

Rec 9/6/16

RHS SUBMISSION 160

Victorian Parliamentary Inquiry into Retirement Housing

Title	
	MR
First Name [Required]	
	GRAHAM
Last Name [Required]	
	POLIGHT
Phone Number [Required]	
Email [Required]	
Address [Required]	
Suburb [Required]	
Postcode [Required]	
My Submission	
My Issue or Problem	
Refer attachment.	
My Solution	
Ombudsman to assist residents with resolution of problems.	
Signature	

23/05/2016

Victorian Parliamentary Inquiry into Retirement Housing**My Issue/Problem:**

My wife & I are residents at [REDACTED] Bellbrae, Victoria.

We entered the village in July 2012 after being presented with sales information which made promises of [REDACTED] offering stand-alone retirement living of a quality far better than usual. The village consists of 4 stages, only two of which have been completed after seven years. The clubhouse & swimming pool which were to be completed as part of stage 2 have not been started despite promises made by the developer at the past two AGM's.

We, along with all of the other residents, have been given misleading sales information.

My main issue is how to deal with a developer who continually misleads residents with promises that never eventuate. Most retirement villages in Victoria have their facilities (clubhouse, pool, bowling green etc) constructed quite early in their development whereas the opposite has occurred at Kithbrooke. The developer has steadfastly refused to provide a construction timetable for the village.

Our Resident's Committee has approached Consumer Affairs and sought legal advice about the lack of progress and how to deal with a developer who is untrustworthy. The committee presented a formal complaint to management in August 2014 with little effect, and does not have the financial resources to undertake legal action.

There is clearly a need for a state Ombudsman to address concerns such as ours.

Yours sincerely

[REDACTED]

Graham Blight

Committee Member, [REDACTED]