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**From:** [REDACTED]  
**Sent:** Thursday, 9 June 2016 10:17 AM  
**To:** LSIC  
**Cc:** [REDACTED]  
**Subject:** Submission to Parliamentary Committee

The Secretary  
Legal and Social Issues Committee  
Parliament House  
East Melbourne

,Dear Secretary,

We wish to make a submission to the committee in relation to the running of “ Lifestyle, relocatable home “ villages in Victoria. We believe that it is about time that the Government looked more deeply into the running and costs to residents residing in these villages. While we have no problems should our submission be published, we need to be careful as the owners of villages may decide to evict us, which in our case does not matter as our home is up for sale.

We reside in a lifestyle village at [REDACTED] Traralgon. This village is a “ recycled “ caravan park. Our home is a relocatable vinyl clad 2 bedroom & study permanent home, all the homes in the village are permanent, there are 31 homes in the village out of a possible 62, which is attached to a caravan park ( but separate ) and rental/holiday cabins ( also separate ). Where we believe the problems are with our village ( as it is with many others ) are that the management are inexperienced in dealing with seniors and owners only have dollar signs in their eye’s and are reluctant to do too much.

The major issues as we and many in our village see, are: 1) The daily managers are totally inexperienced in running a senior facility such as ours. The husband in particular is aggressive and his communication skills are 0. This makes life difficult as some of us cannot approach him due to his attitude. **RECOMMENDATION:** All managers of villages should have some form of training and be certificated to manage a facility such as ours. 2) The owner of the village did not install infrastructure to facilitate the needs of a village so, we do not have safe lighting in the village, we have solar garden lights on corners which are totally inadequate as the shine on corners only, so from a safety and security point of view not acceptable. **RECOMMENDATION:** All villages should have infrastructure in place before being licenced. 3) The method used for determining weekly rentals for the property should be looked at, using the annual CPI as a guide for increases is sometimes totally unfair. Why should operators increase rents so frequently ( annually ) when they do nothing in return i.e. we pay \$6344 per annum ( soon to rise to \$6552 ) and receive nothing except water which is minimal. We understand that charges are in place to cover expenses however, these, we believe, are excessive. **RECOMMENDATION:** Rentals charged by operators should be investigated, together with what overheads justify any increases or even the current rentals. Facilities should also be taken into account when setting rentals as these vary enormously from village to village.

Finally, we believe that it is about time that operators of “ lifestyle “ villages were investigated in relation to how they are operating villages and ensure that the residents of these villages are receiving returns for their money.

