

**From:** [REDACTED]  
**Sent:** Wednesday, 15 June 2016 10:27 AM  
**To:** LSIC  
**Cc:** Wendy Canny  
**Subject:** Fwd: HELP!

Dear all,

I am submitting this letter on behalf of Wendy Canny, my Mother in Law. She had trouble emailing it in to you. Her email and contact details can be found below.

Kind regards,  
Renee Callander.

**From:** [REDACTED]  
**To:**  
**Subject:** HELP!

**Date:** Mon, 13 Jun 2016 15:38:38 +1030

The secretary, Legal and social issues.

Firstly I would like to say I am a poor letter writer. So please excuse, and if anything is ambiguous I am happy to try again.

I strongly support the need for an Ombudsman for over 55 retirement villas.

I have personally had a very difficult and traumatic time where I'm living, our whole community has. We cannot afford proper legal representation and we have tried to get help but we feel there is nowhere to go.

Here are just a few examples:

1. The fees were put up 120% a few years ago. Most of us can't afford the new fees. I applied to consumer affairs and they could not help. I then went to VCATT and applied for legal assistant. I was granted one letter of help, and that was the extent of what they could do. When I asked the one legal letter to be explained to me they said they couldn't and that was the extent of my legal assistance, so that was of no help at all to me. Our experience at VCATT was terrible as the owner of our village brought in Barristers and we had no help and no chance.

2. I have a disability, and voted along with others that no dogs be allowed in our community hall, that we use often. However, three residents have dogs and they are encouraged to bring them into the community room by the Manager. Management has recently been hiring relief staff that bring in dogs. On Saturday 11/06/2016 my neighbour went to see if she could find a parcel that I was expecting to be

delivered. There was a relief manager on duty with a large dog completely out of control, in the community room. We need a safe place to congregate but again we have nobody to help us.

3. I feel very poorly treated by both the owner and the manager. For example, I receive many letters of harassment. I recently received threatening letters claiming outstanding money from last year that I had actually paid. I supplied cheque numbers of the monies they said owing. I never received an apology, just another letter claiming I owed money for another month..I have since replied with cheque numbers to that threatening letter also.

We desperately need an Ombudsman to go to. We feel so powerless, after being so hopeful that consumer affairs and VCATT would help us.

Thankyou for reading the above.

Kind Regards  
Wendy Joy Canny

[REDACTED]