

[REDACTED]

From: Inquiry into the Retirement Housing Sector POV eSubmission Form
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Sent: Monday, 13 June 2016 5:58 PM
To: LSIC
Subject: New Submission to Inquiry into the Retirement Housing Sector

Inquiry Name: Inquiry into the Retirement Housing Sector

[REDACTED]

[REDACTED]

[REDACTED]

SUBMISSION CONTENT:

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Hi!,My name is [REDACTED] and I submit this for my MIL.

We live in [REDACTED] caravan park and feel as if we have been shafted by the new owners/developers.

My 86 year old MIL bought a unit in 2011 for \$35,000 to retire in and this year in March she was given 120 days notice to move either out of the park or to another site inside the park,(that being due on the 8th of July).

We live in the park as well and my OH,(her daughter) is her carer,as she has trouble with her tablets and has difficulty walking,(I'm 59 and my OH is 58,so it will affect us in another 7 and a half years).

She has a caravan,annex and a large enclosed patio that leads to the her shower/toilet and the backyard of her place,(and she could only move the caravan and part of the annex to be compliant or find something else).

She will lose a big section of her current abode and will go to a smaller block,(none of which are ready yet and this time of year any truck moving a cabin in would get bogged).

So she has put a deposit on a small cabin as recommended by the owner but may now not be able to use the cool room panels from her current abode,(which she informed them about via my OH).

So it will end up costing her over \$50,000,(plus the stress of moving).

But even once moved they or the council could still say it's not compliant

She and the other permanent residents were given a part 4A agreement with the A blocked out when the new owner took over in July last year,(so making it a part 4 agreement and it means they only have to give a

120 days no reason notice instead of 365 days for a part 4A agreement)

The first notice she got was that some sites would have to move but not to worry as the owners would cover all reasonable costs,(which later changed to that the resident would have to pay and they would pay for re-connecting to services).

Then a form went around that if residents signed a form they would get \$1000 up front and a further \$4000 once they were successfully moved,(which relies on council approval,compliance plate and their approval).

Two aged pensioners have already been forced out as relocation costs were too high for one and the other one had a unit that would not comply with the new rules which come in force when you move,(any current dwelling was covered as being compliant by the Act).

We have been given notice of a 15% increase to \$115 in rent starting 1st July based on "market" value as the next park up is \$120,(they have a sealed road in and drainage,(we have dirt roads that get washed away leaving large stones as tripping hazards,no drainage and a settling pond as our sewerage).

Whatever increase a pensioner may have got in the last two years would be swallowed up by such a large increase,(that's why private rental is not a viable option for a lot of pensioners as the rate of increase is higher than any increase in the pension meaning they might have to do without).

No one wanted to "contest" the increase as they think that they might be next to be told to move out.

My OH was informed at a meeting with the owner that we were in no danger of having to move,(3 weeks later surveyor pegs were put in place and we were informed that we would have to move at some stage).

The manager has now informed us that we are "safe" as the area won't be developed for another 12 months.

We were informed last week that she could move to a site that was vacated by an annual camper which meant it is too small for her needs as they wanted the annex made smaller to fit the site but as she uses a walker it would be too small as she couldn't move around freely in it.

Then a day after we rejected it they informed us that she could take that site or move out.

We only have a 16 foot caravan that has no tow bar and the rest is cement sheeting and paneling inside,(so nothing is compliant and we may not have enough to stay so what do we do?).

We also have a part 4 agreement but it will take longer to dismantle than a part 4A dwelling and shouldn't be classified as a part 4 dwelling as it bears no semblance to one.

The owner has had plans rejected by the council and hasn't got the promised sites available so now they are forcing people out.

This is now causing stress for my OH and MIL,(it is also causing her to be depressed).

Some sort of lock in contracts need to be put in place to stop this type of bullying by a developer,(if a resident gets told they can move to another suitable site then the owner has to be made responsible in providing that site and not be able to make changes that only suits them).

There needs to be better truthful communication between owners and residents.

There needs to be better protection for residents in caravan parks,(especially for the elderly).

In a number of cases they have no outside support and would be at the mercy of the park owner.

Rules and regulations need to be made clearer so they can be understood by the elderly,(we had to find information and inform a number of residents who didn't understand the way they were written).

We still have to attempt to try and stay here for us and my MIL,(no one trust the owner/developer so it would be better if my name wasn't made public).

Yours,

[REDACTED]

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File1:

File2:

File3: