



## *Frequently Asked Questions*

### Who can purchase a unit at Quadrant Gardens?

Quadrant Gardens allows residents from a minimum age of 60, subject to terms and conditions. Residents would need to complete an application and meet the qualifying criteria.

### Will I need to pay a monthly levy?

Yes, units at the Quadrant Gardens are sold on a Life Right basis with a monthly levy. A typical levy includes management, meals, utilities, security, maintenance, rates/ taxes and other services.

### Is the levy amount fixed?

Due to inflation, the levy amount will increase annually by an estimated 7%.

### Do I need to pay for water and electricity?

Water usage is included in the monthly levy, however electricity used in the unit is on a prepaid basis and is for your own account.

### What security will Quadrant Gardens offer?

24-hour access control, perimeter patrols, as well as a CCTV security camera system.

### Are pets allowed?

Well-trained, small dogs or cats are welcomed on the ground floor units and are subject to CPOA's approval.

### Is parking provided?

A secure, underground parking bay will be allocated to each unit. Limited additional parking bays will be available at an extra cost.

### Are visitors allowed to stay?

You are welcome to have short-term visitors stay in your unit, provided that management has been timeously informed. Any limited additional meals will be at an additional cost and pre-booked 24-hours in advance.

### Are housekeeping services available?

Internal housekeeping services are offered at an additional cost or as part of an Assisted Living Care Package option.

### Are laundry services available?

Each unit will include a laundry service for 5kg of personal laundry per week. Each of the units will also be fitted with provisions for a washing machine.

### Will I have access to a personal telephone and internet connectivity?

Each unit includes Wi-Fi and is fitted with a telephone, which allows you to make calls to other residents at no cost. Any external calls are for your own account.

### Will reception accept deliveries for me?

Yes, during the operational hours, however management will not accept any liability. You will need to make prior payment arrangements as C.O.D. deliveries will unfortunately not be accepted.

### What are the smoking regulations?

Smoking is permitted in your apartment only, however care needs to be taken that it does not affect other residents. Electronic cigarettes are the preferred option.

### What provisions are made for emergency assistance?

Each unit will be fitted with a call system with 24-hour emergency response by the Care Centre's nursing staff. Reception will also provide a daily wellbeing call.

### As an existing resident, will I need to pay the same Care Centre rates as an external transfer?

You will receive a discount of 15% of the outside tariff per person. Independent living residents also get five days of Sick Bay facility use per year.

### Am I guaranteed a bed at Quadrant Gardens Care Centre should the need arise?

CPOA guarantees care in a Care Centre to its residents. You will be transferred to the on-site Care Centre should a bed be available at the time. Should the on-site Care Centre be full or not meet the necessary care requirements, you will then be transferred to a Care Centre nearest to you which does meet the necessary requirements and has availability.

### Is there a residents committee?

Yes, a residents committee will be elected in accordance with CPOA's governance rules.

### Can I sublet my apartment?

Subletting is permitted in accordance with CPOA's Lease Agreement. This is subject to a pre-approved and age appropriate person who meets the qualifying criteria.

### Who manages Quadrant Gardens?

Cape Peninsula Organisation for the Aged (CPOA) provides the daily on-site management.

**For more information or assistance, please contact CPOA on 021 686 7830.**