



Alden

Oakland Lodge



WHAT TO EXPECT WHEN YOU JOIN OUR VILLAGE

Companionship, security and peace of mind

Oakland Lodge gives you the independence of your own home with the reassurance that support is close by if and when you need it.

We are set in a quiet Tauranga neighborhood, our location is very central to the Supermarket, Pharmacy, Doctors and Buses. Our community is warm, friendly and welcoming. Oakland Lodge is secure and is focused on your wellbeing.

Each week there's a range of social activities to enjoy, from group outings to craft sessions and games. We like to invite speakers of interest to present to our residents on a regular basis. Mondays we have morning tea for a nice catch up, and a movie day every Thursday. All residents can also access the entertainment in our rest home, it's entirely up to you how much you want to join in – some residents love the social life, while others prefer their own space.

With modern, light-filled apartments complete with 24 hour call bells for added security, you can relax comfortably, meet friends for a chat, or spend time in your own peaceful surroundings.





We believe good food is more than fuel—it's comfort, connection, and one of life's daily joys.

ACCESS TO ADDITIONAL SERVICES

Residents can include services such as:

- Laundry
- Hairdresser - weekly
- Podiatrist - by appointment
- Physiotherapist
- Diversional Therapist - by arrangement
- Meals - 7 days meals on wheels - freshly prepared and delivered to each apartment on request
- Housekeeping
- Registered Nurse - Available, on call 24 hours
- Nursing Care - 24 hour nursing care available at Alden Oakland
- General Staff support

INDEPENDENT LIVING AT OAKLAND LODGE

An affordable home with a little support when you need it

At Oakland Lodge you have the choice of modern one bedroom apartments with a separate bedroom, ensuite bathroom, open plan lounge/dining room, kitchen and laundry facility. Our apartments are suitable for singles as well as couples.

Most of our apartments have either private decks, garden access or balcony's to choose from. Examples of some of our apartment layouts can be seen below.



Apartment

Total floor area approx. **46-51m²**
(including balcony)



Apartment – garden access

Total floor area approx. **46-51m²**
(including patio)



WHAT IS THE PROCESS FROM HERE?

Taking the next steps

The following is a chart showing you the process from your initial viewing through to joining us at Oakland Lodge:

1. COME IN FOR A VIEWING

Have a good look around the village, view our accommodation options and chat to staff and residents.

Any questions that you have can be answered at this time.

2. MAKE AN APPLICATION

Complete an application form with the Village Manager and decide on a settlement date (this can be flexible depending on your circumstances).

At this stage you will also pay a \$5,000 deposit. This is held in trust by the Statutory Supervisor and fully refundable if you change your mind.

3. SIGNING THE OCCUPATION RIGHT AGREEMENT (ORA)

Your application is sent to our solicitors and they will issue the ORA.

The ORA is then sent to your solicitor who will meet with you to fully explain the agreement before you sign. You will also need to provide a copy of Enduring Power of Attorney or have one drawn up.

Once you have signed the ORA, it is sent back to our solicitor for signing.

You have 15 working days (also called a cooling off period) from the date of signing the ORA should you wish to withdraw from the agreement.

4. MOVING IN DAY

Advise the Village Manager of your moving in date (it's usual to move into the village on the date specified for settlement in the ORA). This means they can ensure everything is ready for you.

Welcome to Oakland Lodge.

ACTIVITIES

At Oakland Lodge our residents have access to:

- Activity programme
- Library
- Big print books
- Board games, Cards
- Church service every 2 weeks at Oakland Health
- Entertainment
- Movies
- Newspaper reading
- Shopping
- Morning teas
- Music
- Large TV
- Piano
- Outings
- Fish & Chip evenings



FREQUENTLY ASKED QUESTIONS

WHO OWNS THE UNIT?

The unit is owned by the Village. Residents do not have title to the land or unit, but they do have the right to occupy their unit 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 used as security for any debt of the Village operator.

WHAT HAPPENS WHEN I LEAVE?

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.

WHAT HAPPENS IF I CHANGE MY MIND AFTER I INITIALLY SIGN UP TO PURCHASE AN ORA?

You have 15 working days to be sure of your decision before you move into our Village.

WHAT IS A STATUTORY SUPERVISOR, AND WHAT DO THEY DO?

The Statutory Supervisor is an independent professional organisation approved by the Registrar of Retirement Villages who provide residents' protection and guidance.

ARE THERE ANY OTHER EXPENSES?

Every resident can select a service or a suite of services for an all inclusive weekly fee as their needs change.

In addition, you may be responsible for any weekly outgoings such as telephone, TV, contents insurance and minor maintenance such as light bulbs.

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.

CAN MY FRIENDS AND FAMILY VISIT AND STAY?

We enjoy having your friends and family in the Village. They are welcome to stay with you for up to three weeks, and up to a total of three months annually. All you need to do is let your Village Manager know ahead of time and discuss the details.

CAN I BRING MY PET?

Please have a chat with your Village Manager as not all apartments are suitable, so it is on a case-by-case basis. There is a no-replacement policy.

WHO PAYS FOR INSURANCE AND RATES?

These costs are included in the Monthly Fees. We remind residents that you are responsible for insuring your contents.

IS THERE PARKING AVAILABLE FOR RESIDENTS?

Yes, parking spaces are available for residents in a secure area.

IF I HAVE A COMPLAINT, WHOM DO I RAISE THE ISSUE WITH?

The Village Manager is the person to talk to. They will try to resolve the issue for you. If you are still not satisfied, the issue can be referred to the Statutory Supervisor. The Retirement Villages Association can also assist with any problems that cannot be resolved by the Village management.

WHAT IF MY NEEDS CHANGE?

It at some stage you may require more assistance in your day to day living our trained staff will be able to guide you through the next steps.

RIGHT TO OCCUPY AGREEMENT (ORA)

This is a binding legal document between you and the village owners

WHAT YOU RECEIVE

The right to live in your apartment for your lifetime, plus the right to use the 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 fee 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. Additionally, when moving in you will be offered a suite of services which may be tailored to your requirements. This includes a range of services from laundry and meals. Weekly costs will vary depending on the level of support you choose. You can change your service package at any time. When purchasing your apartment, these costs may be included in your service package.

Please discuss this with your Village Manager.

DEFERRED MANAGEMENT FEE (DMF)

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 fee 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?

The exterior of your unit, any lawns, gardens, infrastructure and common facilities are the responsibility of Oakland Lodge. 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.

YOUR PROTECTION AND RIGHTS

The Statutory Supervisor for Alden is Covenant Trustee Services and holds a Memorandum of Encumbrance over the land on which the 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 Alden Villages are accredited members of the Retirement Villages Association which protects the interests of residents. For further details please see the Occupation License and Disclosure Statement.

Here to Help

When we interact with our residents, their families, our team and other healthcare professionals, we always start with one question – “How can we help?” This simple but powerful question says, “I’m here for you”, “I’m listening”, and “I want to help you find a solution”.

Here to Listen

While we are often called upon to find solutions, we first actively listen – not to respond but to understand the needs, beliefs, and values of our residents, whānau, team members, and healthcare partners.

Here to Respect

We respect the culture, values, and beliefs of our residents, their whānau, and our team. We are always open to learning and strive to create a sense of connection and belonging.

Here to Deliver

It's a privilege to be trusted to care for someone as they age. We take pride in this responsibility, putting the care and safety of our residents and team above all else and ensuring that when we say we will do something, we deliver.

Here to Guide

We apply a simple, open and down-to-earth approach to everything we do, helping to guide our residents and their whānau through the challenges of ageing and their changing healthcare needs.

19 locations nationwide

 alden.co.nz





Alden

Oakland Lodge

125 Fourteenth Avenue, Tauranga South
Tauranga, 3112
07 579 5420