



THE **VILLAGE**
— Palms —



THE VILLAGE
Palms

Welcome to The Village Palms.

Get the most out of life with our exciting retirement community perfectly positioned near The Palms precinct. With health services, entertainment and public transport on your doorstep, you'll have everything you need and more. For over 20 years we have been delivering excellence in retirement care, so we know you'll be delighted in choosing The Village Palms as your retirement destination.



Contents

5	Family owned, people focused
6	The Village Palms - where new memories are made
8	Our philosophy
11	Make yourself at home
12	Great lifestyle, supportive community
14	Care when you need it
15	Only the best is good enough
17	Certainty for the future
18	Engineered for the future
24	Make the Village Palms your home





Managing Director, Jenny Stokes, supported by her son Finn.

Family owned, people focused

A very warm welcome to you and your family.

Your wellbeing is our number one priority, which is why we're excited to present The Village Palms retirement community offering luxurious accommodation with exceptional care.

As Christchurch locals with over two decades of experience in the aged care industry, we are strongly committed to the future wellbeing of our city and our people. Following the Canterbury earthquakes, we saw a need for a high quality, safe and welcoming retirement village in the north-east. We feel truly proud and privileged to bring you The Village Palms, which represents a major investment in the revitalisation of Christchurch's eastern suburbs.

What a location! Just a short walk to The Palms Shopping Centre and professional services such as doctors, dentists and lawyers. It is rare for a new retirement village of this size and scale

to be in an established neighbourhood. You can easily stay connected to family and friends while receiving all the support you need from our kind and caring team.

Our happy, fun-loving and professional team of staff provides a seamless continuum of care tailored to meet your needs. Our spacious quality accommodation options, excellent onsite facilities and social activities work in harmony to create a welcoming and fun environment.

History and heritage matter to us, just as they matter to you. You come to us with a lifetime of experiences and relationships, which will be cherished and respected.

We look forward to meeting you at The Village Palms.

The Village Palms - where new memories are made

Relax and enjoy your ideal lifestyle in our architecturally-designed retirement village.

Located just minutes from The Palms Shopping Centre with a supermarket, cinema, restaurants, cafes, banks and retail outlets, The Village Palms offers seamless options for supported living, rest home and hospital care while retaining your connection to the wider community. The Village is built to the highest seismic safety and architectural design standards to ensure your protection and comfort. Landscaped gardens and beautifully appointed interiors will make you feel right at home.

The Village Palms team of specialist staff is equipped with the skills and experience to provide you with support and activities for a healthy and fulfilling lifestyle. We employ registered nurses, caregivers, chefs and catering staff, along with activities coordinators. We also have arrangements with a general practitioner, physiotherapist and podiatrist who work with us to meet all your wellbeing needs.

Life at The Village Palms is the beginning of a wonderful new chapter.

We welcome you to be a part of our community and all it has to offer.



Our philosophy

We provide a happy, warm home environment. We encourage and support individuals within our community to make the most of their abilities, and where possible, increase their confidence so they can grow and enjoy as much independence as possible.

Our goal is to provide you with a private and comfortable home, where you can welcome friends, family/whanau and other visitors. We know each person has different needs, aspirations, values and customs. We will nurture your individuality, respect and encourage your independence and help you to lead a full life.

We have a loyal, committed team that brings with them many skills and life experiences that enable them to contribute in a positive way to your daily life.

Education is a strong focus for us at The Village Palms. Staff are highly trained and we work hard to make sure family and residents are kept up to date on the best methods of care. We are committed to maintaining the safety, comfort and well-being of all residents, visitors and staff and dedicated to providing best possible care, support and services.

Our vision

To provide a home where people live in dignity within an environment that supports independence and respects people's cultural, spiritual, emotional, intellectual and physical wellbeing.





Make yourself at home

The Village Palms is first and foremost a home. We will listen to your needs and provide a fulfilling and engaging environment. The Village Palms community facility has been designed with luxurious lounges, a hair salon, library and games room. Hammersley's Restaurant and Bar includes a lovely family BBQ where you, your friends and family can enjoy each other's company whilst enjoying landscaped gardens and courtyards.

Located in the main carpark you will find a garage with space for your mobility scooter should that be your mode of transport. There is a bus stop right outside our front gate, an easy transport solution for residents and visitors.

Choose from our well-appointed apartments, rest home or hospital rooms. All rooms have 24-hour emergency call buttons, so we'll always be there when you need us. Our qualified and experienced team of nurses and caregivers will enrich your daily life and give you peace

of mind knowing support is close at hand. We regularly review our care plans with you and your family/whanau to ensure your needs are met.

Our serviced apartments are spacious, well-appointed and designed to make life easier for people with mobility needs. Our certified, fully-equipped rest home and hospital rooms, with oxygen units and ceiling hoists if required, ensure our staff can assist you safely.

We will work with you and your family to customise the solution that is best for you. We encourage you to add personal touches to your new home with photos, mementoes and other cherished items.

The Village Palms offers an excellent continuum of care so you can enjoy life, safe in the knowledge you can stay in the same facility should you or your partner's requirements change in the future.



Great lifestyle, supportive community

The Village Palms has beautifully presented apartments, studios and care suites. Our interior designer has ensured the décor is not only functional but beautiful. Spacious wardrobes, central heating, reticulated fresh air and ensuites with underfloor heating, 24-hour emergency call buttons and on-site parking all combine to provide an amenity second to none.

There are 32 one-bedroom apartments and two studio apartments on the ground floor. This boutique retirement community affords residents a place where they can enjoy their individuality but be part of a supportive village. Thoughtfully designed from the front door to the landscaped courtyard, each of these apartments encourages easy living. The kitchens boast a pull-out pantry, cooking hobs, microwave/convection ovens, dish drawers and fridge/freezers. The open-plan lounge has plenty of room to sit back and relax or enjoy the company of friends and family. Leading off the living area, each apartment has its own courtyard for indoor/outdoor living. The generous bedroom comes complete with a fitted wardrobe and a fully tiled ensuite. Each apartment has underfloor heating.

As part of The Village Palms community you can join other residents and invite guests to

Hammersley's Restaurant and Bar. Here, you can enjoy a leisurely drink accompanied by delicious meals prepared by our chef before retiring to the luxuriously furnished lounge to watch the news, favorite TV show or sporting event. We also have a fully appointed hair salon staffed by qualified hair stylists to ensure you're looking your best. If you enjoy reading, board games, cards or puzzles you can play with like-minded residents in the Village library on the ground floor overlooking landscaped gardens.

Living in The Village Palms apartments offers you a relaxed, casual lifestyle with everything you need for a happy carefree retirement.



Care when you need It

We offer a full continuum of care with 60 care suites and eight studio apartments located on the first floor.

The studio apartments are perfect for residents wanting a higher level of care in an apartment environment. With room for a lounge suite and dining table they come complete with a kitchenette fitted with a microwave oven, fridge and tea point. Each studio has an entertainment unit, TV and large ranch slider that can be opened to view the stunning gardens.

Our rest home and hospital offers a new level of luxury seldom seen in this setting. Large rooms complete with built-in wardrobes, entertainment units, televisions and guest furniture. Rooms are fitted with ceiling hoists and piped oxygen to ensure the highest level of care.

Hospital and rest home residents enjoy home-cooked meals in our café style dining room. All special dietary requirements are met by our qualified chef who works closely with our nutritionist to ensure all food is wholesome and beautifully presented.

Large open-plan lounges and our outdoor porch offer residents in the rest home and hospital ample space to enjoy regular community activities and social gatherings. On-site amenities such as Hammersley's Restaurant and Bar, the hair salon and library are also available to residents in the care facility.

Only the best is good enough

We're dedicated to providing elderly New Zealanders with world-class retirement options. Over the past 20 years, we have regularly surveyed our retirement communities and consistently received praise from both residents and families for our excellent amenities and care.

With assisted living in our lovely apartments through to hospital level care, we can meet all your future retirement needs. Couples can remain together in their own home, or within the Village, even if one or both should need higher levels of care.

Our team of consultants, builders, health professionals, activities coordinators, gardeners, chefs and support staff are all dedicated to ensuring we deliver on our promise to provide you with the best in your retirement years.





Certainty for the future

To make you and your family's retirement choice worry-free, we promise:

- **Fixed weekly fee**

Certainty regarding your living costs is important. We promise your weekly base fee will stay the same for the entire time you occupy your apartment or care suite regardless of any changes to the operating costs of the Village.

- **Continuum of care**

You will be granted priority access to our care facility within The Village Palms.

- **Fees stop immediately**

Your Village outgoings fee will stop on the day you permanently leave your apartment. While we are in the process of reselling your unit, it is our responsibility to cover the cost of the Village base fee. This gives us an incentive to resell your unit quickly.

- **Deferred management fee capped**

This fee is your contribution to the refurbishment and management of the Village. It is charged on an 'enjoy now, pay later' basis and is deducted when your occupancy advance is paid to you. If you wish to transfer to another apartment or care suite your deferred management fee will be no more than 30% overall.

- **No hidden costs**

There are no hidden costs when you move into The Village Palms. When you vacate your apartment, we accept total responsibility for the refurbishing and marketing of your apartment or care suite.

- **No capital loss**

You need to know you and your family have certainty regarding the amount you are repaid when you leave the village and that you are not exposed to any capital loss when the unit is resold. You will be repaid the balance of your occupancy advance and the amount repaid will not be affected by a decline in the value of your apartment or care suite.

- **Changing your mind**

We want you to be happy with your decision to purchase an apartment or care suite at The Village Palms. If for any reason, you change your mind about your purchase within 15 working days of signing your occupancy agreement (and you have not taken up residence) then we will agree to cancel the agreement and refund your deposit in full.



Engineered for the future

Safe and sound ... The Village Palms is a contemporary supported living village, rest home and hospital in Christchurch's North Eastern suburbs

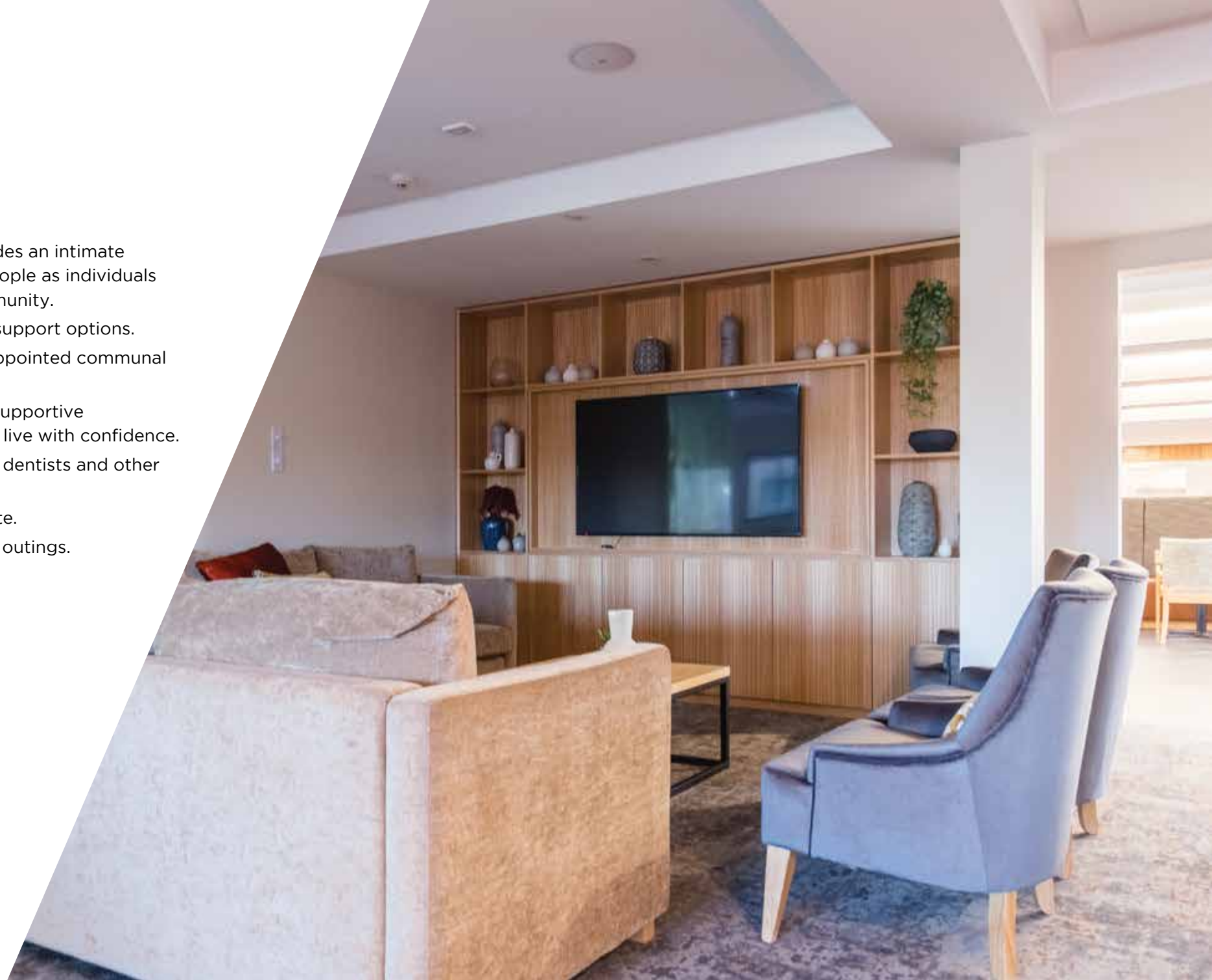
- Extensive planning by experienced retirement village operators went into the development of The Village Palms.
- As part of this development the land on which The Village Palms was developed was remediated by a technique known as deep soil mixing. This remediation ensures the land is now robust enough to withstand any further seismic activity.

Designed and built to a high standard

- Structural integrity and design is best practice. The Village Palms exceeds the National Building Standard for seismic safety.
- Architectural design by Mark Barron of award-winning and NZIA registered Jerram Barron Tocker Architects.
- Construction completed by Christchurch-based commercial and residential builders Jones and Wyatt Construction.

A true village

- The Village Palms provides an intimate setting that supports people as individuals within a close-knit community.
- Continuum of care and support options.
- Comfortable and well-appointed communal facilities.
- Independence within a supportive environment so you can live with confidence.
- Close to shops, doctors, dentists and other services.
- Bus stop at the front gate.
- Fun social activities and outings.



Be at home
in The Village
Palms





Sunny sitting rooms lead out to garden courtyards for entertaining company in a charming outdoor setting





Make The Village Palms your home

Deciding you would like to know more is the first step towards finding your new home. We welcome the opportunity to show you around The Village Palms, a place where you will live well, be recognised as an individual and maintain the community connections and interests important to you.

Our knowledgeable, friendly General Manager would love to talk with you about the many benefits of joining our community.

Please contact us to find out more and organise a tour of The Village Palms.

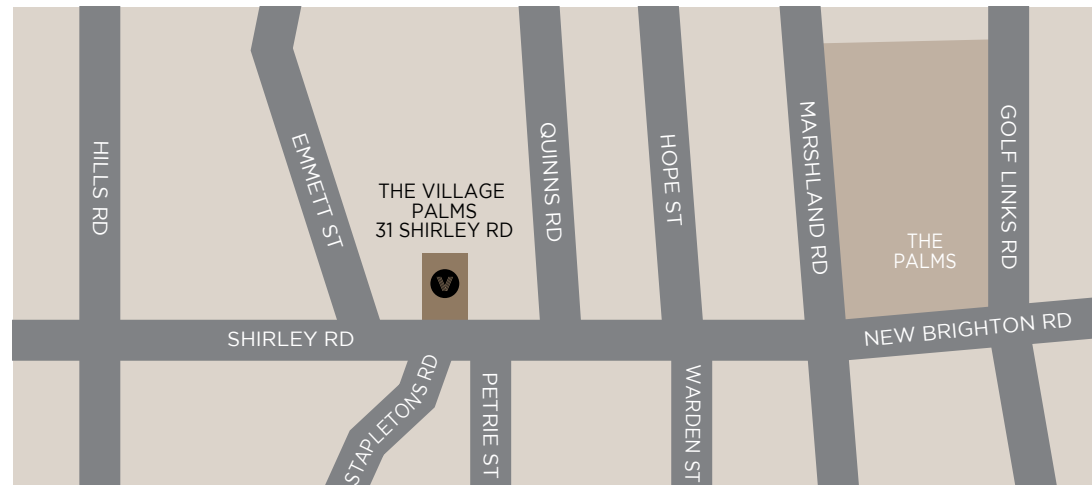
We look forward to meeting you.

Call The Village Palms Manager:
03 595 5203

Or email:
manager@thevillagepalms.co.nz

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Facebook:
The Village Palms Retirement Village





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