

**From:** John Pat Hughes [REDACTED]  
**Sent:** Tuesday, 14 June 2016 10:33 PM  
**To:** LSIC  
**Subject:** Retirement Village Living - Isic inquiry/432

The Secretary, Legal & Social Issues Committee, Parliament House, Spring Street, East Melbourne, Vic, 3002.

Dear Secretary,

My name is John Hughes and I'm living at [REDACTED]. The retirement village is [REDACTED] with over 330 homes and approximately 600 residents and an excellent social committee.

The [REDACTED] Village has been built by AMP and has a representative committee of management with 7 residents and 3 AMP representative.

A few concerns I have stem from the dog policy, whereby you can have dog as long as you come in with it but you cannot replace it when the dog dies.

However, this is not policed by anyone in the village and there have been a number of replacement dogs.

We have been in the village for 5 years and recently it was suggested by our doctor that a Dog would be a good therapy animal for my wife to encourage her to walk around the Village and aid her recovery from a stroke. As required, the doctor provided a letter to the Committee of Management to support our request.

Our own Dog was put down due to old age and arthritis only one month before we moved to the Village.

Our request was denied by the Committee of Management and we were given no reason for their decision. Our Doctor is still concerned and was going to write a strongly worded letter direct to the committee, but we decided that as no suitable dogs of our choice (Sheltie) were available at the time, and we did not want to my wife to be involved in what may have been an extra stressful issue, we decided not to pursue the matter.

My other main concern is the exorbitant fees we have to pay out to the village at the end of our stay at Cardinia Waters. These fees are 32% fixed after 10 years.

There are many villages that have up to 35%, which I feel is a total rip off for the facilities provided even if we wanted to, we could not afford to buy outside the Village and live in suburbia.

These Management Fees should be looked into for future Villages and legislated and controlled. As as we have signed a contract it is to late for us.

Lastly the matter of Council Rates: Councils give little acknowledgement that they get rates off very compressed homes sites, provide only waste collection to the village, and offer no other services to the residents, such as street lighting, to warrant the level of rates that residents are charged.

In fact I believe it is time we had an Ombudsman for Retirement Villages ( and caravan parks) to consider our concerns

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Yours Sincerely

John Hughes

Sent from my iPad