

9th June 2016

RHS SUBMISSION 184

Maureen Borg

[REDACTED]

From the time we moved in to [REDACTED] in October 2010, our experience with the owners of [REDACTED] has not been completely satisfactory. This is mostly due to the constant flooding of our back yard during times of rain.

In order to alleviate this problem we had drainage and paving installed to help prevent this at our own cost. Due to the constant flooding on our block we also found that the building was subsiding to the point that the doors of the unit would not stay open, which required releveling to ensure the integrity of the house. We spoke to the manager [REDACTED] at the time regarding an insurance claim only to be told that these issues were not covered. We still have not been reimbursed for the out of pocket costs of \$2200.

Another major problem is with the floor of the unit being unlevelled, as the unit requires constant releveling due to the prior owners of [REDACTED] being unwilling to permanently rectify the real issue.

The first time that [REDACTED] relevelled the unit was on 23rd January 2013. In July 2014, we then contacted the manager stating that the floor again required correction; some doors would not stay open whilst others couldn't close, there were cracks in the walls which needed repair and painting.

The senior manager [REDACTED] at the time inspected the unit and said the problems would be rectified at [REDACTED] expense. Although the house was levelled, there have been no attempts to repair the other issues to this date.

On the 16th January 2015 we had sent another letter to the manager [REDACTED] after notifying him verbally that the floor had moved again. The Builder [REDACTED] relevelled the floor in January 2015 at [REDACTED] expense and he came back in January 2016 to repeat the process again at the direction of the new Village owners [REDACTED]. This process did not last long as the floor is now unlevelled once again and is requiring further work.

We are quite concerned that if the floor is not permanently relevelled soon, as due to our age and health problems we are fearful of taking a fall on the uneven floor resulting in further unwanted health problems than already exist. We understand that this ongoing problem is caused by ground movement, an ill designed slab or both and would just like to have these problems dealt with permanently so we can get on with our lives.

Although we can talk to managers and owners, we are unsatisfied with their handling of this situation and feel that it is time to take our problem to an OMBUDSMAN in order to receive a more satisfactory outcome.

I would be more than happy to answer any questions personally at the inquiry regarding the above matter.

Sincerely,

[REDACTED]

Maureen Borg.