

Operator checklist

Retirement village reforms commenced 1 May 2026

This list covers some of the key steps to comply with the new requirements. Further information is available on the [Consumer Affairs Victoria website](#).

Village administration:

- Notify us of village and operator details via [myCAV](#) from 1 May. All pre-1 May registrations will expire and must be resubmitted.
- Prepare your village's information statement and upload it to your website
- Prepare a capital maintenance plan and fund
- Prepare a village dispute procedure and upload it to your website
- Prepare and maintain village emergency and evacuation plans
- Review your village's rules and processes to align with new requirements, including:
 - maintenance responsibilities
 - village by-laws
 - modification requests (for non-owner residents)
 - meeting notice periods, quorums and other requirements
 - dispute registers and reporting processes
 - safety inspections and evacuation exercises

Contracts for new residents:

- Review your contracts to ensure they reflect new requirements, including:
 - Cooling off and settling in periods
 - Disclosure of fees
 - Sharing of capital gains and losses
 - Reinstatement provisions: contracts must not include terms requiring an owner resident to alter/reinstate premises in ways the Act does not allow.

Note: the new standard form contract can be used from 1 May 2026 and becomes mandatory on 1 September 2026.
- Use the new Condition Report template (for non-owner residents)

Entitlements for resident leaving the village:

- Apply the new definition of permanently vacating
- Update exit entitlement, deferred management fee and reinstatement processes (for new contracts)
- Implement new breach and health/safety termination pathways

During 2026:

- Provide a contract check to each resident (annual obligation)
- Review any existing exemption your village has from the requirements of the Retirement Villages Act (which will expire on 1 May 2027) and apply for new exemptions if needed [via myCAV](#)
- Provide us with the disputes report presented at your Annual General Meeting, [via myCAV](#)
- Keep details of your retirement village up to date [via myCAV](#)