

Rec 15/6/16

VICTORIAN GOVERNMENT

RHS SUBMISSION 271

Dear Sir,

Why will my rates be so much more than my home in Highton which was large on a very big block of land? Some small homes here pay higher rates than large homes.

The operator is not using the levy to the best advantage of residents. The appearance of the village is considered before the comfort of the residents. In the Community Centre, requests for sun blinds in some areas to help people with limited sight are not considered urgent. There is not sufficient space for people in wheel-chairs between benches. Chairs are far too heavy for us to move up to a table in the meeting room.

The manager is not sensitive to the occupants needs.

Managers should be available 24/7 like Geelong Grove, and live on site. Solicitor advice was sought, conditions only become apparent after we moved in.

Promised facilities are "in the future".

We need an ombudsman.

Yours sincerely

I was unable to access the internet-