

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, 14 June 2016 9:24 PM  
**To:** LSIC  
**Subject:** Our story

We had retired to port Fairy but found that we needed to make another move due to circumstances and forward planning.

We had seen advertisements for [REDACTED] Retirement Village in Ballarat, new, modern luxurious homes. This seemed to be the way to go as it was closer to services that we were going to need in the future.

We put down our deposit and unfortunately we were not shown a display home as none were available but we were assured we would be more than satisfied with our new home. We put our trust in [REDACTED] but find it has been sadly misplaced.

We visited again but were shown a half finished house with no fittings or appliances. When we moved in we soon realised that the finish was not what we expected and we are still finding out more as we go along. We have been here six months.

The shower door in the second bathroom continually jammed creating embarrassing situations for our visitors. Eventually this was replaced but we were told that we were not to tell any other residents that this was done as other residents would have to pay to have this appalling mistake to be corrected corrected.

The air conditioner is a mini air conditioner not suited to the size of the home.

The windows have not been double glazed (unbelievable in this day and age) resulting in much higher electricity/gas bills.

The gas heating is 3 star, we would never have bought such a poor quality appliance or agreed to its installation had we known.

We trusted that our home would be finished to a high standard and this is not the case. It is very disappointing and also very costly. We have had to put on outside blinds, add power points and other unexpected costs. In future we are sure that the low quality appliances will need to be replaced in the not too distant future. We would be reluctant to replace them with like and yet after 6 years [REDACTED] Park will have a 36% interest in our home with no further investment.

We will continue to pay the rates, all service connections etc with no input from [REDACTED] despite their 36% interest. This seems unjust especially with all the other provisions that further decrease our or our estates interest. Eg continual payment of service charges until the unit is resold.

We are pleased that we moved to Ballarat and find most of the time enjoyment in the social life the village offers, but we are extremely disappointed with the poor fit out and finish of our unit.

Julie and Frank Carter

[REDACTED]

Sent from my iPad