

As a resident of an over-50's lifestyle village I tender this submission in the best interests of my village and all other forms of retirement housing.

1. My village manager :

- Displays a lack of respect for the experience, skills and knowledge brought to the village by its residents.
- Is inconsistent in decision - making and in his dealings with residents , which creates confusion and angst .
- Has at times adopted a "them and us" attitude when challenged by residents who have only the best interests of the village at heart.
- When challenged , can become very defensive, and demeaning in his approach to residents.
- Does not respond, within an acceptable timeframe, to requests eg. maintenance

2. A strong selling point for our village is that residents have only to attend to their own small personal garden plot, while all other gardens are cared for by staff. The fact that residents take pride in their surroundings and therefore attend to most gardening tasks around their homes is the only reason that the village looks as attractive as it does. If left to gardeners, the areas would not look as good as they do. I believe that it is the Manager's responsibility to ensure that standards are met by the gardening staff and that time management is enforced.

3. All houses in our village are rated independently . We do not receive, from our local council, services such as street sweeping and provision and maintenance and costs of street lighting. It would seem that our Council is happy to take our money (which is more than it would receive if the village were rated as a whole) but not give us the services that other rate payers in the district receive. When approached , the response from Council was that there would be no change to the current system. It is therefore important that a "higher authority" take this matter in hand.

4. Many residents are unwilling , or lack the confidence, to address issues with managers and I believe that the appointment of an Ombudsman would assist in achieving a better standard of living for all residents, many of whom are at a vulnerable stage in their lives.

Theresa Jackson

██