

**From:** [Barry Mckercher](#)  
**To:** [LSIC](#)  
**Subject:** Retiree Parliamentary Inquiry  
**Date:** Monday, 20 June 2016 10:43:34 AM

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To Whom it May Concern,

One of our concerns is that there was no transparency given at the point of sale. In as much that a rosy picture is portrayed and no redeeming qualities are mentioned. We feel that a duty of care is necessary and that Managers or Sales people should be obliged to point out the pitfalls instead of push, push, push for the purpose of a sale.

**Example:**

Caravan/Leisure Vehicle parking:- Despite allocated area being full and no other parking option available within the Village, sales and management were continuing to advertise and close a sale with the promise of secure parking available for new/incoming residents....only to be disappointed on entry to find that parking was not available. It was only as a result of Resident Committee intervention that the practise ceased. From first hand knowledge we know that sales have fallen through due to lack of caravan parking, with a wait list not acceptable to some purchasers.....Thus, the reluctance for sales personnel to advise of the true situation.

Whilst in many cases Village life is more secure, offers an enjoyable lifestyle and less domestic responsibilities, there are usually a number of down sides also.....these are often outlined in the Village "Rules" document, but many are not, particularly if the Operator and/or Management are unnecessarily/unreasonably dictatorial. There should be some form of control as to exactly what an Operator/Manager can & cannot enforce, as sadly for the Residents.....rules are usually in favour of the operator after all the Manager is an employee of the operator therefore has allegiance to his/her employers for asset and profit protection.

**The Village Rules must be given to all prospective buyers.**

Probably the saddest thing of Village life we have seen in our time of Village life is the "Bullying and Disrespect" of Residents both verbal and written.

Living in a "For Profit" Retirement Village there is definitely operator reluctance to recognise and work with a Residents Committee; in fact some representatives of Operators are extremely unpleasant and difficult to deal with.

Barry & Glenda Mckercher  
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