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**From:** Inquiry into the Retirement Housing Sector POV eSubmission Form  
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**Sent:** Thursday, 16 June 2016 5:52 PM  
**To:** LSIC  
**Subject:** New Submission to Inquiry into the Retirement Housing Sector

Inquiry Name: Inquiry into the Retirement Housing Sector

Mrs Ivy Buttner  
[REDACTED]

[REDACTED]

#### **SUBMISSION CONTENT:**

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I am a resident living in a Retirement Village and my concerns are as follows:

1. Surrender of lease
2. Forced to move units and resulting lost

1. The unfairness of a clause in the contract relating to when I move out of my unit or may family have to sell up.

The wording is all in favour of the owner. The owner decides what refurbishment work is to be done and who will do the work. The contract also states "refurbishment work includes (but is not limited to)" – wording open to possible upgrading works at resident expense. Anecdotally this has happened.

It also can be argued that fair wear and tear is a capital cost and any costs should be the responsibility of the owner/operator.

I have worried ever since I came into my unit as to whether there will be anything left when I leave.

2. I moved into a Unit that was worth 330K-335K due to matters outside my control I had to be moved to a new unit. My Cloths line became a shared one and my car space changed both inadequate. This Unit was worth \$314K I was told originally that it would not cost me to move I found out later that on change over I lost \$12K-21K depending on what price you value the new and old unit and when I leave this unit I will again have to pay an exit fee for making good another unit. I was not told clearly and concisely what it would mean to move. I loved my original unit and it was unfair I had to be moved due to a neighbour that was bullying me, he should have been moved and suffered the loss or costs of moving not me.

The outcome for me was loss of funds, inconvenience of moving and loss of asset value. Worried about the future and sick from having to put up with the bullying until the matter was resolved. People of my age

should never have to put up with these things I signed up for quiet enjoyment of my home and surroundings.

An Ombudsman appointed would give me an avenue to peruse and resolve and having an Ombudsman in the industry at the time of my problem I may have not had to move in the first place.

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File1:

File2:

File3: