



THE
POYNTON

- SERVICED APARTMENTS -



THE BEST OF BOTH WORLDS
SERVICED APARTMENTS

*“ A home is love and joy and support,
and this is exactly what you get...
the location, the staff, and the team
that operate here make it feel more like
home. They sincerely care about the
residents and visitors that come in.
You get the best treatment, the best care,
a beautiful place to live, can't fault it. ”*

- Metlifecare Resident's Family



What is a SERVICED APARTMENT?

At The Poynton we believe it's our job to help you make the most out of your retirement and a serviced apartment does just that. It provides peace of mind for you and your family and gives you the freedom to continue living the life you choose.

A serviced apartment is a purpose built one bedroom apartment with a kitchenette and bathroom offering continued independence with a package of support services that can help make day-to-day living a little easier. It's large enough for gatherings with friends and family yet small enough to easily maintain.

Coupled with a serviced apartment is a standard support package which starts with services like daily meals, daily tidy and refresh of apartments and laundry, removing the uncertainty out of some tasks that may have become a little harder to do. This package also includes your electricity and hot water, and you're welcome to add any of our professional services as you require them.

Serviced Apartment **FEATURES**

Spacious upmarket apartment
with separate bedroom

Designer kitchenette

Modern ensuite bathroom

24-hour emergency call
system

Direct access to village
community centre



SERVICED APARTMENT *Benefits*

Our special serviced apartments have been designed to encourage greater interaction between residents and provide a more relaxed and enjoyable village lifestyle.

- Peace of mind for you and your family with easy-access emergency call buttons in your apartment
- Personalise your services to suit you. You can add extra services to your weekly package as you would like
- Take advantage of the village amenities including heated swimming pool and spa, bowling green, croquet, arts and crafts room and the popular Zest Café
- It's up to you how you spend your time, you can join one of the many village activities or relax in one of our lounges
- Cleaning and laundry become a thing of the past, we take care of this for you each week
- Invite friends or family over for a delicious meal at Sage Restaurant, why not try something from the Simon Gault menu

SERVICED APARTMENT *Package*

Our standard package has been carefully designed to ensure your retirement is made a little bit easier by providing essential services to support your day-to-day requirements.

Personalised options are also available if you would like to add to our weekly standard support package:

Serviced apartment package \$ _____ at ___ / ___ / _____ (weekly)

Services	Serviced Apartment Package	Fixed Village Fee	Fee for Additional Services
Weekly cleaning	✓		
Weekly laundry	✓		
Lunch and two course dinner	✓		
Electricity and heating	✓		
Emergency call button & neck pendant	✓		
Initial health assessment	✓		
Social programme	✓		
Village social trips and outings	✓		
External maintenance		✓	
Council and water rates		✓	
Home insurance		✓	
Weekly shopping trip		✓	
24-hour security		✓	
Smoke alarms		✓	
Maintenance services		✓	
Physiotherapy			✓
Podiatry			✓
Hairdresser			✓
Doctors visit			✓
Medication assistance			✓
Breakfast or meal delivery			✓
Personal care assistance			✓
Equipment hire			✓
Function catering			✓
Professional services by Registered Nurse			✓
Housekeeping services (spring clean and additional services)			✓

FREQUENTLY ASKED Questions

DO I HAVE TO PURCHASE A SUPPORTED LIVING APARTMENT PACKAGE?

Yes, living in a supported living apartment requires purchase of the services package.

WHAT HAPPENS IF I REQUIRE MORE CARE?

All serviced apartment residents have priority access to Metlifecare's The Orchards or Greenwich Gardens care homes.

WHAT HAPPENS IF I HAVE AN ACCIDENT OR GET SICK?

If you have an accident and need attention, simply press the emergency call button provided. The emergency call system is monitored 24/7.

WHO PAYS FOR THE REFURBISHMENT OF THE APARTMENT WHEN I LEAVE?

On termination of your ORA, Metlifecare is responsible for all refurbishment costs of your apartment. You will be responsible for any damage beyond fair wear and tear.

IS THERE SECURITY FOR THE VILLAGE?

Yes, security is provided for the village 24-hours a day. The main gate is closed after hours and requires resident or staff approval for entry.

WILL LIVING IN A SUPPORTED LIVING APARTMENT AFFECT MY SUPERANNUATION?

No, you are still living in your own home and as such can receive the living alone allowance.

CAN I APPLY FOR FINANCIAL ASSISTANCE?

Yes, if 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 supported 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 0800 559 009 or if you prefer, we can assist you with this process.



About THE POYNTON

The Poynton – part of the Metlifecare family of villages – is the jewel of retirement living on Auckland’s North Shore.

Located between the exclusive seaside suburbs of Takapuna and Milford, it offers contemporary apartment living with exceptional facilities to discerning retirees.

Refined, elegant and tasteful, there’s no end to the list of qualities that set this village apart. For starters, the calibre of The Poynton’s resident community is second to none. There is no end to the amount of social gatherings and activities that will soon have you at the heart of it, and your family members too!

All residents enjoy **ACCESS TO:**

Premium retirement living with a desirable North Shore address

A quality, highly active resident community in a pristine and secure setting

First class facilities

Ideally located near to local shops, Milford Mall, cafés, restaurants and East Coast Bay’s beaches

Village amenities including library, bowling green, croquet lawn and petanque terrain, gymnasium, restaurant, café and bar, art gallery and fully equipped residents’ workshop

Regular shopping trips and village outings



How we care more AT METLIFECARE

We provide supportive environments which empower people to live the life they choose, ensuring there is **more to come**

We **support and enable residents' independence**, by getting to know each resident and their loved ones, and what matters to them as individuals

We honour and enable resident **choice and preferences**, helping them maintain control over the things they care about

We have welcoming environments our residents are **proud to call home**

We actively support and facilitate integration and **connections with our immediate and wider communities**

Our teams work in **partnership** with residents and their families to provide **professional and compassionate care**

**THANK YOU FOR TAKING THE NEXT STEP
TOWARDS A BETTER RETIREMENT**

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THERE'S MORE
TO COME AT
Metlifecare 