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From: Jackie [REDACTED]
Sent: Wednesday, 8 June 2016 1:04 PM
To: LSIC
Subject: Appointment of a Retirement Housing Ombudsman

Jackie Mackenzie
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There appears to be no one simple and easy forum for the resolution of problems in respect of retirement village matters and it is considered desirable for the appointment of a Retirement Housing Ombudsman, who could efficiently handle these matters, in a similar way to the already existing Energy and Water Ombudsman or the Public Transport Ombudsman Victoria.

Retirement Village Residents face numerous problems, however, often these problems are not known by the public at large. Internal dispute resolutions are in many cases not taken seriously by Village Management and therefore must be taken to VCAT which is often a lengthy, stressful and expensive process.

To this end an Ombudsman is needed to provide a free, effective and fair dispute resolution service to Residents.

Jackie Mackenzie