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**From:** Inquiry into the Retirement Housing Sector POV eSubmission Form  
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**Sent:** Thursday, 16 June 2016 6:42 PM  
**To:** LSIC  
**Subject:** New Submission to Inquiry into the Retirement Housing Sector

Inquiry Name: Inquiry into the Retirement Housing Sector

Joyce Hallett  
[REDACTED]

[REDACTED]

**SUBMISSION CONTENT:**

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I am a resident living in a retirement village and have done so for the past 28years.

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. My cornices are split and I have had a wall explode and a hole has appeared and the plaster is not straight. 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: