

Ingenia Lifestyle



Our Lifestyle communities generally appeal to residents who are seeking to downsize but wish to live an active lifestyle, taking advantage of quality facilities and opportunities to socialise with other residents. Residents own their home but lease the land with the weekly rent payment covering access to often extensive community facilities, activities and an onsite management team.

This resident base is growing daily as we welcome new residents to our communities. With an active development focus, we added over 300 new homes to the portfolio in FY20.

Engagement with our Lifestyle residents

Our on-site management team engages with our residents daily and runs a range of activities through the Be Active program.

Key forms of engagement include:

- A regular newsletter, Ingenia Life, is distributed to residents and provides information that is of interest to our residents, including community news.
- Community based social media groups (eg Facebook).
- The Operations Manager also makes regular trips to each community and actively engages with residents to ensure there are additional, regular contacts for residents outside the on-site team.
- Our Be Active! program provides residents with a regular schedule of activities. Utilising our inhouse team and external providers the program supports social connection, health and wellbeing.
- Education seminars, which include access to external advice from industry experts, are often provided for those considering moving into an Ingenia Lifestyle community.
- Resident surveys allow us to engage with residents on specific topics and provide an important feedback mechanism for our teams. Feedback from the survey is used to identify opportunities to enhance our service, value and resident engagement.

Ingenia Care is also available to all Ingenia Lifestyle residents. Residents accessing this service have access to the Group's Care team and receive regular checks through phone calls and site visits.

Supporting our residents through crises

COVID-19 pandemic

During the COVID-19 pandemic Ingenia acted quickly to restrict access to certain areas of the communities (eg gyms), put additional hygiene measures in place and effect a total lock down of facilities and suspension of group activities.

To support residents , activities were reimagined with community teams undertaking a range of innovative ways to engage while maintaining social distancing, including driveway drinks and morning teas, exercise and dance sessions in the street, and more regular technology based rather than face to face communications.

Our on-site teams' diligence and continued responsiveness to residents concerns during the period contributed to a strong sense of community and many residents highlighting to friends and family the benefits of being in an engaged, and supportive community environment.

Bushfires at Lake Conjola

Bushfires through the South Coast impacted a number of the Group's communities over December 2019 and into January 2020.

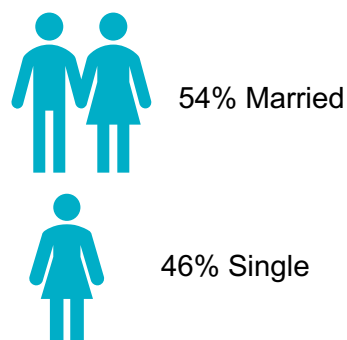
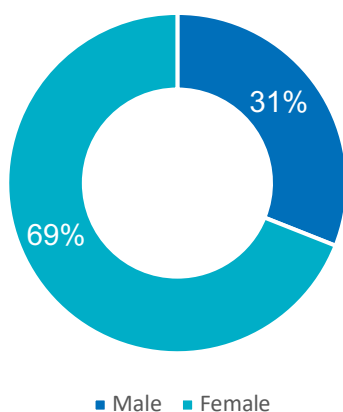
Ingenia Lifestyle Lake Conjola was significantly impacted. Supported by the onsite team residents were sheltered in the community centre while fires swept through the area. Through a period of significant disruption to services in the area Ingenia was able to support residents through organising a clean up of the community, ensuring power was restored as a priority and that assistance was provided for other resident needs.

Two resident homes were lost in the fire and those residents were offered accommodation in the community and supported through the process of rebuilding their homes. The residents are now happily living within the community and thankful of the support of Ingenia and other residents.

RESIDENT SNAPSHOT

Ave. age 67 years*
Ave. tenure 15+ years*
Utilising Ingenia Care: 203

*Industry average.



Our latest resident survey had a response rate of 49%. Over 90% of respondents indicated that they were satisfied with their community and that their expectations had been met. The level of connectedness with the community across respondents also showed a significant increase on the prior period.

Given the rapid growth of the portfolio and the addition of new residents to existing communities and through acquisition of new communities, future surveys are expected to provide additional insights as the resident population grows.