

Rec 15/6/16

SUBMISSION GUIDELINES FOR THE PARLIAMENTARY INQUIRY
INQUIRY INTO THE RETIREMENT HOUSING SECTOR:

NAME:



Name and Details to be kept confidential. I do not wish to appear at Public Hearings.

INTRODUCTION:

[REDACTED] aged 71 years of age. I have lived at [REDACTED] Village – since 2009. It is geared for the over 55's. I chose to live here because I thought it would be a safe haven. NOT SO. I am on a full Aged Pension with no other assets except my dwelling and a car. I own all my furnishings and household goods.

MY ISSUE:

Complete lack of ethical/responsible/professional Village Management and complete lack of responsible overseeing and communication between the Managers' of [REDACTED] Village and [REDACTED] in conjunction with [REDACTED] – the Landlord and owners of the Village. They are the same Company. Management has shown very little interest in providing DUTY OF CARE towards residents as a whole - over their period of tenure.

BODY:

Upon my arrival as a resident in 2009 the then Manager. I was the fourth person to enter the Village and the Manager at that time was very professional and supportive of all the 4 original residents and subsequently the later arrivals. However after few months this Manager retired and [REDACTED] replaced her with new Husband and Wife Managers' one set of Managers' for two weeks on and the second set of Managers' for the following two weeks. This was and still is the catalyst of the ongoing social and dysfunctional situation within Ison.

There is no communication between Village Management and the residents. No mediation is considered where a volatile situation presents itself. Some residents live in fear of retribution - that if they report what they consider unfair and poor social behaviour by other residents to Management their lives in this Village will become intolerable. The Managers favour certain residents over others and this adds to the already difficult situation. There is no element of trust between residents & Management. Management will not discuss problems with You Yang Vista.

I myself have experienced discrimination/victimisation/and complete isolation because of one couple that necessitated me relocating to another dwelling away from them within the Village Complex. Since that time and because of this couple- three residents have sold their dwellings and moved away including a married couple who endured two years of hell not only because of this couple but also from the actions of some other residents within this complex. Management did not want anything to do with it when people tried to discuss the volatile situation with them.

One set of Manager's whose husband is rarely here has become verbally abusive to myself and other residents in front other residents - and this creates acute despondency throughout the Village.

Current Management have their own private business operating within the Village complex in the form of 4 short term rental units – not separated from the permanent dwellings in my street. There has been robbery/theft/noisy behaviour and intrusion on some residents by the occupants. Safety is an issue for concern here at the Village. Management does not respond to complaints from residents re the situation which is ongoing depending upon the type of persons renting the accommodation.

Under the terms of our contract – very little gardening/maintenance is carried out by current Management – even the Mail Room/Garbage areas are not cleaned out on a regular basis even in Summer.

CONCLUSION:

I believe that a strict vetting criteria should be put in place to ensure that the appropriate personnel are suited to manage and deal with people making the transition to lifestyle or retirement living.

1. The Lifestyle/Retirement Industry has become a very lucrative business over the last few years and rules/regulations need to be adhered to by all parties involved in order to ensure that people buying into these villages have confidence not only in that their signed contracts including promised inclusions will be honoured and followed through by Management - but by the Landlord - to ensure equality /fairness and respect to the individual resident - irrespective of their financial situation and emotional wellbeing. Many people have not experienced Lifestyle or Retirement living before entering these places and require time to adjust to their new living and social arrangements.
2. Closer scrutiny by the relevant authorities on a regular basis to ensure that all Lifestyle/Retirement Villages are kept in strict accordance with the rules/regulations/guidelines governing such places thereby making them a SAFE and HEALTHY environment to reside in.

Thank you for the opportunity of contributing to the above inquiry.



13/6/16