

Goodwin guarantees

*Simplicity, clarity and certainty
in retirement living.*



Six-month money-back guarantee

We guarantee that if you change your mind and leave the unit (this refers to villas, townhouses and apartments) within six months of the commencement of your deed of loan and licence, we will repay your Ingoing Contribution in full.

You will be required to pay a fair market rent for the period you have occupied the unit, plus if applicable, the cost of any repairs to the unit in excess of fair wear and tear.

No fees for contract preparation

We guarantee we will not ask you to make any separate payments towards costs incurred by Goodwin in preparing your village contract.

You pay only for any legal and/or financial advice you obtain independently when you enter into a contract with Goodwin.

No risk of capital loss

We guarantee that you will not be exposed to any capital loss when your unit is sold. Goodwin shares the capital gain with you but takes the risk of any capital loss.

The terms of the capital gain share will be defined in your contract.

No additional equity required to transfer to residential aged care

We guarantee that you will not be required to pay any additional accommodation deposit if you move from a Goodwin retirement village to a Goodwin residential aged care facility.

With your agreement, we will transfer your refund entitlements and any capital gain share from your retirement unit to your residential aged care accommodation against the Refundable Accommodation Deposit (RAD), should you choose to pay for your accommodation as a lump sum deposit. Any shortfall can be paid via a Daily Accommodation Payment (DAP) which may be drawn down against the RAD.

Requirements may differ if you have a spouse remaining in the retirement living village.

No sales and marketing costs on departure

We guarantee not to charge you separately for any sales or marketing costs associated with the resale of your unit.

No recurrent charges after departure

We guarantee that we will not charge you any recurrent charges (the monthly services fee) after you have permanently vacated your unit.

Refund entitlements paid within 30 days of departure

We guarantee that we will pay your refund entitlements within 30 days of you permanently vacating your unit.

Your refund entitlements comprise the ingoing contribution less the departure fee and any outstanding recurrent charges and/or optional service fees.

Any capital gain share will be paid within 14 days of the sale of your unit. Alternatively, you may elect to have the capital gain share paid within 30 days of you permanently vacating your unit. In that instance the capital gain amount is calculated on the most recent independent valuation of your unit.

No refurbishment costs on departure

We guarantee not to charge you separately for any refurbishment costs associated with your unit when you end your contract with Goodwin, except for the cost of any repairs for damage to the unit in excess of fair wear and tear.

No legal costs on ending your contract

We guarantee that we will not ask you to make any separate payments towards Goodwin's legal costs of ending your village contract.

You pay only your personal legal costs, if any.