

Rec 6/6/16

RHS SUBMISSION 105

THE SECRETARY

L.S.I.C

PARLIAMENT HOUSE

EAST MELBOURNE

(RE: INQUIRY INTO RETIREMENT HOUSING)
DEAR SECRETARY,

REGARDING ABOVE INQUIRY, WE THE UNDERSIGNED HAVE BEEN RESIDENTS OF "HEMSLEY PARK VILLAGE FOR APPROX 10 YEARS ALTHOUGH ENJOYING OUR RETIREMENT AND COMING IN CONTACT WITH MANY SIMILAR RESIDENTS AT TIMES IT HAS BEEN FRUSTRATING AS THE OWNERS (COUNTRY CLUB VILLAGES) TO PUT IT IN A COMMON PHRASE (KEEP CHANGING THE "GOAL POSTS") IN MOST CASES TO THEIR ADVANTAGE. THIS EXPECTED INQUIRY IS OVERDUE & LET'S HOPE IT SORTS A FEW OF THE PROBLEMS, ONE OF THE BEST IDEAS WILL BE TO APPOINT A RETIREMENT HOUSING OMBUDSMAN TO KEEP RETIREMENT VILLAGE OWNERS HONEST. ANOTHER PROPOSED ITEM REGARDING PROPER CONSUMER PROTECTIONS, DISPUTES, FAIR PRICING ETC WOULD BE MOST ACCEPTABLE. ALSO IN OUR VILLAGE (PLUS 3 OTHERS IN BALLARAT) OUR RESIDENTS COMMITTEE HAVE LOBBIED THE LOCAL BALLARAT COUNCIL TO CONSIDER REDUCED RATES FOR RETIREMENT VILLAGES, SO FAR NO RESPONSE HAS COME OUT OF THESE APPROACHES.

TRUSTING THE PROPOSED L.S.I.C COMMITTEE IS FORMED TO ASSIST US ALL IN RETIREMENT.

Yours

Sincerely

R.G.H. CRAWFORD

("HEMSLEY PARK")

(REG. CRAWFORD)