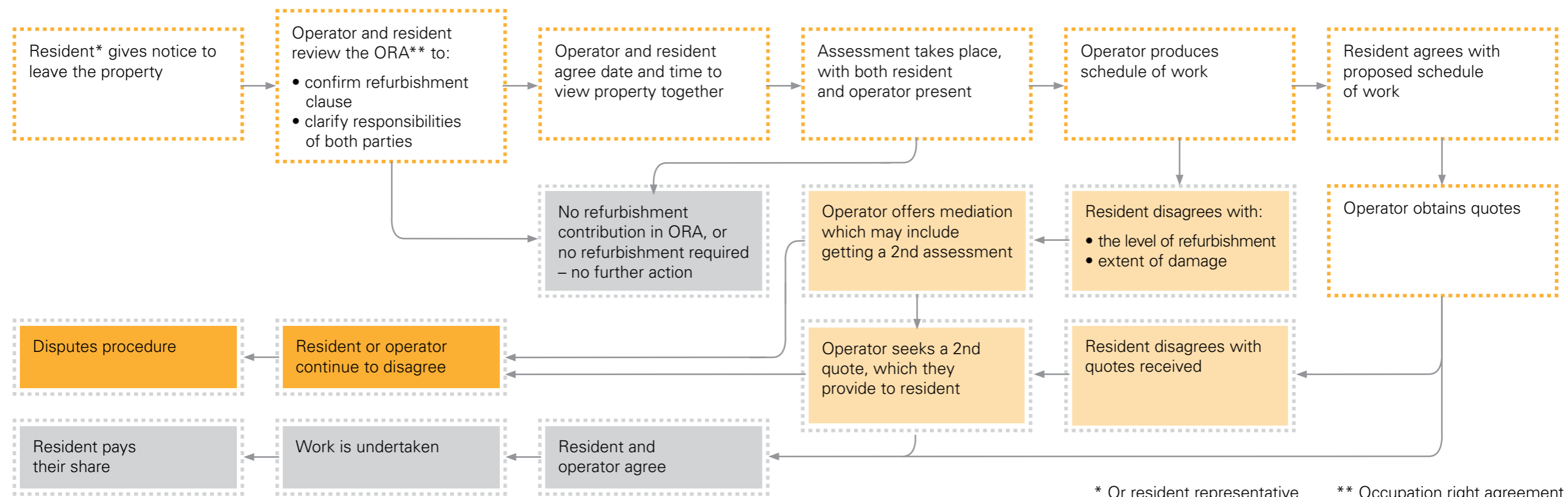


Refurbishment process for exiting residents



It may be easier for an operator to correspond in writing with the resident, estate or support person. This should be agreed by both parties at the beginning of the process.

Checklist for residents

- Review your occupation right agreement to check the date it was signed
- Agree on a date and time to view your residential unit with your operator to assess the level of work needed
- Assessment viewing takes place (remember you can have a support person present)
- Get the contact details of the person who will receive your enquiries. This may be your operator or their representative
- Receive a schedule of refurbishment work from your operator
- Agree to the level of refurbishment work, so the operator can get quotes
- Review the quotes and agree
- Get a timetable for the work to be carried out
- Confirm that the work has been completed and the residential unit is ready to be marketed

Checklist for operators

- Review the resident's occupation right agreement to check the date it was signed
- Agree on a date and time to view the residential unit with the resident to assess the level of work needed
- Assessment viewing takes place (remember the resident can have a support person present)
- Inform the resident who will be your contact person for the refurbishment process
- Prepare and send a schedule of refurbishment work to the resident
- Request the resident's agreement on the level of refurbishment work needed
- Obtain quotes and send to the resident
- Request the resident's agreement on the cost of refurbishment
- Send a timetable for the work to be carried out to the resident
- Confirm that the work has been completed and the residential unit is ready to be marketed

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