




INDEPENDENT LIVING UNITS HANDBOOK

(08) 8762 1340 

www.longridge.org.au 

longridge@longridge.org.au 

900, Attiwill Street, Naracoorte 

Location

Longridge Units are ideally situated on Attiwill Street and Pavy Drive in Naracoorte, directly across from a scenic natural park, offering a peaceful and picturesque setting.

Life at Longridge

Living at Longridge provides a comfortable and stress-free lifestyle in a safe and beautiful environment. Within the privacy of your own unit, you can enjoy the tranquillity or choose to engage with the vibrant community. Whether you prefer relaxing in your space, socializing at the barbecue areas, or participating in events hosted by the nearby Residential Home, Longridge offers something for everyone. The community is well-established, with convenient access to local amenities and attractions.

Many of the routine chores are taken care of for you, including lawn maintenance and external upkeep, allowing you to enjoy a worry-free life.

Authority

While not a requirement, we highly recommend all tenants establish formal authority with a family member or nominated Next of Kin to act on their behalf in the event of illness or other circumstances. We encourage tenants to have the following authorities in place:

- Enduring Power of Attorney (Financial authority)
- Medical Power of Attorney
- Guardianship Orders or
- Advanced Care Directive/Palliative Care Directive.

Longridge Governing Board

Longridge is overseen by a Board of 8 community members who meet regularly with the CEO. The Board's role is strategic, and communication should be directed to the CEO. Feedback will be relayed to the Board as necessary. The Annual General Meeting (AGM) is held in October and is advertised on the Longridge Website, local newspapers, and social media.

Cleaning

Tenants are responsible for maintaining their units in a clean and tidy condition, as they were found upon entry. Semi-annual inspections will be conducted to assess the condition and address any maintenance concerns.

Maintenance

Longridge aims to provide tenants with a secure, low-maintenance lifestyle, taking care of everyday tasks through a dedicated team of staff. The maintenance fee included in rent covers the following:

- Unit maintenance
- Maintenance and cleaning of common areas
- Gardening for shared outdoor spaces
- Property management and maintenance costs (e.g., pest control, administration)
- Building insurance (note: contents insurance is the tenant's responsibility)
- Plumbing issues (e.g., hot water leaks, toilet leaks, blocked drains)
- Air conditioning faults
- Blind/drape malfunctions
- Stove issues
- Lawn mowing, path sweeping, and gardening tasks
- Gutter and drain cleaning

Along with maintenance fees there are 'fee for service' arrangements. Fee for Service work includes the following:

Service	Fee / Flat Rate OR \$ Fee / hr
• Cobwebbing	• \$10 / unit (G.S.T Inclusive)
• Additional installation of shelves, etc	• \$65 / hr. (G.S.T Inclusive) per tradesman.
• Installation of clothes dryer on the wall	• \$65 / hr (G.S.T Inclusive) per tradesman.
• Rearranging furniture in unit minimum	• \$30 call out larger jobs \$ 50/ hr (G.S.T Inclusive) per tradesman.

The Longridge maintenance team is responsible for maintaining all ILUs and the Residential Home grounds. Should you notice an issue requiring attention, please contact administration at 8762 1340, and your request will be logged. Maintenance staff will address it according to priority.

For after-hours issues, please continue to contact 8762 1340, and staff will assess the urgency. Non-urgent matters will be handled during the next available shift. If you request an after-hours call for a non-emergency issue that could be addressed by family or carers, the associated costs will be billed to you. associated call-out fees and repair costs will be charged to the tenant.

Longridge Aged Care Order In

Longridge Hostel provides high-quality meals, freshly prepared on-site each day, and we take great pride in the food services we offer to our 52 residents, along with staff and visitors. We are now pleased to offer a limited number of lunch meals to Independent Living Unit (ILU) residents. If you have a friend or relative living in the hostel and would like to join them for a meal, you are welcome to do so.

Cost: \$12.50 per person

Booking: Please contact Longridge Administration at 8762 1340 by 4:30 PM the day before your desired meal to reserve your place.

Office Hours

The office is open between 9.00 am – 5.00pm on business days. It is closed on public holidays & weekends. After hour calls will be billed to the tenant.

Furniture

Carpet, Built in Robes, Sheer curtains, Blinds, Heating and Cooling are supplied by Longridge at entry. All other furnishings are supplied by the tenant.

If tenants require changes to these basic unit amenities (i.e. carpet, robes, curtains, etc) a written request must be forwarded to management stating the extent of the proposed changes. Approval from management must be gained **prior to the commencement of any works**. Longridge will not be liable for the cost of changes if the existing amenities are deemed to be appropriate. (Please refer to your ILU Agreement for ongoing clarification.)

Gardens

Longridge continues to strive to develop a consistent and water wise plan for all the grounds & gardens. Tenants will continue to be welcomed to maintain their small garden beds near their unit; weeding and watering being most appreciated. If tenants wish to add plants to these beds we would request they consult with Maintenance Department to ensure their choice meets our watering & garden maintenance limitations.

If tenants wish to extend or make significant changes to their garden areas a written request must be forwarded to management for approval **prior to the commencement of any work**. Formal approval of the proposed project must be gained from management to ensure it is aligned to the Longridge landscaping theme, water requirements & maintenance programs.

All garden beds are watered from the Longridge water supply bore. Plants are not to be watered from the unit internal water supply as this is softened water. Should tenants take a holiday or be absent from their unit Longridge requests they advise administration. Maintenance staff can watch over a garden for a few days (watering pots, etc) but any absence greater than 3 days the tenant should make private alternate arrangements to maintain their garden/pots.

Common Garden Area Facilities

The Independent Living Unit BBQ Pavilions/Pergolas situated in the grounds are available for use by tenants and their guests. The facilities are to be left clean at the end of use.

Feedback and Complaints

We welcome your feedback and have a formal process in place for complaints. Feedback forms are available at the Longridge Aged Care Reception. A laminated 'Complaints Flow Chart' is posted on each resident's door, and more details are available in your ILU Agreement.

Donations, Gifts, and Requests

Longridge staff are not permitted to accept personal gifts or money. Donations can be made formally to Longridge Aged Care, with a receipt provided.

Family/Next of Kin Updates

To ensure we can reach the appropriate person in an emergency, we ask that tenants provide contact details for their Next of Kin and keep them updated on any changes.

Financial Matters

Tenants or their family/caregiver should meet with the ILU Coordinator before moving in to finalize care fees and set up direct debit arrangements. Any fee increases set by the Board will be communicated in writing. Fees & charges cover costs of all unit grounds maintenance, internal maintenance, Council Rates, water rates, sewerage rates & TV Antenna. *(Personal use services such as electricity, phone, personal contents insurance, etc are borne by the tenant)* All fees & charges are reviewed and set by the Board annually – Any amendments made will be put into effect on January 1st annually.

Pricing and Payment Information

As of 2024, Over 260,000 Australians are residing in retirement and independent living homes. At Longridge, we understand the importance of making an informed and comfortable decision. Please feel free to reach out for any additional information regarding the move-in process for Longridge Independent Living Units (ILUs).

Entry Fee

Longridge is dedicated to offering rental units to those in greatest need. A Bond fee is required upfront, which will be lodged with Residential Tenancies. For detailed rental pricing, please contact the ILU coordinator. Rental and maintenance fees are billed fortnightly, in advance.

Fire and Evacuation Procedures

Emergency evacuation procedures are posted inside each unit, and the Maintenance Manager will review and update them at least every six months, if required. Units are equipped with hard-wired smoke detectors, and fire blankets are available in kitchens. In case of a fire, tenants should evacuate immediately, closing the door behind them, and call emergency services. (Refer to laminated Fire Plan instructions.)

Extreme Heat Weather

On days of EXTREME (“catastrophic”) fire danger tenants are encouraged to plan with their family/caregiver what action they will take in the event of a fire emergency. You are welcome to seek refuge within Longridge Aged Care.

Heating and Cooling

All units are equipped with heating and cooling systems. Longridge maintains these systems, but tenants are responsible for electricity costs. Air-conditioning filters are cleaned semi-annually by the maintenance team, with additional cleaning the responsibility of the tenant.

Insurance

Residents are encouraged to obtain household contents insurance to protect their personal items.

Ambulance Cover

We strongly encourage all tenants to maintain their own ambulance cover. The cost of an ambulance transfer to Naracoorte Health Service is approximately \$800.

Unit Security

Each unit is equipped with locked security doors and screens. Tenants are responsible for ensuring their units are secure at all times. Any suspicious activity should be reported to the police, and Longridge management should be notified.

Vacating Units

When vacating, tenants should provide at least 14 days' notice. All personal items must be removed, and the unit should be left in a clean condition. Failure to meet these cleanliness standards will result in a cleaning fee.

Waste Collection

Bins are collected every Thursday morning. Tenants are responsible for placing the bins out for collection on Wednesday evening.

Water Softeners

Longridge provides softened water to all units, with maintenance and salt supply handled by Longridge. Tenants should avoid using softened water for outdoor gardens.

Pets

Tenants are allowed to have one small pet, subject to prior approval from Longridge. Pets must not disturb the peace of the community, and any damage caused by the pet will be the tenant's responsibility.

Phone Systems

Tenants can arrange for phone installation at their own expense. Longridge recommends using mobile phones, given the complexity of NBN installations.

Smoking Policy

Smoking is permitted only in outdoor areas, as smoking inside the unit can cause discolouration to the unit walls and ceiling as well as th carpets and curtains. Tenants are responsible for the costs associated with any necessary cleaning or painting to remove smoke damage.

Heating/Cooling

Air conditioning is provided in each unit. Residents are responsible for the cost of electricity to run the systems.

Asbestos

Given the age of Longridge buildings, asbestos is present. When intact and well-maintained, it poses no risk. Longridge has a register detailing all identified asbestos areas, which contractors can refer to before beginning any work. Any proposed work in your unit should be submitted to the Maintenance Manager for review before proceeding.

Unit Security

Units are equipped with locks for security. Note that changes to locks by Longridge or tenant must be approved by both parties.

Key-Hides

If residents or their families want a key hide it is their responsibility to purchase, have installed and maintain the key-hide and advise care providers & SA Ambulance Service of the code. When vacating the unit, it is the resident's/family's responsibility to remove the key-hide or to pass on the Key Hide Code to the ILU Coordinator

Vacating Units

When a resident is planning to vacate the ILU, they should advise **Longridge in writing** at least 14 days prior to the vacating date.

Contact your electricity provider and instruct them to do a final reading of your meter (don't ask them to disconnect, just a final reading is required) and advise them of the date of your departure.

You will need to supply the forwarding address. If you are moving into the Longridge Aged Care, the address should be a family member who is able to take responsibility for your accounts.

When leaving, the tenant/family are requested to vacate the Unit: removing all their furniture & belongings. The unit is to be left in a clean & tidy condition (including cleaning the stove, shampooing of carpets and cleaning of windows, drawers and cupboards.) If the unit is not left to a satisfactory level of cleanliness a cleaning fee will be imposed on the vacating tenant.

The Rental/Maintenance fee will continue to be charged until the Unit is fully vacant and keys have been returned to Longridge.

Important Contacts

Longridge Aged Care	(08) 8762 1340	longridge@longridge.org.au
ILU Coordinator	(08) 8762 1340	finance@longridge.org.au
SA Power	13 12 61	Emergency 13 13 66
SA Ambulance Service	1300 13 62 72	(08) 8274 0600
My Aged Care	1800 200 422	
Resthaven	(08) 8762 4389	
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