



LIONS VILLAGE TORQUAY INC.

Staying in Touch

www.lionsvillage.com.au

January 2019

From the President

On behalf of the Committee of Management, thank you for your interest in the Lions Village Torquay. We take a lot of pride in being able to offer quality accommodation to retired people in central Torquay. We work to ensure that the Village is run to benefit the current residents, as well as safeguarding the long term future of the Village, in such areas as buildings, finance and prospective residents. We are pleased that our not-for-profit Village, with a volunteer Committee of Management, is able to provide a desirable housing option to the Torquay community.

**Phillip Newson
President**

#1 Village in Victoria



**RESIDENT
SATISFACTION
2018/2019**

The Lions Village Torquay residents took part in the independent Resi-Rating research in late 2018, conducted by Villages.com. This market research survey asked retirement village residents across Australia about their satisfaction with their village life. We were delighted with the results, which rated the Lions Village Torquay as the only 5 star retirement village in Victoria. Resident satisfaction was also very high at 94%. While there is always room for improvement, this research shows how much our residents enjoy the lifestyle at Lions Village Torquay.

Resident Benefit Program

The Committee of Management at the Village takes the not-for-profit charter of the organisation very seriously. In order to share profit, they have created a formal Resident Benefit Program. Benefits are designed to improve the economic, social and recreational wellbeing of residents.

Inclusions are reviewed to periodically by the Committee of Management. The Resident Benefit Program is offered in addition to the contractual obligations of the Village.

Current Program inclusions are:

- Payment of residential water rates
- Free monthly dinner organised by the Residents' Social Club
- Subscription to newspapers, magazines and Netflix in the Village Centre library

Unit transfers

During 2018, four A plan units welcomed new residents. All units were updated by Silvercon Constructions, with a sunroom extension, new kitchen and bathroom, giving a fresh modern look to each home.

The Village is now fully occupied. Given the renovation program, it takes about 6 months between a resident leaving and a new resident arriving. We therefore anticipate that units may not be available until the second half of 2019.

Village Improvements

The Village Committee updated the furnishing in the Village Centre Hall in 2018, with new tables, chairs and drapes to give a refresh of the space. The Committee is going ahead with an update of the Village Centre kitchen in the first quarter of 2019. This will expand the space in the kitchen and improve functionality for catering staff.

Day tripping

Residents enjoyed several day trips in 2018. They visited Narana Aboriginal Cultural Centre, and the Archibald Prize Portrait exhibition in Geelong. Volunteer drivers from the Lions Club of Torquay and the Surf Coast Shire Community Bus combined to make an enjoyable day out for residents.

Lions Village Torquay Inc
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