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**From:** Inquiry into the Retirement Housing Sector POV eSubmission Form  
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**Sent:** Thursday, 16 June 2016 6:36 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]

[REDACTED]

**SUBMISSION CONTENT:**

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I am a resident residing in a retirement village and have done so for the past 15years. Over this time I have seen owners come and go, and I worry when I hear about people not being able to obtain their money back when they or their family leave their unit and the concern of the liquidity of the owner.

I worry about how much will be left to the family as the contract is ambiguous as to my responsibility and how much I will be charged to make good the unit, the time frame for decision making is so short, how can my family who may be suffering grief with me passing be able to make a decision in the limited timeframe allowed for.

My biggest issue in my unit is the 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 me as I am affected, I feel no one will listen and I just have to put up with the cracks.

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: