

New laws to protect retirement village residents

Making rights and responsibilities clearer and fairer for older Victorians

Clearer rights and obligations – stronger protections now apply across key areas including maintenance and repairs, emergency planning, reinstatement and renovations, contract termination, and the definition of what it means to ‘exit’ a village.

Annual contract checks – every year (or whenever you ask for it), you will get information about the process for terminating, selling and vacating your unit. This includes estimates of payments and fees when exiting a village.

Fairer treatment when exiting – there are limits on ongoing charges after you leave, clearer rights around payments when you exit (including when they must be paid, and no later than 12 months after vacant possession) and a process to appoint an independent valuer if the value of your unit cannot be agreed.

Stronger voice in village decision-making – you are better informed and supported to participate in resident meetings and vote on important matters such as maintenance charges, village rules (by-laws) and changes to services and facilities.

Improved AGM reporting – you must receive detailed updates on capital maintenance payments and planning, debt management, status of entry and exit payments (and reasons for any delays) and any village disputes handled during the year.

Simpler rules for modifications – you can install fixtures and fittings such as fly screens, picture hooks and security systems without pre-approval. For other modifications requiring management consent, a decision must be given within 14 days and your request cannot be unreasonably refused.

Help to manage disputes – a new, free conciliation service, VicAssist Retirement Villages, is available to help manage disputes between residents, and residents and village management.

For prospective residents, new laws provide greater transparency before entering a village

Village information statements – you will receive clearer information about ongoing costs, services and facilities, and general village operations.

New standard contracts – these include clear information about cooling off and settling in periods, all fees that may be charged, exit entitlement calculation, fair sharing of capital gains and losses, and no requirement for owner residents to reinstate premises when leaving.



For more information about your rights,
visit the [Consumer Affairs Victoria website](#).