

From: [Inquiry into the Retirement Housing Sector POV eSubmission Form](#)
To: [LSIC](#)
Subject: New Submission to Inquiry into the Retirement Housing Sector
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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 and have done so for the past 17 years.

My stove didn't work when I came in to the village and it still doesn't work. the locks on my doors don't work and have never worked. I have cracks in my house and I believe they are not the typical cracks you get with movement. My shower has a high lip on it, and I have been told it is an OH&S issue I have been told it would cost over 10K to fix I have a lot of difficulty in getting into the shower and this will only get worse and I fear I will fall and I will no longer be able to live independently.

Sometimes I think the owner has no idea of the market they are selling too. I suppose I will find at the end my family will have to pay a higher exit fee to upgrade the unit. I want to know why they have to pay. I know it isn't required in my contract but I have heard that Marketing say unless it is upgraded it wont see... I am not sure this is the case as there are a lot of vacant units in our village so I believe it will make very little difference. Overall the owner wins and the resident well they are lucky to walk away with anything.

I am sure an ombudsmen in the industry would be a great help to us residents.

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File1:

File2:

File3: