

[REDACTED]

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**From:** Inquiry into the Retirement Housing Sector POV eSubmission Form  
<cso@parliament.vic.gov.au>  
**Sent:** Monday, 13 June 2016 3:45 PM  
**To:** LSIC  
**Subject:** New Submission to Inquiry into the Retirement Housing Sector

Inquiry Name: Inquiry into the Retirement Housing Sector

Mrs Barbara Heller  
[REDACTED]

[REDACTED]

**SUBMISSION CONTENT:**

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Council rates for Retirement Villages within Victoria: I wish to recommend to the Parliamentary Committee for the introduction of the necessary legislation for Local Government Councils to make it obligatory for councils to provide a "Differential Rate" to the residents of retirement villages. Currently retirement villages pay totally for the repair and maintenance of the facilities within their villages by fees paid to the managers or owners of the villages. These facilities include maintenance of roads, footpaths, kerbs, drainage and street lighting. In addition the village I reside in has facilities for example of a swimming pool, outdoor bowls area, library and a lifestyle and wellbeing support section. This reduces the pressure on the community use of such facilities normally provided by councils. At this stage most councils appear to have given no adequate consideration to implement the changes made to the legislation over recent times and to give a rate reduction for village residents.

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File1:

File2:

File3:

[REDACTED]

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**From:** Inquiry into the Retirement Housing Sector POV eSubmission Form  
<cso@parliament.vic.gov.au>  
**Sent:** Monday, 13 June 2016 3:50 PM  
**To:** LSIC  
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Inquiry Name: Inquiry into the Retirement Housing Sector

Mrs Barbara Heller  
[REDACTED]

[REDACTED]

**SUBMISSION CONTENT:**

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Appointment of a Retirement Housing Ombudsman:

There appears to be no one simple and easy forum for the resolution of problems in respect to retirement village matters and it is considered desirable for the appointment of a Retirement Housing Ombudsman who could efficiently handle these matters in a similar way to the already existing operations of the Energy and Water Ombudsman or the Public Transport Ombudsman Victoria. Retirement village residents face numerous problems, however often these problems are not known by the public at large. Internal dispute resolutions are in many cases not taken seriously by Village Management and therefore must be taken to VCAT which is often a lengthy, stressful and expensive process. To this end an Ombudsman is needed to provide a free, effective and fair dispute resolution service to residents.

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File1:

File2:

File3: