

The Secretary  
Legal & Social Issues Committee  
Parliament House  
Spring St  
East Melbourne  
3002

RHS SUBMISSION 26

RECEIVED 25/05/16

To Whom it May Concern

I believe, as do most others residents of our village that we are treated unjustly, unfairly and are bullied by our management.

We have proved that VCAT does not work for retirement village residents, as it certainly did not for us. Our story is one that has been going on for years and in desperation we went to CAV and VCAT, to no avail. We could not afford a barrister for VCAT and the Member had absolutely no sympathy for, or empathy with us and our case.

It was an extremely stressful and expensive process, which caused great hardship to our residents, who are elderly of course.

Our Retirement Village Manageress has put our fees up 120% and rising. Many of us are pensioners so what little funds we have are being depleted rapidly.

Residents and their executors are unable to sell their units due to the fees we are charged and Managements attitude to buyers and sellers. We believe there has been unlawful interference in the sale of properties (Owners Corp) by the Retirement Village Manageress.

We have a 'live-in' Manager, she has no empathy for or understanding of the residents. She writes inane letters to us constantly pointing out our faults and our behavior and treating us like children. We are all intelligent, kind and caring people who just want our small village (31) to be a happy and welcoming place. We do not need criticism and carping comments – we certainly do not deserve this. Our hands are tied as far as having this "manager" replaced. She is lazy, and we all wonder what she is being paid (with our money of course) for doing very little, if anything, around our village. We do not need a 24/7 on-site manager.

Our village is in a beautiful place it overlooks the beautiful [redacted] and we, as residents feel very blessed to live here. Unfortunately, there are so many issues with the owners and their choice of manager that many residents are stressed and anxious due to the injustices which have been going on here for years.

Where and when will it all end?

The residents of our village need help, we need an ombudsman.

Yours Sincerely

Patricia Chaplin  
[redacted]