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Sent: Wednesday, 15 June 2016 8:45 PM
To: isic@parliament.vic.gov.au
Subject: Submission to the Inquiry into Retirement Housing

Importance: High

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Good evening,

I wish to offer a comment on the subject of retirement housing.

I base this on my personal experience.

In the past 10 months I have:

- Moved into villa unit in a retirement village in Geelong
- Supported my aunt as, due to illness, she moved from another retirement village, in Burwood, Vic., into residential aged care. My aunt died one month ago, but the sale of her unit has not yet been completed.

As a resident in the Geelong village I am disappointed that the municipal rates payable to the City of Greater Geelong are not discounted to reflect the fact that, as residents in the village, we pay for the maintenance of roads, etc in the vicinity of our home. I agree that we need to pay for garbage rates and many of the services provided by our local Council, but am disappointed that this municipality does not give retirement village residents a modest rate discount, as happens in some other municipalities in Victoria.

With respect to my aunt's unit, my family and I feel that we have been poorly served by the village management, and particularly the sales department.

Their errors and negligence include the following:

- Important correspondence has been lost in the mail, because somehow they village sent it to the wrong address.
- A long delay between the date of vacant possession and our receipt of the paperwork we needed before we could even begin to discuss a refurbishment plan.
- Once we signed the said documents, we were *not* sent a copy of this to file (the copy that has also been signed by the village representative or management).
- Minimal and poor communication with the village sales person, who appeared to have no or little understanding of the legal processes involved with the transfer of ownership.
- My aunt lived in her village for 9 years, and in that period the management changed. Her entitlement also changed, due to units in that village now being 'leased' rather than 'purchased'. What protection is there for residents and/or their families in the face of such change?

I respectfully offer these comments as issues relating to retirement housing are considered and examined.

Yours sincerely,

Lorene Day