

The Residents Committee

Guide for Residents

Of



This guide by the Residents Committee of
Adventist Senior Living - Jewells is to assist you with
general information about our village

We have a Residents Committee that is here to support you should you require any assistance,

The Residents Committee consists of

Chairperson	Bruce Helman	0412 486 610
Secretary	Bruce Helman	0412 486 610
Treasurer	Alan Carter	0411 425 668
Committee Members	Trish Dives	0419 975 750
	Noel Drinkwater	0428 431 169
	Harry Eisenhower	0414 480 520
	Norm Roberts	0422 699 211
	Liz Tocque	0428 027 346

The Residents Committee

State legislation requires all Villages to create rules and regulations that encourage harmonious coexistence between Residents. The Residents Committee has an important part to play in these rules, facilitating communication between Residents and the Village Manager, working to enhance your community lifestyle. The Residents Committee represents the interests of all Residents. Committee members are nominated and elected by residents annually.

The Residents Committee meets with the Operator of “Adventist Senior Living - Jewells” on a monthly basis. This is to discuss expenditure of the Operating Budget for our Village, plus other items. The income for this Operating Budget is made up of our Recurrent Charges. The expenses for maintaining the Village are applied to this Operating Budget. Many other items are discussed relevant to our Village at this meeting. The minutes from these meetings are on display in the Community Centre, they are located in a folder in the Library Room, or on our Resident website which is:
www.asljewells.com

Please read these reports at your leisure if you wish.

Retirement Villages Residents' Association

The **RVRA** is the only organisation solely committed to the support of its residents and their families upon entering and leaving village life. The **RVRA** is a not-for-profit association. They are non-government and non-commercial and have no affiliations outside the interests of village residents.

RVRA offers advice and support with NSW Fair Trading and NSW Civil and Administrative Tribunal. There is also an offer for legal advice. The organisation also offers Educational Seminars about Retirement Village Legislation and issues a quarterly newsletter.

The funding of this organisation comes from membership fees, donations and sponsorships. The Committee recommended the joining of this organisation, the annual fee is \$50 (\$40 if you have a Pension or Commonwealth Seniors Health Care Card) which is due each July and a one off joining fee of \$10. Keith Evans is the contact for our Village phone 02 4948 7970

Ms Kathryn Greiner AO is the NSW Retirement Village Ambassador, she brings considerable understanding of issues faced by those living in Retirement Villages, having led the enquiry into the NSW Retirement Villages in 2017.

Residents request for Repairs

Your first instance for repairs or any issues will be with the Village Manager.

If you have an URGENT (ie water leak, power outage etc) need and are unable to contact the Village Manager or maintenance team, you are most welcome to contact a Committee member who has the "After Hours" emergency numbers to help address your concern. There is a form included if you require repairs required to your Villa.

Village Manager Simone Hancock mobile 0448 262 749 office 02 4947 1902

Office Hours : Simone is available between 7.30am – 4 pm Monday to Thursday. Friday 7.30 – 11.30am. It would be best to contact Simone by mobile phone to make an appointment so it is convenient for both of you. As the Manager plans contractors for repairs, plus takes phone calls for appointments and completes the paperwork arising from Village matters and may not be sitting in her office at all times.

There is a "letter box" for mail etc. for the Manager at the end of the resident's block of mailboxes.

The Village Manager's salary is paid out of our Recurrent Charges. This salary is in a split of 90% from Recurrent Charges and the final 10% from "Adventist Senior Living". This reflects the time e.g. 10% allotted for Sales enquiries or other "Adventist Senior Living" matters. The Village Manager may at times be away from the Village, on "Adventist Senior Living" development courses, Potential Sales Expo's or other "Adventist Senior Living" business.

A 10 km speed limit is applied throughout the Village and it is requested that you respect that. Also, if you could **advise all your visitors and delivery vehicles** to observe this at all times. The Village has a shared roadway, with vehicles as well as pedestrians.

Access Road through our Village at the southern side of the Village is for the owners of 9 Ntaba Road and their visitors only.

Residents are not to use this road as per the Village Rules. Residents need to also advise their visitors that they are also not to use this access road

“National Broadband Network” is launched through the area. It is advised that you talk to your Provider and organise this service for your convenience.

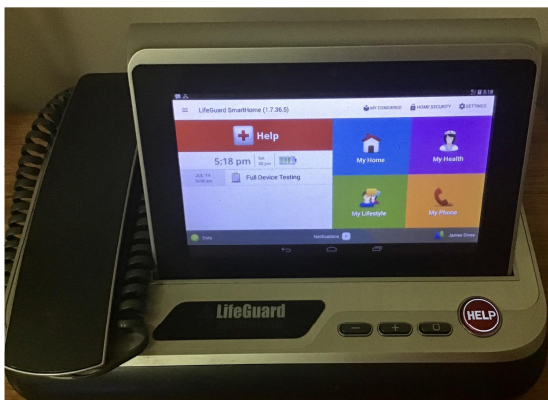
INS LifeGuard Smart Home” is a back to base system to assist you if you require assistance for a medical situation requiring an ambulance or other emergency request. It works via a HELP button which is answered by a trained nurse, who will talk to you and assist you. The device works through a “sim card” and is not connected to your phone or data system. This enables the device to work in a power outage.

In a power outage the battery has a life of approx 24 hours.

It is advised to test this HELP button monthly to ensure it is functioning perfectly.

There is an annual Safety check on your INS LifeGuard Smart Home service by the maintenance team.

Away from your base unit you can call 1800 636 226 for the same assistance.



Emergencies e.g. medical, fire etc. are best activated by way of the “INS LifeGuard” device. This service has proved to be the quickest acting service as they have knowledge and procedures for entry via our Security Gate should this be after 6 pm or prior to 6 am. The INS LifeGuard operator will organise an ambulance or whatever service is required and advise of entry code for Security Gate in after-hours situations.

There is a **INS Client Information Form** that you will be asked to fill in and submit to the Village Manager, this form is then forwarded to INS so if an ambulance is required for you, the Paramedics can be advised by the INS Operator of your medical history and medications, then they have advanced information that may speed up your assistance.

This INS Client Information Form will be returned to you, this form is to be then placed **under the cutlery draw in your kitchen**. The Paramedics can then check your medications and take the form to the Hospital if you are to be admitted.

First Responders Should an ambulance be required at night, the INS Operator advises the required emergency service you require. Then advises the Village Manager, who then advises one of the Volunteer Resident First Responders.

There are a number of Resident teams who are in this First Responder group. These First Responders have been trained in First Aid and may be of assistance till the Ambulance arrives. They have access to a Master Key if required, to enable Ambulance entry if a Resident is unable to open the door, e.g. injured by a fall etc.

The first Responders will remove your INS Client Information Form from under the cutlery draw ready for the Paramedics. If you need to be admitted to a hospital, the First Responders will ensure that your Villa is locked up securely.

This procedure helps with a smooth and quick response to your call.

Bushfire Evacuation PLAN will be presented to you by the Village Manager. We also have an annual **Fire Drill**. You will be given prior knowledge of this. This is to ensure you understand the safety procedures. Your Villa has been assigned an Assembly Point which is the Community Centre.

Please act as quickly as possible, in such a Fire Drill or the “real thing”.

Emergency Evacuation Tag This RED TAG is situated near your entry. If you are told to evacuate your Villa, **please remove this tag and take with you to the Community Centre**. This identifies that all people have evacuated your Villa.

The Assistant Chief Fire Warden will drive around the Village, checking that there are NO RED TAGS still in holder and will check for Residents inside.

At the Assembly Point a Fire Warden will take the names of all the residents from your Villa to again, ensuring there is no one left inside.

A Smoke Alarm is fitted within your Villa and is tested annually.

Away From Your Villa on a holiday or your Villa is vacant for some time, it is required that you could place your name on the list held in the library in the Community Centre. So again, if an emergency should happen NO time is wasted and NO PERSON puts their life in danger trying to gain entry to your EMPTY Villa.

Extra Power Switches exist in most Villas. There **may be an** isolation safety switch, as well a knob on hot plates to turn these off . This extra switch is to assist with the possible effects of a fire, by perhaps forgetting and leaving the hot plates turned on when not in use.

There **may be** a second electric switch for the refrigerator. This is so you do not have to climb over the fridge to turn off power to the fridge when you have extended holidays.

In some Villas if there is a power outage, when power is reinstated, depending on the model or make, the oven will not work till you reset the time on the oven.

Induction Cooktop, Your villa may have an **Induction Cooktop** fitted. An induction cooktop uses electromagnetic energy to directly heat magnetic cookware. If fitted you may need to check if your frypans & saucepans are user friendly and have the electromagnetic bottom. The easiest way to tell if your pots are compatible is to check if a magnet sticks to the bottom, if it does it will work on an induction cooktop.

BOOSTER for SOLAR HOT WATER

If you have Solar Water heating, there is a booster switch located in the garage for your Solar Hot Service for days that have little sunshine and may require turning on to heat water for you.

Modification of your Villa if you wish to modify your Villa in some way or need to organise a contractor it is required that you contact the Village Manager for approval. There is a standard form for you to fill in and present to the Village Manager. This form is enclosed with this booklet.

All alterations need to be covered by Government standards.

Also, as part of all Residents Safety, all contractors need to have a Police Check and adhere to all building safety requirements, e.g. builders licence, Police Check, scaffolding for high areas, and need to be advised of speed limit, etc.

The Swimming Pool & Gymnasium became available for residents in 2022 and is available between the hours of 7am to 5pm during winter . Specific rules are displayed on location.

Village Activities some are within the Village, some are external. You are most welcome to join in any, or all of these. The Village Manager supplies us with a Monthly Newsletter and Monthly Activity Calendar, so you are aware of each event.

These activities may include

Australia Day BBQ, Anzac Day BBQ, Biggest Morning Tea Fundraiser for Cancer research, Fashion Parade, Trivia, Bingo, Village Birthday Party, Christmas Party, plus Friendly Monday Night BBQ .

Advance information of date and time etc is supplied prior for you.

BUS TRIP there is an interesting bus trip usually on a Thursday to a special venue each month, this bus trip includes a stop for morning tea, then a purchased lunch at a Venue, the cost of the meal and if there is an entry fee to an event, is always advised previously. The Bus Trip is listed on the Notice Board for Residents to place their name wishing to attend as the bus seats are limited to bus size.

SHOPPING BUS We also have a fortnightly Thursday morning 'shopping bus" taking us to a Major Shopping Centre. If interested in this event, please add your name to the list on the Notice Board in the Community Centre, again bus numbers are limited.

LUNCH BUS This follows on from the Thursday Shopping Bus. Residents pick a venue for lunch. If interested your name needs to be listed on the form on Notice Board.

Craft Group meets on the first Tuesday of the month at 2pm in the Community Centre. The group brings all sorts of craft they are working on. They also enjoy a lovely afternoon tea and chat.

Singing Group This group is a fun group who practice songs for events like Australia Day, Anzac Day etc and share their talents with other Residents. The Singing Group has also performed at Residential Homes.

As this is a fun group there is no audition!

Card Games There are card games on Sunday afternoon at 1.30 pm, Rumikin is played, both in the Community Centre. If you need to learn these skills, there is assistance.

Keeping the thought “we need to keep moving” we have the following:

The Walking Group meets at the Community Centre on a Wednesday morning for carpooling at 9am during winter and 8.30 am in summer. The walk is advised prior and usually has approx distance to be travelled, but we have agreed that a good pathway is our choice. We walk at our own pace, often split into two groups one for strollers of a shorter distance. We all meet at an agreed cafe for coffee/chat afterwards

Yoga This is on a Wednesday Morning at 9.30 am. The instructor is a qualified Yoga instructor. The cost is approx \$15 per session.

Active over 50's Exercise Class This is a low impact exercise class with a gentle warm up followed by pilates stretching and strength exercises whilst sitting on a chair. The instructor is fully Pilates qualified. The class is at 8.30am on a Tuesday. Cost is \$12.

Croquet Court This is a friendly game and very easy to learn how to play. As there is no bending involved the game is gentle on the body. This is played on a Monday and Friday at 1pm, there is no need to book in, just turn up. The cost is \$1 per person. A Sunday Croquet competition is organised for the first Sunday of the Month, 1pm during winter and later in afternoon in summer. Sunday comp is \$2.

Bocce Court Bocce is again an easy game to learn. It could be described as a relaxed version of lawn bowls. The metal ball or boule has a weight of approx 500 grams which is thrown to be placed near the jack. We have a magnet to pick up the balls so no bending is necessary, unless you want the exercise. The cost is \$1 per person.

Please offer a game of Bocce or Croquet to your family and friends if you think they would enjoy this activity.

Entry to equipment for Croquet Court or Bocce is in a shed between the two courts, the code for padlock is the same as entry to Community Centre, 1902, please lock up and scramble the code afterwards. A donation of gold coin per person is appreciated towards purchasing further equipment.



Monday BBQ This is a casual turn up at approx 5 pm. Cook your own choice of meat or whatever you plan to eat. Enjoy the relaxed meal with fellow Residents. Perhaps you may like to purchase a drink from the drink fridge.

Snooker Table This is in the Community Centre and a game is organised at 1pm each Monday. This is by way of just turning up.

Beveridge Fridge This is for the Residents enjoyment. The prices of beer, wine and soft drinks are listed on the fridge at a very reasonable cost. There is an honesty box positioned near the fridge for the purchase of alcohol in the Community Centre. The maintenance and replenishing of alcohol is by one of the Residents who takes requests, if your choice of beer etc. is not included and you would like to regularly purchase please let them know.

Vegetable Garden This may be requested, if you are a keen gardener or would like to try your hand at gardening. If there is a vegetable garden plot available in the designated area, one will be assigned for you. The Village Manager is best to make an inquiry about this.

The Library is operated by a honesty system, just choose your book, DVD or music and return after enjoying it. New items are most welcome, but preferably large print and in good condition. The donations can be left on the bookshelf labelled returns.

A Computer which has access to the Internet is available for your use in the Library which has a printer attached.

Hobby Centre We are lucky to have a Hobby Centre for our use. The entry to this facility is by way of a lock box containing the key. This lock box is slightly different but the code is 1902. Drop the black cover down then enter code. Open the door, return the key to the lock box then press reset, then again scramble the code.



We have a Supervisor who can assist with “jobs” that may be required or just some assistance. We have an induction session before you wish to start to enjoy all the equipment to ensure we are covered for insurance purposes, this can be organised by contacting Norm Roberts on 0422 699 211.

Art Classes We have Art classes on a Tuesday afternoon.

Further activities are planned for the future.

NRL Footy Tipping Contest. This is on the Rugby League Competition for the full year including Finals. This is a good talking point for the Residents, asking who do you think will win etc. This is a cheap contest, \$10 for the full year. This is an Internet System and the Residents are assisted to sign in and further assistance if they have any issues during the year. The benefit is that computer skills are enhanced.

Plus, you may be a winner!

The Community Centre has an afterhours access.

The Community Centre can be booked for private functions, events are required to be finalised by 10 pm. Please ensure noise levels are kept to a moderate level when entering or leaving the Community Centre. The Community Centre is to be left clean after use. After the event, please empty the kitchen bin into the garbage bin outside.

Firstly, with your electronic fob you have been provided, simply hold the fob in front of the access panel on the left side of the main entry doors.

Secondly, by way of a lock box, the code is 1902. Enter code, press down black button at the side of numbers, this opens an area where a key is contained. Unlock the glass door with this key, replace the key and then please scramble the code.



Village Security is of course one of the reasons we have all chosen to live in a “Gated Community”. We have three rows of barbed wire on top of fencing, plus we also have a secure Fire Fencing system around the perimeter of our Village.

CCTV There are eight Closed Circuit Television Cameras, two on the front gate another four on the Community Centre and two on the Hobby Centre.

The Front Security Gate is closed from 6 pm then reopens at 6 am.

Entry when this gate is closed is by four possible ways for you to enter.

The entry can be activated by recognition of certain phones, you have four numbers that your Villa is allotted to gain entry. These numbers need to be activated by the Village Manager for recognition into the system.

1. Possibly most used, is activating the “fob” presented to you with all your keys.
2. If you have a mobile phone, you are issued with a number that you can contact to open the gate.
3. Access for your guests to gain entry after 6 pm, you can phone the number for the gate from your home phone or mobile phone to open the gate, if you have chosen this as one of your four numbers.
4. A keypad system on the right hand post of the gate works after hours, you will need to exit the car to type the code in. A sensor light comes on to give you vision to punch in the numbers. **The code is 2320#**. This code changes yearly.
5. For yourself or visitors exiting the Village after 6pm there is an automatic sensor that once you cross the path of the sensor the gate opens for exit.



Pedestrian Gate. This gate also requires the code 2320# to gain entry from Ntaba Road. To open from inside the Village just open within the handle.

Support Group. There is a caring atmosphere within the Village, and some Residents do assist one another, BUT unfortunately we are all ageing and may require some assistance at times. The Support Group was established to assist people who may have a “need” and also, perhaps help other Residents stay in their Villa longer, with just a bit of help. The short term could be after a medical procedure or feeling sick and needing assistance in some form as our children could be working.

Some form of assistance could be Shopping for/or with a Residents”; Transport to/or from Appointments; Assist with outings; Companionship/home visit; Peg washing on clothesline; Put garbage bins in/out

When you settle in you may like to add your name for some form of volunteering or request assistance.

A Notice Board is in the Community Centre, this is where you can keep up to date with information. There are lists there to include your name on bus trips, activities coming up in the Village or items of interest etc.

100 Club This is again a fundraiser for the Social Club account. Just write your name on a square and place \$2 inside the container. Lucky Numbers are drawn after all squares are sold, usually at some function.

Residents Craft Stall The goods for sale are presented on a display table in the Community Centre. The items for sale have been made or donated by Residents, each item has a price tag. If purchasing, again an honour system, place the money in the money box on the table. All money goes into the Residents Social Club account.

Residents Fund A account is set up with Newcastle Permanent and managed by the Treasurer. All money raised by our Village is deposited in this account. The spending of money is organised to subsidise the Christmas Party entertainment and meal. The money may be also spent on other Village requirements.

A Pest Service is carried out annually, usually in Spring. This service treats any areas with evidence of activity only both inside and outside your Villa for the usual pests, ants, cockroaches and spiders.

There is an exterior service for rodents which are serviced quarterly.

Water Usage is paid out of our Recurrent Charges and we are all conscious of water waste. Currently Hunter Water has smart water choices in place advising the water should be used before 10am and after 4pm. A hand held hose will require a **release type nozzle**.

Water Restrictions may change at times by Hunter Water but we are notified if and when these times change and we then need to comply with this instruction.

Storage of a boat or a caravan on-site is provided at a small fee but you would need to let our Village Manager know so that she can be sure to accommodate your requirements. Limited space is available.

Residents Contact Telephone Numbers A list of contact numbers would have been supplied by the Village Manager.

Residents Website

We have a website which has been developed and are maintained by one of our Residents. This is a quick way to find information. The website also has a Photo Directory of residents. The link to the website is: **www.asljewells.com** Some of the webpages require login & password for access which can be provided by the Webmaster Alan Carter on 0411 425 668.

Facebook

There is an **Adventist Senior Living - Jewells** Facebook page which is managed by ASL

Some other items of interest are:

Monthly Newsletter is supplied and printed by the Village Manager at the start of the month.

Managers Note is emailed out each Monday with items and /or activities of interest during the week.

General Garbage Bin day is; bin out Monday for Tuesday am pick up, every 2nd week

Recycle Garbage Bin is; bin out Monday for Tuesday am pick up, every 2nd week

Large Skip Bin is for larger items that will not fit into your regular garbage bin. These larger items may be for example, pot plants, small furniture. But as this Skip Bin is usually locked (we had some outside folks drive in and use the bin). A message to the Manager may be required re request for pick up, then the items can be left in front of your Villa where the Gardener can pick up and place in the skip bin.

This bin is emptied when needed, **so no food items to be placed inside,**
thanks

Mail; Australia Post delivers daily to the mailboxes at the Community Centre, the time is usually delivered late am to your assigned mailbox.

Outward Bound Mail; This service is cleared by volunteers a few times each week and posted for you. A stamp must be affixed to the document.

Village Rules form part of your Loan Licence. These Village Rules are in place so all Residents understand that we all wish to live and relax in harmony by conforming to these common sense rules.

We hope all this information, to be read at your convenience, is of help for you and is not meant to bombard you in any way. But to be used as an assistance to help you to continue to further settle into our community.

From

Adventist Senior Living - Jewells Residents Committtee

Updated June 2026