

SELANDRA RISE RETIREMENT VILLAGE RESIDENTS' COMMITTEE.

28th May, 2016

The Secretary
 Legal and Social Issues Committee
 Parliament House
 Spring Street
 EAST MELBOURNE. VIC. 3002

**RE: Parliamentary Inquiry into the Retirement Housing Sector.
 Retirement Housing Ombudsman.**

In connection with the Parliamentary Inquiry, currently being undertaken by the Legal and Social Issues Committee into the Retirement Housing Sector, the Selandra Rise Retirement Village Residents' Committee wish to submit our support for the appointment of an ombudsman to ensure improved forms of dispute resolutions with retirement village operators in a similar manner to the already existing operations of the Energy and Water Ombudsman or the Public Transport Ombudsman Victoria.

Retirement Village residents, many of whom are quite elderly, face numerous problems when dealing with village management and when internal disputes are not taken seriously by village management or cannot be resolved to the satisfaction of the resident(s) concerned, this then requires residents to access VCAT which can be a stressful, lengthy and expensive process.


Complaints from residents cover key issues such as:

- inadequate repairs and maintenance
- intimidation by either management or other residents in response to complaints
- the complexity of contracts
- the length of time for the completion of problems
- lack of financial information and accountability by management.

An ombudsman would provide residents with access to a free and independent dispute resolution without the need for lawyers.

We fully support the Inquiry and firmly believe the appointment of a Retirement Housing Ombudsman would give greater peace of mind to residents knowing they had a representative speaking on their behalf in a fair and effective manner with owners/management of retirement villages.

Yours sincerely,


 Les Ager
 Secretary
 for the Residents' Committee

Address: 