

Dear Sir/Madam

I am a resident of [REDACTED].

I am sure you will be receiving many submissions from many retirement villages. I doubt you will receive as many submissions as should be sent because many people are too old or too scared to put pen to paper. I know this to be a fact because I live amongst scared people who just want to live out the rest of their lives in peace; many of these people find it too difficult and too confronting. They are aware of the way they are treated, they are also painfully aware that nothing can be done because of their contracts which just keep changing. Resolutions are passed and they do not fully understand what they are agreeing to.

We at [REDACTED] have no legal rights they have all been signed away. There was a special resolution put forward and passed in 2008 and another in 2012. In both of these resolutions people signed away rights they should have maintained, it was part of the group mentality that caused these resolutions to be passed. I was present at the 2012 resolution, I left the room shaking my head, I was a new resident and was astounded at what took place. It was a process that was taking place before I signed my contract. I was not informed before or upon arrival of the action or what it would mean for the village or me personally. The end result was to allow our Major Maintenance Fund money to be spent on renovations to the existing community centre. The centre was burnt down during renovations, a new community centre was designed which involved costs that were over the top, it could have been done better and cheaper. The money to build came from the Major Maintenance Fund as agreed to by an unfortunate passing of a resolution in 2012. The Owners Corporation cannot control expenditure.

The common procedure here is to delay or ignore resident's requests. I am sure the situation here has a bad psychological effect on the residents I am only 68 and I am affected by our management. Some of the older residents find it hard to accept so they whinge and gossip but wouldn't dare speak out. Roof restoration has been promised but has not been undertaken throughout the village. Painting of the exterior of our units has been promised but has not been undertaken throughout the village. Our spouts are in need of restoration. We have dilapidated entrance paths etc. etc. Almost all of the items of issue could have been attended to if our Major Maintenance Fund was not used for capital items.

Our village ongoing maintenance plan which is required by law is the same plan that has been in place for at least 4 years, it is ignored. We get told lies. We do not receive the services that are offered at point of sale. Our homes are deteriorating whilst management takes our Major Maintenance Fund to build capital items and improve assets. We are at the mercy of our contracts and resolutions, these documents need to be put under review by people like your selves who are asking for our submissions. Changes need to be made and they need to be made in retrospect.

Our pool has and remains at this time an item of great concern. The water temperature is always below the recommended temperature for exercise. There are ongoing complaints about the pool, the answer I heard the other day was "if you don't like it go and swim at another pool outside the village".

Management without consultation with residents or advise to residents put in unsightly commercial speed humps, they were put in whilst our new community centre was being built, they were most likely necessary, but debateable however. These damaging speed humps were supposed to be removed after completion of the centre, they are still there despite a petition being taken up by the Residents Committee to have them removed or at least modified. Had that petition been courteously considered by management the unsightly and damaging speed humps would have been removed or easily and cheaply replaced. The Community Centre was completed in February 2015 the speed humps are to be removed maybe next year when again money will be taken from the Major Maintenance Fund to install an elaborate design which has not been shown to the residents. I have seen a preliminary design and I have requested all residents be made aware of the plan, after all we are paying for it whilst our homes remain unattended to.

We should not be responsible for bad drainage or bad sewer connections, but our contract says we are. If the village is sued for neglect or damages claims the residents should not be responsible if we are not allowed to make decisions that would prevent claims. The owner should be made more responsible.

I am hopeful that more can be achieved as we go forward. I watched a news story where the delegation supporting deferred management payments said that the money received by village owners was needed to be used to further develop their asset and build lovely additions to the villages. The idea was that the money to develop their assets came from the Deferred Management Fund, not the Major Maintenance Fund.

I ask that in future owner's assets are developed and paid for by the owners themselves not Major Maintenance Funds.

Thank you

Gail White, [REDACTED]



