

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 1:35:42 PM

Inquiry Name: Inquiry into the Retirement Housing Sector

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[REDACTED]

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SUBMISSION CONTENT:

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I am a resident living in a retirement village. My complaint relates to the condition of my unit.

The north east corner has a crack to the foundation this crack started back in 2009.

There has been a lot of correspondence and some discussion with the Owner during which they informed me the area of concern was not deemed to be structural and appeared to be safe.

I made a complaint to Consumer Affairs in September 2009. After some considerable time I received a reply from them that the work needed to be carried out.

Shortly thereafter the owner contacted me and told me that it was necessary to carry out repairs as soon as possible. This matter took 16 months to resolve. Had I been able to directly contact an Ombudsman this repair would have been completed in a more timely manner and with a lot less worry and concern on my part.

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File1:

File2:

File3: