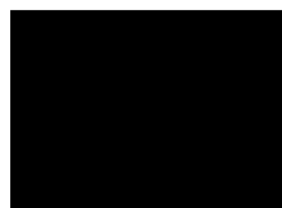


Rec 24/6/16  
Sub 384



20 June 2016

The Secretary  
Legal & Social Issues Committee  
Parliament House  
Spring Street  
East Melbourne Vic  
3002

Dear Sir / Madam

Re: Inquiry Retirement Housing

Based on my personal experiences as a resident, [REDACTED]  
operated by [REDACTED] provides an ideal retirement lifestyle.

This is due in no small part to the professional approach adapted by Village Management to the **day to day** demands of an undertaking such as this. The shortcomings which occur beyond these demands are detailed below

**Routine maintenance** of village assets which are of common interest to the Company and Residents is of a high standard. This work is carried out by fulltime staff members assisted by external service providers as required

In addition [REDACTED] implements extensive refurbishment programs covering **Cyclic / Periodic Maintenance** of Living Units. Work is carried out by quotation/contract (?) employing a number of service providers. (Trades and others)

Residents take possession of "as new" Units which include sought after features such as updated kitchens, bathrooms tiled back yards, attractive gardens etc

After occupation internal Unit **Routine Maintenance** including rectifying defects etc is the residents responsibility,

Once again based only on my own experience:

- There is an urgent need for the principles of **Contract Management / Supervision** to be applied to refurbishment programs in order to ensure **Industry Best Practice** (On site management does not have this specialist expertise nor should this be expected.)
- Disputes must be referred to independent arbitration with the appropriate credentials and active in the industry. Currently<sup>1</sup> this is not the case.

There need not to be an additional cost to [REDACTED]. Independent expertise can be handled as any of their external service providers. In addition this approach would give greater protection to all concerned

Providing community living is a growth industry requiring stricter government controls including an Ombudsman.

In a rapidly changing society Senior citizens require greater protection assistance and support **generally**. Aged eighty eight I have become fully aware of this.

I appreciate the opportunity to make comment

Yours Sincerely

[REDACTED]  
W. J. ( Ian ) Gardner

BRIEF CV. ATTACHED

**BRIEF RESUME****WJ(Ian) Gardner****QUALIFICATIONS:**

Bachelor of Science (Civil Eng.) **1953**

University of Natal. Durban South Africa

**Post Graduate Cert. Business Admin 1978**

University of Melbourne Summer School

**CAREER OUTLINE**

Australia **1959 2010**

1959 - 2010 Years

Snowy Mountains Hydro-Electric Authority

Country Roads Board / Road Construction Authority Victoria

Elected workforce rep. Authority Board

Ackehurst Gardner Thomas and Associates

Civil Eng Consultancy Services. Nationwide

**South Africa 1949 1959**

Anglo American Corp

South African Railways Airways & Harbours

Seconded to Special Projects Group

Municipalities of Springs & Nigel. Local Government

Provincial and Territory Roads Departments

Transvaal & South West Africa / Namibia

Regional Engineer (Northern) SWA