

Rec. 15/6/16

Hello,

I came to [REDACTED] Ballarat two years ago to be closer to my daughter in Melbourne. I knew noone here and didn't know Ballarat.

I moved into a new build. To have basic trade mistakes fixed was a long battle I didn't win until after I received advice from Consumer Affairs. And then only partially. The maintenance man did many jobs (some poorly) which the owners should have seen to.

All the managers treated me like a retarded 6 yr. old.

For example

1. The back laundry door flew open frequently when a strong southerly blew up. The building manager demonstrated how to fix it: you grab the door with both hands, slam it shut with as much force as you can muster. The house shook. It never worked for me as I wasn't strong enough.
2. Six months after I arrived we were told we could no longer plant annuals in the front garden, as the manager's wife didn't approve. One very nice, gentle lady (whose sick husband died the following January) objected. Story short - we then get a letter from the Resident's Committee demanding that the lady apologise to the manager and that we all show the manager respect.

(BTW - the flower ban fell through)

I became a letter writing maniac !!!

- (a) the manager totally mismanaged.
- (b) Res. Comm. failed to support a resident by attempting to solve the matter.

For a year I'd been trying to get to know residents. I attended bingo, boat scuttling, bowls etc. But most of the people in here have friends and relatives around Ballarat.

I now belong to many interest groups in Ballarat and have a lovely life outside the village.

### Conclusion.

1. The managers made sure they followed Country Club Village guidelines, to the exclusion of residents welfare.
2. The Res. Comm. had no interest in working for the good of residents and they too did ccv's bidding.

I'd be out of here next week if I could afford the exit fees.

I'm getting to the stage where I really don't want to keep this place in even o.k. condition, as I know I'll be paying through the nose for new carpets, blinds and everything they can touch me for.

Thank you for the opportunity to rent!

Robyn Cooper

[REDACTED]

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**From:** Robyn Cooper [REDACTED]  
**Sent:** Monday, 13 June 2016 9:28 AM  
**To:** LSIC  
**Subject:** Have your say on Retirement Housing

Hello,  
I replied to your flyer and sent it snail mail last week.  
That very same day our Residents Committee disbanded until the AGM in October .  
Due to some childish power squabbles I'm told.  
Now the managers are in control and we residents have no representation.  
How stupid can old people get ? I doubt any of them bothered to read the guidelines . How can the Residents Committee be held accountable for their actions ?  
And how can the owners of these villages be prevented from money grubbing from exiting/dead residents ?

Robyn Cooper  
[REDACTED]

Sent from [Mail](#) for Windows 10

[REDACTED]

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**From:** Robyn Cooper [REDACTED]  
**Sent:** Wednesday, 15 June 2016 5:08 PM  
**To:** LSIC  
**Subject:** have your say on retirement housing

Hello,

I wrote a letter to you on this subject last week.

I emailed about the collapse of the Res.Comm. this week.

Now I find out today that the managers have resigned . They only arrived at the start of this year and say they'll be leaving in a week .

I know nothing about the circumstances . But I'm assuming that these new managers were given a rough time .

Who'd like to live in such a mess of a place ?

[REDACTED]  
Robyn Cooper

[REDACTED]

Sent from [Mail](#) for Windows 10