

[REDACTED]

From: Carol Loomes [REDACTED]
Sent: Wednesday, 15 June 2016 11:12 PM
To: Carol Loomes; LSIC
Subject: Submission on Retirement Villages Living

To: The Secretary, Legal & Social Issues Committee, 14-06-2016
Parliament House,
Spring Street,
East Melbourne, Vic.3002

From: Mrs. Carol Loomes
[REDACTED]

Dear Sir or Madam,

I would like to inform you of a very disappointing and upsetting series of events that my late husband Colin (a heart failure patient) and I have experienced since moving into this village almost six years ago on 16-08-2010. There has been broken contracts, false advertising, threats and verbal abuse, culminating in Colin's death on 23-09-2013 of which I believe was aggravated by unnecessary stress and anxiety. I wish to inform you of the following incidents:

1. Faulty Building and Plumbing workmanship
2. Threat to sue on Water Leak no.1 (Should be Property insurance claim)
3. Verbal Abuse on Water Leak no.2 " " "
4. Threat to make us pay for Water Leak no.2 " "
5. Broken two year contract to build house of first choice
6. Broken promise to build Club House and Apartments in 18- 24 mths. Six years later still not built.
7. Six weeks after an abusive encounter with owner /developer [REDACTED], Colin died of a massive heart attack on 23-09-2013.

Our journey in this village was supposed to be a happy retirement at the end of our lives, but so far it has been nothing but broken promises and contracts, false advertising, lies, threats, abuse and bullying people who are not well enough to defend themselves.

We have paid a hefty price price for a lifestyle we haven't got to enjoy. Since [REDACTED] has died his son [REDACTED] is trying to fix up his father's poor business practices that have caused a lot of unnecessary pain and suffering to old and vulnerable people. Maybe an Ombudsman would help keep property developers more honest.

Your's Faithfully

Mrs Carol Loomes.