

To

The Parliamentary Review Committee
Local Government Act, Victoria.

From

Trevor Lawie

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

10 06 2016.

SUBMISSION RE RETIREMENT VILLAGES ACT REVIEW

Subject: Incomprehensible contracts.

To whom it may concern:

My wife Eileen and I are 6-year Loan-Lease residents of [REDACTED] Retirement Village, Leopold.

While our relationship with management is cordial, we feel that the contract signed on entry needs to be simplified into plain English as has been already accomplished in the insurance industry.

Because of the convoluted legalise in this document, we are obliged to take management's word, should a query arise. I am told that even if forced to go to a lawyer, you have to find one who specialises in the retirement issues field.

If as a reasonably literate person I can't make head nor tail of it, what about seniors who had to start work at 14? Or New Australians to whom English is a second language? Inevitably, would-be residents who are attracted to the village lifestyle just sign the thing.

Should circumstances change however, necessitating an early exit, then disputes arise, almost always ending in, 'I didn't know what I was signing,' even where legal opinion has been sought.

Hopefully your committee can resolve this issue as well as many other problems in this sector.

When you have made your recommendations, an independent umpire such as an ombudsman would save all concerned a lot of grief.

Thanking you for your attention,

Trevor and EileenLawie.

To

The Parliamentary Review Committee
Local Government Act, Victoria.

From

Trevor Lawie

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

10 06 2016.

SUBMISSION RE RETIREMENT VILLAGES ACT REVIEW

Subject: Differential Council Rates

To whom it may concern:

My wife Eileen and I are 6-year Loan-Lease residents of [REDACTED] Retirement Village, Leopold.

You are no doubt aware that our representatives have been in protracted mainly fruitless negotiations with City of Greater Geelong representatives. Now that the entire Council has been sacked (karma) there should be less obfuscation encountered. We are appreciative of the pension rebate, but still feel we are being short changed on rate charges, given that the only significant Council service we receive in the Village is a weekly waste pick up. I understand that the State Government has issued differential rate guidelines to individual councils. Ours has chosen to ignore them. Perhaps these guidelines could be made mandatory, thus bypassing Council bloody-mindedness.

Hopefully your committee can resolve this issue as well as many other problems in this sector.

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Thanking you for your attention,

Trevor and EileenLawie.

To

The Parliamentary Review Committee
Local Government Act, Victoria.

From

Trevor Lawie

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

19 06 2016.

SUBMISSION RE RETIREMENT VILLAGES ACT REVIEW

Subject: Contents Insurance

To whom it may concern:

My wife Eileen and I are 6-year Loan-Lease residents of [REDACTED] Retirement Village, Leopold.

Under the terms of our contract, we understand that residents are responsible for the maintenance of contents and chattels. Accordingly, we are required to cover these items with contents insurance.

Unfortunately, no insurance company we are aware of will recognise motor burn out of, for example fixed air conditioners, claiming such items are classed as part of the building. However, management does not want to know about this, saying air conditioner maintenance is on our heads. We are unable to insure the buildings, to include motor burnout, because we do not own them (Management has a separate building insurance policy).

Hopefully your committee can resolve this issue as well as many other problems in this sector.

When you have made your recommendations, an independent umpire such as an ombudsman would save all concerned a lot of grief.

Thanking you for your attention,

Trevor and EileenLawie.