ensuring no surprise expenses.
- **Comprehensive Insurance:** We have secured insurance with ample replacement budgets to handle unforeseen events.
- **Durable Materials:** All materials used have been carefully selected for their longevity and come with extended warranties.
- **Professional Management:** A corporate facilities manager oversees regular maintenance, ensuring everything runs smoothly.
- **Over 55's Lifestyle Community Contributions:** The operator of the over 55's Lifestyle Community, via its manager, covers all costs for the 250 homes through a well-structured weekly rent system. This alignment ensures diligent maintenance without burdening residents.
- **Planned Lifecycle:** We've planned for the building lifecycle, including a scheduled closure in 2094 to avoid costly upgrades. Major components, like the pool, are budgeted for replacement at set intervals.
- This meticulous planning and financial management aim to provide confidence that there will be no unexpected costs for residents. In the very unlikely event a

special levy is required, adequate notice will be given. Everyone pays proportional to their ownership i.e. one home out of 650 homes and it is capped at 20% of the home annual fee.

Is there a maintenance plan?

- Yes, an external maintenance and replacement budget accounting for inflation is in place and the Residents Clubhouse will be maintained according to a fixed schedule. The annual budget will be issued by the Club Operator, this sets maintenance, replacement, and maintenance reserve fund allocations

Will there be funds in reserve for maintenance?

- Yes. There is a maintenance reserve fund set aside according to the planned maintenance schedule. This fund ensures that there is money available for future maintenance and replacements, so you don't have to worry about unexpected costs.
- The budget shows there would be approximately \$1,602,550 reserve funds in year 19, if all lifestyle village lots are occupied and owners of all residential lots are not in default of their payment obligations.

Club Closure and Land Sale

When will the clubhouse close and why?

- **The clubhouse is set to close on January 1, 2094.** The date is based on expert advice regarding the design lifecycle, replacement, and maintenance. This set date avoids major renovations or rebuilds requiring increased funding from owners. We have developed this date to ensure no unforeseen special levies in the future.
- The design of the clubhouse has extensively been workshopped with leading specialists to ensure we are designing for a building to last until 2094 with no major unforeseen costs.
- Solutions in Engineering Report Extract:
- "Life Expectancy of Buildings at Margaret River: Whilst buildings can last more than 100 years, often longer if well maintained, many buildings surpass their useful life

at approximately 60-70 years of age. Depending on construction materials, techniques and the level of maintenance undertaken, building materials will have a finite life expectancy before they require major overhaul, servicing or replacement. Whilst elements like bricks and structural steel might last 100+ years, the joinery, cement and mortar of such elements generally will only last 60-75 years before significant work to remediate is required. Colour bonded metal roofing also has an approximate life expectancy of 60 years if properly installed and maintained after which it will likely need to be replaced. Given the intended materials and designs suggested by the developer for Arbour Margaret River Residents Clubhouse, we agree that beyond 65 years of life, the buildings will require significant remediation, replacements and work

to restore them to a state of livability congruent with the original purpose.”

What happens to the Residents Clubhouse land after closure?

- The clubhouse will close on 1 January 2024, unless terminated prior (such as an event of significant damage or destruction of the clubhouse).
- On closure of the clubhouse, the Residential lot portion of the Clubhouse land, known as ‘exclusive area 2’, being approximately 5706 square meters, will be listed for sale and the net proceeds from the sale of this portion of the land will be distributed equally among all of the 400 residential lot owners who are not in default of their payment obligations, and caveats withdrawn.
- The payment of land sale proceeds is expected to make the properties attractive for resale.

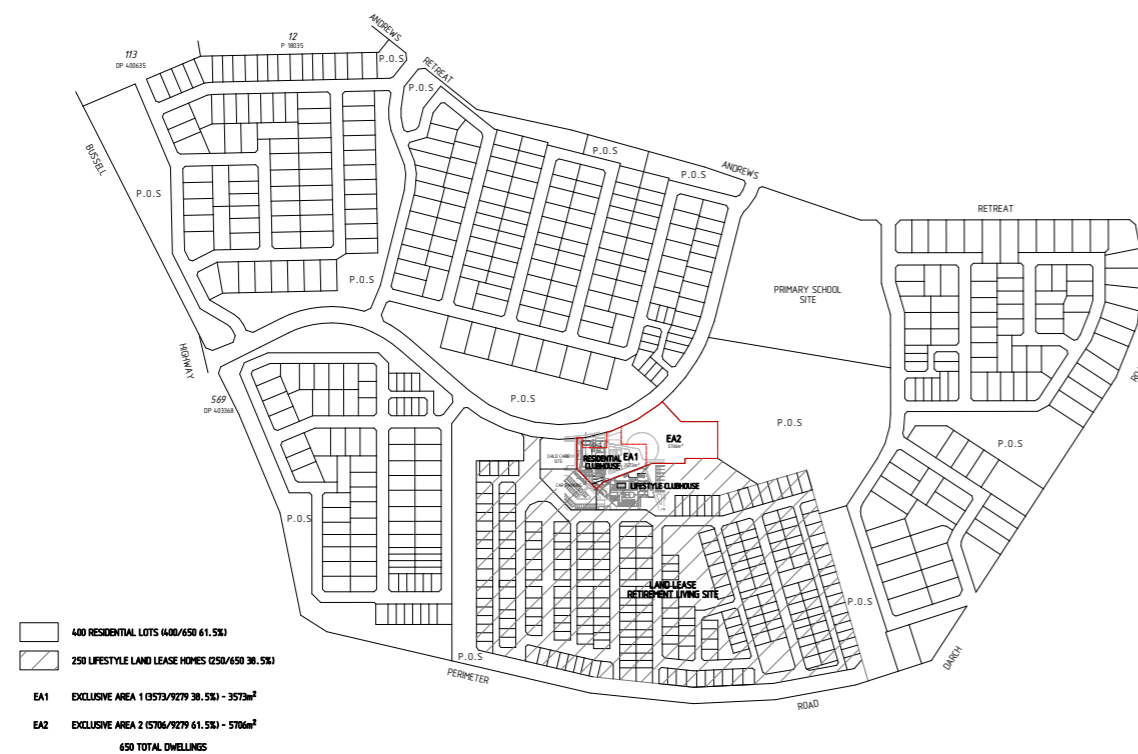
- The remaining land will be retained by the lifestyle community for the continued offering of lifestyle amenities to the lifestyle village.

How large is the Residents Clubhouse land area?

- The total Residents Clubhouse land area is 9279m², shared by 400 residential lots and 250 lifestyle homes.

What are the potential uses for the land after the sale?

- Subject to Planning the exclusive area 2 land may be used for various purposes, such as a hotel or further residential development offering significant benefits to landholders. This will be a highly sought after large parcel of infill land.



Communication and Updates

How does the club communicate with residents?

- Via email, and the app. There will also be a notice board in the clubhouse foyer.

Where can residents find information about upcoming events and activities?

- Club website, app, newsletters and / or notices within the clubhouse. Further details provided in Residents Clubhouse Welcome Pack.

How does the club protect residents’ personal information?

- Compliance with data protection regulations and secure storage.

What information does the club collect and for what purposes?

- Contact information for communication and billing.

Who is the team behind delivery of the Residents Clubhouse?

Project Partners

While the Residents Clubhouse concept is new to WA, the east coast has had clubhouses with thriving communities enjoying the resort lifestyle for over 20 years. How do we know? Our team has been involved in setting them up..



Masterplanned community & development
Yolk Property Group boasts industry awards and global recognition for delivering innovative and sustainable projects. To date, the Group has successfully delivered major apartment developments, master planned communities, and commercial facilities throughout WA and VIC. Our executive team has been instrumental in the planning and delivery of Club Armstrong in VIC and the Magnolia & Michelia Club at Harrington Grove in NSW.

community. They have decades of experience in land lease, retirement and the aged care sector. Everland will help deliver, manage and maintain the lifestyle and clubhouse facilities. With new communities launching in Busselton, Cowaramup and Margaret River, Everland will be the largest Over 55’s Community operator in the South West.



Architecture & placemaking
An award-winning architecture practice, ClarkeHopkinsClarke (CHC) is at the forefront of Australian placemaking and has delivered residential and land lease clubhouses throughout Victoria including Club Rathdowne.

ASPECT Studios

Landscape & urban design
ASPECT Studios is an international design practice with a team of landscape architects, urban designers, architects, wayfinding specialists, strategists, and graphic designers known for delivering and curating significant projects across the globe. Locally, the studio has delivered Murdoch University’s New Academic Building, Kalgoorlie’s new City Centre, and iconic Margaret River Wineries.



Over 55’s lifestyle community & clubhouse management
Everland builds vibrant, innovative communities for Australia’s over-55s. The team is focused on creating quality homes with a resort lifestyle in an active and welcoming



Legal

Lavan is a leading independent Western Australian law firm. Their legal expertise help to ensure the Residents Clubhouse agreement, caveats, and regulations are clear and thoughtfully created for long-term community success..



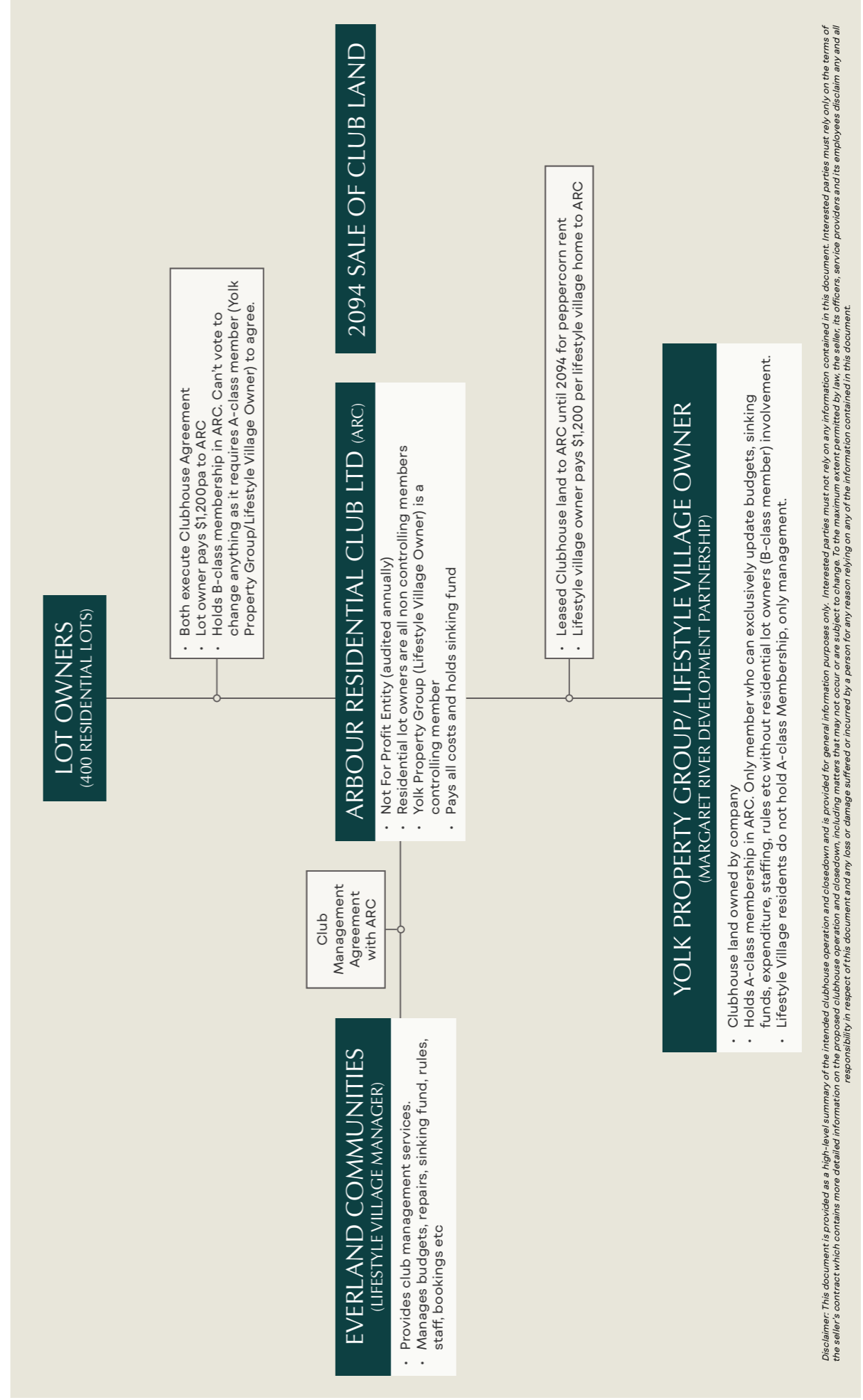
Maintenance/ Repairs and Sinking Funds Schedule

Established in 1984, Solutions in Engineering is a national leader in building maintenance and compliance. As experts in developing long-term maintenance and sinking fund schedules, they ensure buildings are well-maintained and financially prepared for future repairs. With nearly 30 years of experience servicing over 160,000 buildings, their team provides detailed reports and training to help clients.

ARBOUR
RESIDENTS CLUBHOUSE

ARBOUR RESIDENTIAL CLUBHOUSE OWNERSHIP / MANAGEMENT STRUCTURE

Created by
YOLK PROPERTY GROUP



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Residents Clubhouse entrance. Artist's impression.

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