

Rec 10/6/16

Resident Name:	GWENDA THATCHER
Sector:	Retirement Village: Leasehold/Strata Title
Email:	
Operator: Optional	STOCKLANDS
Consent to esubmission: Yes/No circle and sign	<input type="checkbox"/>
Your Address:	
Complaint/or experience: LEAK FOUND IN SHOWER BASE, ROTTED CARPET IN MAIN ROOM, ADVISED IT WAS MY RESPONSIBILITY TO REPAIR, PERSISTED WITH CLAIM AS IT WAS A BUILDING FAULT AND OWNERS RESPONSIBILITY.	
Outcome: REPAIR TO SHOWER AFTER 7 MONTHS AND CARPET REPLACED AFTER 12 MONTHS.	
Impact: SEVERE RESPIRATORY PROBLEMS FROM MOULDY CARPET WHICH WOULD HAVE BEEN AVOIDED IF WE HAD HAD RECOURSE TO AN OMBUDSMAN TO EXPEDITE THE MATTER.	