

Rec 10/6/16
sub 181

SUBMISSION IN TO ALL ASPECTS OF RETIREMENT LIVING IN 'THE RANGE', MOE.

We arrived in the retirement Village [REDACTED] in the last week of April 2007 as one of 4 couples who were the first residents in the Village. The [REDACTED] is part of Querencia, which is assisted independent living, as opposed to The [REDACTED] which is independent living. The business name for both parts together was "People First" and the owners/developers were Ted and Grace Sent. The Village was then still in a state of development with only 12 Villas finished or nearly finished. Because there was no Community Centre as yet, the Owners of "People First" set aside a villa for us to be used as a Community Centre and furnished it with tables and chairs and equipped it with crockery, a kitchen, a T.V., heating and later also cooling. Because of the Community Centre not built yet they charged us only 50% of the maintenance fees. Over the next months the villas were occupied and village life became a very pleasant affair with Happy Hour once a week, a craft group, from time to time a bus trip etc. More villas were built until we came to the number we have now: 27, of which one is the temporary Community Centre and one was the display Villa. The Owners of "People First" had a great vision for the Village; they set it up well, the villas are well designed, as good if not better as any I have seen in other places and it is in a good place, not too far from the town centre (some of us could walk it). Eventually the number of villas was going to be 100 plus a well appointed Community Centre. Most Villas have 2 bedrooms, but there were a number who had 2 bedrooms and a study, and some new residents bought a 2 bedroom one on the promise that, when finished, they could move into a 2 bedroom/study villa. They took a risk, but then, the risk did not appear to be great. Alas, the vision might have been great, the financial management was not and this was not helped by the world financial crisis. In 2009 the [REDACTED] went into receivership and all work stopped. The receivership was in the hands of Deloitte, who rather quickly transferred it to Banksia Financial Management (who were the actual people who had supplied the money to "People First"). No more money was available to build the rest of the first stage of The Range, let alone a Community Centre. At the back of The [REDACTED] was a large parcel of land, intended to be developed into a residential area and the finance obtained from this to be used for the further development of The [REDACTED]. It was the intention of Banksia that this should be done and sold to a developer. To do that the "Deed" (of use as a retirement village) had to be removed and we were all asked to sign this. Some residents were very hesitant in doing so and it took nearly a year before the actual sale could take place. We were told that the final amount of money raised by this sale was about 2 ¼ million dollars. Banksia continued to manage The [REDACTED] not always to the satisfaction of the residents, because we sensed that the money was tight. In spite of that the 50% management fees was never changed and to this day we still pay the 50%, and it was never increased by the CPI either, although the new residents, who came in the last year and this year, pay the full amount. So I think that it will not be long before this will be asked from the other residents as well. Banksia submitted plans to the residents for the further extension of The [REDACTED] and more specifically for a Community Centre. Then, out of the blue, in October 2012 came the message that Banksia had also gone into receivership. The management went back to Deloitte and Querencia and The [REDACTED] were finally sold to Mr Andrew Venn for an undisclosed price. Mr Venn took possession of the business in April 2014. The 2¼million dollars meant for the further development of The [REDACTED] disappeared into Banksia's big black hole, and although the members of the Residents' Committee tried very hard to retrieve at least some of the money, it was never heard of again. I don't know if the present Owner Mr Venn had expected some of that money to come his way, but the fact is that the expected development has not happened yet. The grounds in The Village are kept up pretty well, if we have a

maintenance issue it will be attended to, the residents of The [REDACTED] are always invited to take part in activities in Querencia and are free to use the facility when applicable and of course after discussion with the Manager. There is a new and larger bus and the residents of The [REDACTED] can put their names down for trips on a "first on first served" basis and on the whole the living in The Range is pretty relaxed. But we all can see that The [REDACTED] with its small number of Villas is never going to be viable, so it would be very important that further development would start as soon as possible. The people who had bought under the expectation to get a larger villa as soon as they were built, are of course quite irate, but as the owner says "if I spend that much money we would soon be in a similar position of receivership again". He first wants to sell the vacant units, for over the course of 9 years a number of people have passed away. But, saying this, I feel that all advertising is done to benefit Querencia, The [REDACTED] is hardly, if ever, mentioned. I start to wonder how serious Mr Venn is in advancing The [REDACTED] and some of the residents of The Range become disheartened. If The [REDACTED] could be build further by talking, we would have had the most beautiful Village quite some time ago.

My own experience of living in The [REDACTED] is very good. I have a good relationship with all residents; take part in whatever is available and have a very good contact with Owner and management, who do the utmost to help wherever possible, are listening if we have an issue and are always open to suggestions.

My own status is:

Louise van Breugel, resident of [REDACTED]

Widow (my husband passed away 2 years after we came in [REDACTED])

I recently turned 80

I am secretary of the Resident's Committee.

*Made,
Husare 3rd 2016*

[REDACTED]