

The Secretary,  
Legal and Social Issues Committee,  
Parliament House, Spring Street,  
EAST MELBOURNE, VIC., 3002

Dear Sir/Madam,

In response to your request for submissions to the Parliamentary Inquiry into the Retirement Housing Sector, there a number of issues I wish to bring to your attention. I live in a Stockland Retirement Village where concern has raised about the following matters:

1. When a resident vacates the Village (for whatever reason), there is an unfair wait for their exit entitlement, which can be up to 3 years after their unit is resold, or else up to 8 years if not sold. The amount of exit entitlement is dependant on contract wording, and there are several different contracts in existence. If monies is required for a bond for entry into a nursing home situation, Stockland will pay them a reduced amount when required, but no greater than the ingoing bond.
2. Several units in our Village have suffered from subsidence of the foundations (concrete slab) requiring the pumping of expansion material under the slab. Units show considerable exterior wall cracks as well. Their intention is to fill the cracks and repaint when exterior painting is due. Where cracks appear on internal walls it is up to the resident to have them repaired at their own expense.
3. Units that have a fibreglass shower shell with a step-over lip have been deemed to be an OH&S hazard, particularly for elderly residents. To date there has been no advice given to affected residents that Stockland will attend to this issue. I would point out that if such units are vacant, then the shell is removed and replaced by a walk-in tiled shower as part of the current normal refurbishment practice.

Yours faithfully,



H.A.Gorfine,

