

**From:** [Inquiry into the Retirement Housing Sector POV eSubmission Form](#)  
**To:** [LSIC](#)  
**Subject:** New Submission to Inquiry into the Retirement Housing Sector  
**Date:** Monday, 27 June 2016 11:10:56 AM

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Inquiry Name: Inquiry into the Retirement Housing Sector

Audrey Ridgwell

[REDACTED]

[REDACTED]

[REDACTED]

**SUBMISSION CONTENT:**

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I am a resident living in a retirement village and I think an ombudsman would be very beneficial for our village, someone to voice our opinions and complaints to.

My concern is the surrender of lease

At this moment I have concerns for/over financial matters for my family upon my departure from my unit. At the moment the costs are phenominal. It would not leave my family much. After all we, the residents have been putting in funds to pay for owner assets for years. I dont think it is fair that i have to pay for replacements at the end of lease. Installing an air conditioner was optional when we came in, we brought our own split system on entry... we understand that it has to be removed at the end as it is an addition but i worry my family will have to pay to have one installed at the end as it is a standard now. I believe my contract says normal wear and tear given its age i dont believe it means renovation. For them i sincerely hope that the costs taken out for the unit at the end are greatly reduced to what i should pay and no more.

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File1:

File2:

File3: