

# All about the Wait List



## The Application:

An **appointment** with one of our Retirement Counselors (or an extensive scheduled telephone call in some cases) is the initial step towards moving to Cross Keys Village. A review of your resources, your needs and your wishes will allow us to make recommendations as to which residential options are available to you.

At this point, you may choose to fill out a **Residential Living Application** and make a Wait List deposit. The date your application is received becomes your Wait List date. The \$1,000 deposit is refundable upon written notice on your part.



## The Wait:

It is your decision whether to be on the **General Wait List** or on the **Priority Wait List**. Either way, your application “matures” and moves toward the head of the list. On the General Wait List, we understand that you aren’t ready to be called when residences become available. On the Priority Wait List, we will call you when a residence becomes available and your name comes up. (You are allowed to wait for as many floor plan models as you wish, as long as you qualify financially for these models.)

Perks for belonging on the Wait List include a discount at our restaurants and a waived initiation fee if you join our Wellness program.



## The Offer:

We call members of the Priority Wait List when a residence becomes available and their name comes up. Over the telephone, we describe the residence’s location and features, and invite you to come see it for yourself. While showing the residence, we cover in detail the renovations to be completed before a new resident moves in. We give you one week to decide whether to accept this offer.

- If you **accept our offer**, we schedule an appointment for signing your Village Residency Agreement (also called a contract) and your first Entrance Fee deposit.
- If you **decline our offer**, you remain in the same position on the Wait List and we will call you when the next residence you qualify for becomes available.



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### **Please Note:**

- If you are “not ready” at this time, we are counting on you to notify us when you wish to be moved to the Priority Wait List. Please keep us informed if your email address or your telephone number changes.
- While we always appreciate hearing from you, we cannot give you a reliable estimate of how long it will take until we call you with an offer. This depends not only on the turnover of our residences, but also on the individuals who are ahead of you on the Wait List.
- Unless you are moving into new construction, the average time between signing your Village Residency Agreement and taking possession of your residence (Settlement Date) is 3 to 4 months.
- There is plenty to do to move your plan ahead “while you wait” and your Retirement Counselor will share valuable tips to make the whole journey as enjoyable and stress-free as possible.

### **Amy Beste - Senior Retirement Counselor**

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