

Rec 20/6/16

16.6.16

Dear Nina Springle,

Thank you for your letter of 26-5-16.

I have lived here for six years and four months and until the last year or so have been happy with what management fees gave us.

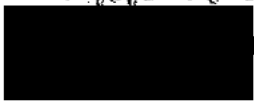
Maintenance inside consisted of replacing lightbulbs when necessary, cleaning of glass fittings twice yearly, all fans, reverse cycle heaters, range hood fans and all others also cleaned twice yearly.

Any problems with subboards etc also attended to. Outside front windows only cleaned twice yearly. The bus to shopping centres ran Friday of each week with a choice of four times. Also twice monthly bus trips to places of interest.

Now we have no indoor maintenance at all, except for smoke alarms, anything else must be paid for by tradesmen or charged for if by management.

We no longer have a paid bus driver a female member of the nursing home staff is now driving the bus, thus saving the wages of the male driver, now we have only one bus for shopping and as it is for three hours, far too long and passengers are well down in numbers. If our lady driver is unable to drive as has happened recently due to a fall we can't have the outings and the Triology bus is manned by either the gardener or maintenance man. Despite our pleas the manager will not give us a paid driver and choice of several runs.

We realise all business must run at a profit, but cutting back on wages here is not giving us the service we need. Nothing at all has ever been done for the back of the Villas, we can only wonder why?

Thank you for your help we realise our complaints are not as serious as some, but we would be happier if things could improve. Sincerely,  (E-STAMP)