

Rec 15/6/16



9.6.16

To whom it may concern.

I am a resident off the above retirement village, overall my experience is excellent having met wonderful people, but I am a single woman on a single pension, with prices increasing on everything you purchase, life is becoming very difficult that is why I have increasing concerns about the rate rises that keeps happening in the cardinal shine a small group of residents went to see the council but it feel on deaf ears - like all residents I have a small block of land and unit, and yet we still pay well over a thousand dollars in rates, or we get a cut but considering the only thing the council does for us is empty our bins we are completely self contained in the village, it is totally unfair on us residents where will it finish I don't know, but with that thought I feel sick with worry.

The second thing the worries us is the exit fee that we pay, when leaving the village, not only that fee but on top of that we have to pay for curtains painting and new carpet why can't the cost of these things come out of the exit fee, my feeling is the longer you are there the less you should pay

but it is the complete opposite, the less time you are there the less you pay. A.M.P. owners of the village are doing very nicely thank you, it should be the first option I said, not only that when you die and your family are left to pay the levy for about six months, such a disgrace, yes we know all these things when we come into play but you have to live somewhere.

and yes an industry ombudsman would be a fabulous idea, at least somebody we can voice our concerns to.

many thanks for taking time to read this letter, I hope it helps somewhere along the way.

Kind regards.

Gail R. Kelme. 