



Enjoy your
golden years
– stress free

WAIRARAPA VILLAGE
MASTERTON 



Enjoy a FINE RETIREMENT in the heart of Masterton



We have the skills and the
experience ...



- WAIRARAPA VILLAGE is a member of the Retirement Village Association
- All our nursing staff are registered with the NZ Nursing Council and hold a current Practising Certificate
- All our care workers have access to Aged Care Education training programmes
- WAIRARAPA VILLAGE has contacts with the District Health Board to provide excellent care for our residents

Located right in the heart of Masterton, WAIRARAPA VILLAGE offers a retirement lifestyle that is peaceful and proud of its deep Kiwi roots. Enjoy the privacy of over three hectares of spacious, rose-filled grounds combined with modern villas and serviced apartments: even a pretty stream running through the gardens!



140 Chapel Street Masterton

From the genuine community spirit to the great social life, right through to the friendly staff, this place redefines the notion of retirement. If you love being part of a welcoming community and having everything at your fingertips, this is the perfect place to call home.



Be spoilt for choice

For starters, our location is perfect. Do you fancy a spot of shopping? It is an easy stroll to local shops, a supermarket and public transport. Are you keen on a game of bowls? Several community clubs are just down the road and it is also just a short drive to the region's popular attractions.

What's more, we offer a lively social programme if you like to keep busy, fantastic recreational facilities if you like to keep fit, and peaceful, private homes when you want to take it easy. You can also rest assured that you have 24-hour support should you ever need it and a menu of services for you to choose from.

Do what you want, when you want to.
While you are doing it, you can feel confident that we are looking after you, with all the security and support you could ever need.

Independent living

We value independent living and respect your privacy, therefore you are in control. Select from a range of villas and serviced apartments set in an intimate village and secure setting, surrounded by like-minded people.

By making the move you will be joining a community of vibrant, active people who are here to make the most of every single moment of their retirement.

Independent living units are offered under an Occupation Right Agreement (ORA) which is a licence to occupy the unit and access the Village services and facilities. The cost of the Deferred Membership Fee (DMF) is deducted from the refund you receive when you leave your unit.



Total freedom, backed by round the clock security

At WAIRARAPA VILLAGE you can go about your day-to-day life just as you do now. Yet you will have the added reassurance of our courteous and helpful staff 24 hours a day.

Maintenance-free living

Why do the hard work when we can do it for you? Enjoy all the benefits of living in your own home, without the hassle of maintenance. You are welcome to look after your own home if you wish. If you would rather let someone else clean it for you, we offer additional services.

Not only that, we take care of all external maintenance, including grounds and gardens. Although, if you are a keen gardener, you are welcome to exercise your 'green thumbs' in the gardens around your own home or in the vegetable gardens around the village.

Everything you want to do,
and a few things you may
not have tried before.



WAIRARAPA VILLAGE residents enjoy access to:

- Barbeque Area
- Billiards
- Bowling Green
- Community Room
- Hairdressing Salon
- Indoor Heated Swimming Pool
- Library

Various living options to suit your requirements

If you have lived in your current home for many years, you may feel that there's no place like it. We understand that. That is why WAIRARAPA VILLAGE has all the comforts of home (and a few that homes may not have offered before).



Independent Villas

WAIRARAPA VILLAGE is beautifully unique – not all villas look the same. With a variety of designs, you have the choice of one or two bedroom villas through to two bedrooms plus a study and conservatory. All have been architecturally planned and strategically positioned to receive all day sun.

All villas are delightfully spacious; especially the living area and bathroom, and all large villas have internal access garages.

Every home is surrounded by impressive and picturesque English-cottage gardens that wonderfully reflect each season.

All are within easy walking distance to community facilities and are linked to our 24-hour emergency call system, so support is only a button push away.





Serviced Apartments

Our serviced apartments are designed for residents who value their independence, but require additional services, such as regular cleaning, regular meals, laundry and personal care services. It is the best of both worlds: the freedom of independent living with access to our trained team, including nursing staff, to support your health and wellbeing.

Available Services Include:

- 24 hour emergency call system
- Cleaning and laundry services
- Companion care
- Household chores and assistance
- Meals provided daily
- Medication management
- Personal care
- Professional nursing services
- Wellness checks

Care Home

If you ever need greater daily support, we offer a full continuum of care, with rest home and residential hospital level care on-site. Knowing that you will be treated with dignity and respect means you and your family can be confident you will receive the highest level of assistance from people you already know and trust. This also enables couples to stay close by even if your needs become different, with one moving into care, while the other remains in the village.

Frequently asked questions...



Can my friends and family stay with me?

Yes of course, this is your home. When you move into WAIRARAPA VILLAGE we understand it is important to maintain your family and social ties. Any family members or friends are able to stay for a combined total of 90 days per year. Longer stays require the agreement of the Village Manager.



What if I want to redecorate my home – for example, change the wall or floor coverings?

Your home can be redecorated to your tastes in consultation with and at the discretion of the Village Manager, at your own cost.

What if I want to go on holiday?

You have the freedom to come and go as you please. We will maintain the grounds, clear your letterbox and manage security giving you peace of mind while you are away.

Can I still apply for Government-funded financial help?

Yes, if you are 65 years or over and your 'support needs assessment' confirms that you may be eligible for Government financial assistance. Our Village has arrangements with local health authorities to ensure you receive the benefits you are entitled to. Simply chat with our Nurse Manager who will assist you further.

What happens if I have an accident or get sick?

If you have an accident and need immediate attention, simply press the emergency call button in your home and a staff member will respond to your call.

Where an illness is of a temporary nature, meals and other services can be arranged to assist – depending on the help you need. We aim to help you recover quickly and comfortably which can be an enormous relief to you and your family. This service is provided on a 'user pays' basis.



Who is responsible for the cost of council rates, water rates etc?

When you live at WAIRARAPA VILLAGE you pay a village fee to cover costs, such as council rates, water rates, building insurance, external maintenance, the upkeep of the community facilities, gardening, salaries of the staff and village operations. This simplifies your expenses into one easy to manage fee leaving your own personal choice of phone, personal contents insurance and electricity.



What happens if I decide to leave the Village?

If you do choose to leave, simply write to the Village Manager expressing your wish to terminate your Occupation Right Agreement (ORA). One month after receiving the letter, your ORA will be terminated and Wairarapa Village will endeavour to re-license your villa or apartment. Following the re-licensing you will be refunded the original purchase price less the accrued membership fee.



Who pays for the refurbishment of the villa or apartment when I leave?

On termination of your ORA, Wairarapa Village is responsible for all refurbishment costs of your villa or apartment. You may be responsible for any damage beyond fair wear and tear and any agreed reinstatement costs.



What happens if my villa or apartment doesn't re-license straight away?

All village fees will cease if a re-license is not reached within six months of providing Wairarapa Village with vacant possession of your villa or apartment. If it takes longer than nine months to re-license, we will pay you interest on the outstanding capital.

Wairarapa Village Assurances



1 Weekly Village Fee Fixed for Life

Wairarapa Village assures you that your weekly village fee will not be increased at any time after you move into the Village, irrespective of any increases in cost experienced by the business.

2 Occupancy for Life

Wairarapa Village assures you that your Occupation Right Agreement (ORA) provides you with the right to live in your unit for the rest of your life.

3 Continuity of Care

Wairarapa Village assures you that you have the right to decide to have services delivered to your own unit for as long as you choose. You also have priority access to any of our care facilities should the need arise.

4 Deferred Membership Fee is Capped

Wairarapa Village assures you that your Deferred Membership Fee (DMF) is capped to a maximum of 30%.

5 No Hidden Costs

Wairarapa Village assures you that you will face no hidden costs on departure from the Village. The DMF covers all expected costs associated with the refurbishment of your unit (except for damage beyond fair wear and tear), the cost of re-licensing the unit and any administration costs.

6 Fixed Weekly Village Fee

Wairarapa Village assures you that the fixed weekly Village fee will only be payable for a maximum period of four weeks following the Termination Notice of your Occupation Right Agreement.

7 Repayment of the Residual Capital of the ORA

Wairarapa Village assures you that we will professionally endeavour to re-license the unit to a third party. Our assurance is driven by our aligned interest in re-licensing the unit and if not re-licensed after nine months Wairarapa Village will pay interest on the outstanding capital.

Understanding the Fees

At Wairarapa Village we are transparent about what you have to pay and what it is for. We want you to have certainty around the cost of moving into the Village and what you can expect when you leave.

Capital Sum

The Capital Sum is the price paid for the Occupation Right Agreement (ORA) to secure your right to occupy the unit of your choice within Wairarapa Village. The Capital Sum varies accordingly to the size and location of the unit you choose. Once all the conditions have been met, the Capital Sum is required to be paid on settlement.

Membership Fee

The Membership Fee, also referred to as the Deferred Membership Fee (DMF), provides you with a raft of essential Village and dwelling services. These include:

- The refurbishment of your unit after you leave
- The re-licensing of your unit including all marketing activity
- Legal and settlement fees
- Long term Village maintenance
- Community facility chattels

The Membership Fee is capped at 30% of the original Capital Sum of your unit, with the 30% being accrued monthly at 10% per year for the first three years of occupancy. It is payable on the termination of your ORA, by way of deduction from the original price (ie. the capital sum) of your unit.

Village Fee

When you live in a Village you pay a Village Fee. This is a consolidated fee that captures costs such as council rates, water rates, building insurance, the upkeep of community facilities, gardening services, salaries and wages of the staff and Village operations.

By paying a Village Fee, the hassle of paying existing multiple bills is eliminated – one fee takes care of it all. What's more, Wairarapa Village assures this fee will not increase, thus it is **fixed for life**, irrespective of any increases in costs experienced by Wairarapa Village. This means you will always know what you are paying now and in the future, and no longer have to worry about unpredictable cost increases.

Your Own Costs

You are responsible for the cost of the internal maintenance of your unit, power, phone, contents insurance and any additional services you wish to have provided.

STEP 1: Choosing Your Home

Today's Date: ____ / ____ / ____

Villa / Apartment No. _____ \$ _____

Villa / Apartment No. _____ \$ _____

Villa / Apartment No. _____ \$ _____

Villa / Apartment No. _____ \$ _____

Membership Fee % _____

Fixed Weekly Village Fee \$ _____



Village Fee Includes:

- Rates and Body Corporate
- House insurance
- Security monitoring
- Swimming pool maintenance
- Water rates
- Lawns/Gardening
- Rubbish removal
- External painting
- House washing
- External window cleaning
- Refurbishment/Plumbing
- Outdoor lighting
- Reception
- Recreational activities
- Social events
- Gutter/Drain cleaning

STEP 2: Complete an Application Form

An Application Form consists of gathering information for the ORA, and acts as an expression of your interest in the right to occupy the unit of your choice. We will provide you with all the information you require.

You will be required to pay a small deposit to hold the villa or apartment you have selected. The deposit is paid to a Statutory Supervisor who ensures the amount is held in trust. The deposit will be refunded if you cannot proceed.

The Application Form contains conditions that need to be satisfied and may include the sale of your current home, receiving legal advice and providing Wairarapa Village with a medical assessment.

STEP 3: Get a Medical Assessment

We will supply you with a medical form that is required to be completed by your GP, contact your GP to arrange to have this done.

STEP 4: Sign the ORA (Occupation Right Agreement)

On completing an Application Form you are required to meet with your lawyer to seek independent legal advice to sign the Occupation Right Agreement.

The ORA gives you the license to occupy, which is an exclusive right to live in your home and use the Village amenities for the rest of your life. Full documentation and details of the ORA will be forwarded to you by Wairarapa Village via your lawyer.

The Retirement Villages Act 2003 provides protection for people who buy into retirement villages. You must get independent legal advice before signing your ORA.

If you change your mind, for any reason, within 15 working days of you signing your Occupation Right Agreement, we will cancel this agreement and refund your deposit in full plus any interest that has accrued.

STEP 5: Sell Your Home and Move into the Village

We will advise and assist you with the process to make it easier, quicker and less stressful.

The ORA is finalised and a settlement date confirmed. The sales representative will remain in regular contact with you and provide assistance on making your move into your new home as smooth as possible.

Settlement day! Pay the balance of the Capital Sum and move into your new home at your convenience.

Notes

Serviced Apartments

When you or your loved one needs daily support

There comes a time when help is needed

It is only natural that as we get older some of the things we did once with ease become just a little bit harder, especially around the house. Keeping the garden in tip top shape takes a lot more energy than it used to. General cleaning can become a chore and even cooking a nice meal can seem like a major undertaking. At WAIRARAPA VILLAGE just because extra support is needed, you do not have to give up your independence.



Live in your home with support on hand – that is serviced apartment living

Imagine living in the comfort of your own modern, self-contained apartment, but having delicious daily meals, weekly cleaning and your laundry taken care of. That is precisely what we offer at WAIRARAPA VILLAGE along with the whole host of other support services and around the clock security. Instead of having to worry about these chores, you have the freedom to enjoy the things you really love, while your family has the peace of mind knowing you are in safe hands.

Why choose serviced apartment living:

- Access to caring friendly and professional staff
- Relief from household maintenance
- Quality homes designed for your needs
- Safe and secure environment
- Shops and medical facilities close by
- Social contact and companionship
- Support and assistance when needed
- Treated with respect at all times



Village life is a vibrant life



Spending quality time with family and friends, sharing stories, laughing together, these are some of the life experiences we truly cherish. However when you live by yourself in the family home, it is easy to miss out on all these wonderful things.

At WAIRARAPA VILLAGE we offer a different way of living. For a start you will be welcomed into a real community – the kind where it is easy to make new friends and where everybody knows you by name. You will have fantastic community facilities like a bowling green, a hairdressing salon, a restaurant and a library at your doorstep. There are a wealth of organised and informal activities you can take part in – from art groups to concerts to out-of-village excursions. You name it, it is happening. Most importantly there is a friendly bunch of people to have a whole lot of fun with.

Great care comes from great people

If you are considering moving into our village, you and your family want to be sure you are in good hands. At WAIRARAPA VILLAGE we pride ourselves on the quality of our staff because, quite simply, they make the biggest difference to how you live day-to-day.

Without question we look for staff with the right skills and relevant hands-on experience, but there is more to it than that. This job is about relationships and earning trust, so we handpick staff who care deeply about our residents. For them, treating people with dignity and respect comes naturally – it comes from the heart.

Around the clock security

You never know what time of day or night you might need a helping hand. At WAIRARAPA VILLAGE there is no need to worry, because we guarantee that our caring staff are there for you 24 hours a day, 365 days a year.

“ When Mum was still at home we’d had to spend time doing the vacuuming, the laundry and things like that. Now we come in, enjoy each other’s company and make the most of every moment we have together.”

– Daughter of Service Apartment resident

Assistance at the push of a button

Calling for help could not be any easier. Why? Because we put an emergency button in every serviced apartment, so when assistance is required all you need to do is push a button.



Convenient services delivered right to your front door

At WAIRARAPA VILLAGE we have a Standard Service Apartment Package that includes a range of services. On top of that we can provide extra services that you can simply pick and choose as needed.

Standard package:

- Weekly cleaning including the bathroom, kitchen, vacuuming, dusting and removal of rubbish
- Laundry including weekly laundering of bed linen and towels, and a bag of personal laundry, all picked up, washed, dried, folded and returned back to you
- Morning tea and afternoon tea delivered daily
- Nutritious midday meal with dessert
- All electricity and heating of apartment
- 24 -hour emergency call system

Can I apply for financial help?

Yes if you are 65 or over and your 'support needs assessment' confirms that you may be eligible for government financial assistance. Government allowances may also be available to assist with paying fees for serviced apartment living. Work and Income New Zealand will have all the information required and can explain what assistance is available and eligibility criteria. Please call on 0800 559 009.

*** The cost of this package is GST inclusive and includes a weekly village fee of \$_____ and our weekly serviced apartment fee of \$_____.**

The village fee is fixed for life so this part of the cost will never increase. This provides you with guaranteed price certainty for life.

As a WAIRARAPA VILLAGE resident you will also have access to:

- Barbecue area
- Dining room
- Indoor heated swimming pool
- Lounge
- Billiards
- Games room
- Wellness clinic
- Bowling green
- Hairdressing salon
- Library

Your choice of extra services



To insure your needs are fully satisfied we offer extra services at competitive prices delivered to you by our friendly and familiar staff.

Professional Services by a Registered Nurse

We can provide simple wound dressings, blood glucose checks, on-going monitoring and wellness coaching and support. We also provide a complimentary monthly wellness clinic to check your blood pressure and provide advice on any health concerns you may have. Other nursing services are available on request. For your peace of mind all care is overseen and monitored by an experienced Registered Nurse.

Medication Management

If you find that sometimes you run out of medications you may find it beneficial for a Registered Nurse to coordinate your medications and have them delivered to you. The Nurse will liaise with your GP, pharmacy and you to ensure that you always have your prescribed medications and understand what they are for. Your pharmacist will pack your tablets and clearly mark them with the date and time.

Medication Administration

If you are finding it difficult to keep on track with your medication we can assist you with administering your tablets or eye drops. Injections are administered by trained staff.

Companion Care

This service provides you with a companion to go about your daily tasks, such as appointments, shopping or even to have company in the comfort of your home.

Personal Care

Assistance can be provided with your personal care including showering and grooming.

- Breakfast preparation
- Consultation
- Help with showering
- Preparation for bed
- Sleepover by carer
- Swimming companion

ACC Care

If you have been discharged from hospital following an accident and require assistance you may be entitled to home care. If you have been assessed by the ACC needs assessor and have been granted free care you can nominate the village Nurse to provide that care. Our Nurse Manager is a registered ACC wound care provider. Please inform the assessor of your wishes. We will complete all the paper work.

Housekeeping Services

We provide additional cleaning and laundry services including our Spring Clean, which can be anything you require such as cleaning your fridge or internal windows.

- Bed making and change
- External clean of balcony or windows
- Full spring clean
- Hand washing delicates
- Ironing
- Net curtain cleaning
- Oven cleaning
- Pet feeding
- Plant watering
- Refresh house cleaning

Additional Gardening/Maintenance Services

Much of the gardening and maintenance is already covered in your village fee. We can provide additional services such as hanging pictures, tuning new televisions, changing light bulbs and helping with the resident's own plants and specialised gardening requests.

Other Services

We can also provide other services such as:

- Call pendants for the wrist or neck
- Meal delivery available

If there is anything else you require please talk to us to see how we can help.

Love life in a great location





wairarapavillage.co.nz

Phone 06 370 6026

140 Chapel Street

Masterton

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