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From: Inquiry into the Retirement Housing Sector POV eSubmission Form
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Sent: Thursday, 16 June 2016 6:24 PM
To: LSIC
Subject: New Submission to Inquiry into the Retirement Housing Sector

Inquiry Name: Inquiry into the Retirement Housing Sector

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[REDACTED]

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SUBMISSION CONTENT:

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I am a resident and Committee Member at a Retirement Village and I would like to make the following comments:

1. Pressure to change the management Structure
2. Elder Abuse
3. Structural issues

The push seems to be coming from the Owner from all sections of the business. When dealing with the legal team when residents are in the process of moving into a care facility, the process has, on occasion been hindered by the delay in receiving important information from the Owner. When asked if the information can be passed on via the Village Manager's email address the response is in the negative, stating it is a conflict of interest and it would be different if the manager was an employee of the Owner.

Whilst at an Association level, the resident is the most important person in the equation, the Owner has obviously conflicting ideas and using these tactics is not conducive to a pleasant experience for a resident moving on or a family of a deceased resident.

Changing the management structure for a small village hits the hip pocket of the single resident on a pension and we are hearing war stories that the extra costs would put up a levy by more than \$60 per month this will cause much anxiety to our residents on fixed incomes. Village that have changed over management are not happy why should we be forced through underhanded tactics to change.

One of the problems affecting our village is structural cracking, there is a continual debate and arguments over who is responsible to fix the cracking in and on the outside of the Units. We are not talking about a little movement, it is cracks spanning the wall and across the ceiling, sometimes daylight can be seen through cracks and they are wide enough to put your hand into them. Leading us to believe that the slab has moved. We are effectively tenants and not responsible for such things. The gaps cause drafts push up

heating and cooling costs and cause anxiety to residents affected, they feel no one will listen and they just have to put up with the cracks.

Finally the Owners representatives, using bullying and intimidation tactics are a disgrace, and a forum for the purpose of resolving such matters other than the court system in the form of a Retirement Village Ombudsman would be advantageous.

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File1:

File2:

File3: