

23 August, 2019

Mr Dan Maurici
Senior Development Manager
Henroth Group
Suite 604, Eastpoint Tower,
180 Ocean Street,
Edgecliff NSW 2027

Dear Dan,

RE: 1113 Oxford Falls Road, Frenchs Forest – Independent Living Facility

Further to our ongoing discussions about Australian Retirement Partners (ARP) providing Village Establishment and Village Management services for your site, I can confirm the following in regard to the suggested operational model for service provision to your future residents.

ARP is a specialist manager of retirement villages, with over 30 years combined experience in retirement management and sales and currently manage 18 villages around NSW, one of which is the Marston Living Village at Beacon Hill, close to your site.

ARP delivers cost effective and tailored management plans to deliver the optimal level of service and value for our clients and the residents of their villages. Specifically, and in response to your queries about;

- Home delivered meals,
- Personal care and home nursing and
- Assistance with housework,

We can confirm that the current practice in the industry is to provide these services on an “on demand” basis, as required by individual residents which our on-site village manager arranges via our strategic alliance partners in the relevant industry sectors.

This model of service provision has proven to be the most popular amongst residents because it allows individuals to tailor the level of care assistance to their specific needs on an optional “pay as you go” basis. Residents that do not choose to have services provided are not required to contribute via general services village fees for services that they do not use. This is especially relevant for smaller villages such as yours and in the Beacon Hill example where there is insufficient scale to provide such services directly from employed staff at the village in a cost-effective manner.

Given the particular location of your site and based on our local experience we can confirm that a high quality and regular provision of these services would be achieved at a level of cost commensurate with the expectations of your relatively affluent target market residents within the North Shore and Northern Beaches of Sydney.

Please do not hesitate to contact me should you require further information.

Regards,

A handwritten signature in black ink that reads "Laurelle Lawson". The script is cursive and fluid, with the first name and last name clearly distinguishable.

Laurelle Lawson
Director
Australian Retirement Partners