

Rec 17/6/16

[REDACTED]
[REDACTED]

We are 76 years old pensioners living in a [REDACTED] We own the building and have a life time lease on the land and have been residing here for 10 years.

Right from the start the park owners ignored all council and CFA regulations and built 20 units. After 18 months the local authorities became involved with the result some residents had their garage doors removed due to CFA regulations and all the residents on the west side of the park 15 units have had emergency gates installed in the rear of their properties, this amounted to these residents losing 10%. The area has to be kept clear at all times and gates are not to be locked.

When we purchased our site the maintenance fee increased by \$5 a week because we had a larger site. No compensation has been paid. The owner will not enter into any correspondence, or talk to us.

After 10 years no maintenance has been done around the park which makes the park look very drab and most of the residents are not happy.

Our site agreement states rent increases by CPI annually 1st July, now the owner wants to increase it by any amount he thinks, on this occasion 4.5%. This year's CPI is 1.7%.

When building commenced 11 years ago, the plan was for 60 units but with the local authorities becoming involved this has reduced the park to 50 units so this is why the owner could be trying to increase the rents by the larger amount.

At the present time we are in correspondence with consumer affair with regards to rent increases.

As pensioners we are entitled to a water rebates.

We very generously signed an agreement to the owners so they may receive this rebate to help with expenses in the park. Some resident have received letters from the owners that if they do not sign over there rebates a water meter will be

installed, even though the site agreement clearly states all rates are payable by the owners.

3years ago some resident formed a garden club with the help of the owner for garden maintenance with the necessary tools. In Oct 2015 we received a letter from the owner that his insurance company would not cover us if we had injuries while in the common areas 'We ask for his insurance company so that we could organize a disclaimer form from suing for any injuries that may occur. We enjoyed doing the gardens and the front of the park was immaculate with residents and the owner saying how nice it looked. Up to this date we have not received a reply. The owner is now employing 3 laborers to do this work.

There is no caretaker or a residence committee in the park.

[REDACTED] who we pay the weekly rent to and all correspondence for the park has to be addressed to them but we find that most of our letters still remain unanswered.

There needs to be some form of reasonability or laws that commit the park owners to meet with the residents at least every 3 months. The way this park is run is a absolute disgrace.

Before buying into this park we managed retirement village for [REDACTED] [REDACTED] in the ten years we were employed by the above company we never experienced any situations like this.

Annie Thomson.
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