

Rec 21/6/16

20/6/16

The Secretary
Legal & Social Issues Committee
Parliament House
Spring St
E Melbourne 3002

Dear Sir

I have lived in the [redacted] Retirement Village for almost twelve years. When I first came it was an 'Inge' village, and there felt to be a much more friendly and warm relationship with the owners. There was a 24/7 first-aid qualified staff always present, with adequate to good management staff. Now we are an 'Aveo' village, with a much more remote relationship between residents and management. That staff is here only between 8.30am - 4pm Monday to Friday, except that there is no one here on public holidays. We have 'Junsall' care, based in Queensland for emergencies. (The phone contact is slow.)

Aveo (or whoever actually owns the Village) is in the process of remodelling the Community Centre (not owned by the residents). The whole process is running more than 6 months behind schedule, causing much inconvenience.

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It has been effected without consultation with residents, and many things (e.g. HEAVY new furniture) are less than satisfactory.

However, better things could have been done with the money. Our roads are in very poor condition; old emergency systems are still in the units, roofs need cleaning; fences replaced (some have been done, but money is short)

Manningham Council have refused to lower our rates - we pay rates for the aforementioned ROADS! We understand two municipal councils have lowered rates for villages by 25%.

Still, I am happy with village life here. It is a shame, however, that conditions are not as pleasant and LIVABLE as they were when I moved in. Any way your Inquiry could help us here would be greatly appreciated.

Yours sincerely

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