

18 May 2026

Update On Consumer Affairs Victoria Matter

Ingenia Communities Group (ASX: INA) today provides an update on a request for information from Consumer Affairs Victoria (CAV) relating to cooking facilities at the Ingenia Gardens rental communities in Victoria.

As advised to the market on 25 September 2025, CAV had issued notices to produce documents and information related to potential contraventions of the *Residential Tenancies Act 1997* (Vic) and the Australian Consumer Law (Vic).

After co-operating with CAV and undertaking a review of its compliance obligations regarding the installation of cooktops in the relevant Ingenia Gardens communities, Ingenia has entered into an enforceable undertaking with CAV relating to breaches of the *Residential Tenancies Act 1997* (Vic) and potential breaches of the Australian Consumer Law (Vic). A copy of the enforceable undertaking can be found on CAV's website.

The noncompliance involved units in the rental communities of Ingenia Gardens in Victoria not being supplied with cooking facilities over the period from March 2021 to May 2026.

Under the undertaking agreed with CAV, residents who resided in units without cooktops will be paid \$15.89 per week of occupation as compensation for the period they were without cooking facilities, as well as a lump sum of \$50 in recognition of the frustration and denial of their rights, with the total cost of compensation anticipated not to exceed \$1.5 million.

Ingenia has also agreed to pay a sum of \$100,000 to the Housing for the Aged Action Group, as well as contributing \$1,000,000 to the Victorian Consumer Law Fund.

Ingenia has completed a remediation program by providing cooktops to impacted properties to meet Ingenia's rental standards obligations, working closely with residents to do this safely and efficiently.

Authorised for lodgement by the Board.

ENDS

For further information please contact:

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About Ingenia Communities Group

Ingenia Communities Group (ASX: INA) is a leading operator, owner and developer of communities offering quality affordable rental and holiday accommodation focussed on the growing seniors' market in Australia. Listed on the Australian Securities Exchange, the Group is included in the S&P/ASX 200.

Across Ingenia Lifestyle, Ingenia Gardens, Ingenia Holidays and Ingenia Rental, the Group has 102 communities and development sites and is continuing to grow through acquisition and development

Ingenia Communities Holdings Limited (ACN 154 444 925), Ingenia Communities Fund (ASRN 107 459 576) and Ingenia Communities Management Trust (ARSN 122 928 410). The Responsible Entity for each scheme is Ingenia Communities RE Limited (ACN 154 464 990) (AFSL 415862).