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**From:** Inquiry into the Retirement Housing Sector POV eSubmission Form  
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**Sent:** Monday, 13 June 2016 4:37 PM  
**To:** LSIC  
**Subject:** New Submission to Inquiry into the Retirement Housing Sector

Inquiry Name: Inquiry into the Retirement Housing Sector

Ms Margaret Tonkin  
[REDACTED]

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**SUBMISSION CONTENT:**

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I have experienced in over 11 years residing in a unit as an independent living person, that I have no professional status or business acumen or apparent life experience when it comes to having a voice, let alone an ability to arrange, with other residents, activities and interest based programs for our mutual participation. I am now a resident who needs to be told when & how to do things. It may be an ageist issue that management must be aware of.

I believe that management has a conflict of interest between being a well run not-for-profit agency with an administrator/manager & reception and maintenance staff and being able to interact with people just a few years' older who choice is to down-size and live with others in the same age bracket and, possibly, life experiences.

Naturally, there is an unfortunate restriction due to budget requirements that limit how communal living spaces can be altered or used as management has the final say.

Yet, monies raised by residents are seen as ways new projects can be financed. If items are purchased by the residents, (eg. a piano, up-grade of TV/DVD equipment or improvement of hearing facilities), these become management property with 'rules' for use. This ownership matter is an awkward one when equipment which we as residents use, yet it becomes obsolete or needs to be upgraded so we pay.

Fortunately, this Retirement Village has always had a number of experienced people with finance/accounting skills. It has been proved each year that regular budget discussions between these residents & the company's finance officers are required for the appropriate allocation of monies to 'our village'. Earlier, with another owner, it was found 'our monies' being used in 'consolidated revenue'.

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