

From: [REDACTED]
Sent: Saturday, 11 June 2016 5:23 PM
To: LSIC
Subject: The Victorian Parliamentary Inquiry into Retirement Housing

Thank you for this opportunity.

Robyn Foskett
[REDACTED]

2 bed unit
Brand new. I'm first occupant

There is no builders warranty
No recourse for shoddy workmanship

My electrics are 'strange'. They have checked and they say it's 'fine'

My radio has strange static and can only be plugged in to certain electrical outlets otherwise the static is just too loud

My radio makes washing machine noises when the washing machine is being used (woosh woosh, whoosh woosh) very odd

My outside floodlight globe exploded and fused the entire unit 3 times (they charged me to change the globe) but they tell me it's fine - just bad luck (they've put a 'stronger globe' in this last time).

I had a ceiling fan installed in my bedroom. When the electrician went to remove the current light fitting, it just fell out in his hand - he did not even have his screwdriver near it yet.

My air conditioner motor was making a very loud noise - much louder than my neighbour's units - I asked about this and was told that "they're all different and it's fine" - my neighbours didn't think it was so fine. I couldn't hear it from inside my house but they could hear it from their homes. Eventually I got my own serviceman to come and have a look. He said that the motor was in the wrong spot -

it is 11 inches away from a galvanised iron shed so, it pushes out the hot air from the house and tries to suck in cooler air from the environment but, of course, the iron heated up and pushed the hot air

back into the motor - the motor therefor worked harder and harder to try and cool itself. He said the motor would burn out (and hopefully not catch fire!!) very quickly if I didn't rectify the problem.

I am told that the positioning of the motor meets minimum requirements.

My plumbing is 'strange'. Again, they have checked and tell me it's 'fine'.

Whenever anything other than wee is flushed, the water (and the poo) rises up, hesitates then (so far anyway!!) flushes away.

First thing in the morning, when I clean my teeth, the water in the wash basin rises up, hesitates, burps then empties.

The laundry trough emits an awful smell every few months which needs Draino to fix.

The kitchen sink emits an even worse stench which requires Draino to fix.

I have been told that these plumbing issues are due to the sewer pipe not being on the right descending angle but it is too expensive to fix.

My shower leaks from under the shower door. They have tried to fix it by placing a piece of metal under the door. It is better but still leaks every time. To fix it they tell me they would need to remove the tiles and rehang

the door - they consider that this is too expensive and I need to just be very careful and make sure I don't slip and hurt myself.

My automatic garage door stopped working after 4 months. I have warranty papers but, when I rang the manufacturer, she told me it was out of warranty because the warranty starts from the day the developer orders it - not from the date I move in and start using it. It cost me \$170 for the man to come then \$30 for each 1/4 hour plus parts.

Although I have not experienced this, other residents report the same is true for the dishwasher, the oven and the hotplates. Further, the garage door and the other appliances are 'developers models' which means, I am told, that they look like those that you would buy at Harvey Norman but are actually of inferior quality. The Fisher Paykel man told me this as did the garage door man AND the carpet man!! Each

of these tradesmen told me this without any prompting from me.

The door that accesses the back garden via the garage is an internal door - not built to withstand sun and rain. Some residents have had to replace these already - again at their own expense

We pay a \$400 a month maintenance fee but any maintenance is charged for. The maintenance man came and 'fixed' my stinky kitchen sink the other day and I was charged \$17. (He only used Draino so I will be doing this for myself in future - though God only knows what Draino is doing to our grandchildren's planet!???)

So what is covered by the maintenance fee? They say the swimming pool, electricity and gas for the Community Centre and the garden. There are 150 Units so that's a lot of gas, electricity, garden n swimming pool!!

My neighbour's back verandah crashed down two minutes after she had walked inside to answer her phone (so she hadn't even closed the door) - she was told it was just 'bad luck' and it was unnecessary for her neighbours

(i.e. including mine) to be checked to see if they were also installed incorrectly. I am told, but do not know this for certain, that it was not nailed on to the building at all and was just sitting there on the flimsy poles.

We have bought a life time lease on these Units - we never own them, we cannot sell them privately, we cannot leave them to our families and, only the person whose name appears on the purchase papers can live in it. So,

when 'the purchaser' dies, the partner cannot continue to live here if his name is not on 'the papers'. This has affected one man very traumatically because his wife has had to move to a high dependency dementia unit

and only her name was on 'the papers' so he had to move out. It was the second marriage for both (but was of over 30 years) and they had always kept their money separate (her children wanted him to stay in the

unit but this was not possible). He could buy it but only after 'the lease owner' had taken the 33% and other exiting fees which I gather ends up being the best part of 50% of the selling price.

Further to this leasing/not owning, each one of the Unit leasers pay rates. Is it not the case that tenants don't pay the rates - the owners do?

I hope this contributes to your wealth of knowledge and protects people in the future and thank you again for asking for our input. I would be happy to help in any way if it helps your 'knowledge'.

Sincerely

Robyn Foskett

A solid black rectangular redaction box covering the text below the name.