

Rec 7/6/16

Monday 6<sup>th</sup> June, 2016.

The Secretary,  
Legal and Social Issues Committee,  
Parliament House, Spring Street,  
East Melbourne. Victoria. 3002.

Dear Sir/Madam,

I refer to the INQUIRY INTO THE RETIREMENT HOUSING SECTOR and wish to submit the following:-  
Firstly, my name is (Mrs) Judith Board & I reside at the [REDACTED]  
[REDACTED] & I am a single female resident.

COUNCIL RATES. At the moment we are paying double for Village maintenance. Our weekly maintenance fees cover the upkeep of the village including roads & lighting. The local council – Cardinia Shire – only empty & collect our domestic waste weekly & recycle waste fortnightly, yet have the audacity to charge each unit full council rates as if we live outside on a normal domestic block. Even when the kerbside Hard Rubbish Collection is done, we have to place all waste on the kerbside of the main road & the collectors do not even enter the village. Some Villages have negotiated & succeeded in having their rates reduced. It should be State/Australia wide.

EXIT FEES should be regulated. I am unsure as to why we have to pay exit fees capped at 30% after 10 years as well as refurbishment costs. Surely the refurbishment costs should be taken from the exit fees.

OMBUDSMAN. I feel it necessary to appoint a Retirement Village Ombudsman who will investigate & rule on any unfair actions by management and/or owners as there has been many ongoing disputes over construction defects & maintenance issues which has not affected me directly but could do in the future.

Yours faithfully,

[REDACTED]

MRS. JUDITH BOARD

[REDACTED]