

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 3:51:44 PM

Inquiry Name: Inquiry into the Retirement Housing Sector

Juaneta & malcolm Micallef

[REDACTED]

[REDACTED]

[REDACTED]

SUBMISSION CONTENT:

--

We are residents living in a retirement village and this is our complaint.

Upon entry to our villa we noticed and spoke to the then Manager about the following issues:

1. Cracked floor tile in the ensuite
2. Crack above door to laundry from garage
3. Loose tiles on entry to laundry from garage
4. Toilet cistern in ensuite was broken and the water was turned off (eventually replaced)
5. Large nails were protruding into cupboard above microwave area
6. paving at back of villa adjoining the tiled patio was slightly higher which we were concerned about (all they would do was to remove all pavers not rectify so we are dealing with it.
7. no working light on the garage rolla door (never fixed , we tried globes etc still not working
8. Rolla door fitted crooked and later sprung undone (told it was our responsibility so we paid to have it repaired)
9. Sewer blockage (we were told it was our responsibility but in the end the manager agreed to cover cost)
10. Front door was hard to close and warped so bad that you could see out at the bottom. (told it was our responsibility so we had it replaced with a solid timber door. The original one was made with a foam interior, not suitable for external door.
11. Powder room cupboard wouldn't shut because door was hitting pipes underneath (once again our responsibility, we paid to have it repaired.
12. Toilet cistern in the powder room was making strange noises and not filling correctly from the very first day (i was told to change filter, there is no filter in the cistern so we had to pay for a new one to be fitted.

After a few months we also discussed and were told that the following was not a concern unless the gap increased.

1. Front corner brick wall has moved as the window does not align with the brickwork like it should .
2. First layer of bricks are aligned to the foundation however all above are jutting out approximately an inch
3. The bottom corner brick has broken and parts fallen into garden
4. There is a crack in the end wall approximately 1/2 to 2/3rds of the way up. The crack is travelling through the bricks as well as the mortar.
5. Gutter from front porch to down pipe on garage side has never worked well and when it rains quickly overflows behind the gutter, over the gutter, against the brick wall and under the porch along the ceiling which causes the water to build up near the front door. I realise that during extreme rainfalls there are always going to be overflows, but this happens anytime we have decent rain and I fear that the water may enter the wall and damage the interior .
6. Recently noticed that the fascia board/foam is resting on our outdoor blinds and is not against the brickwork

These dot point complaints were mentioned in a letter to our new manager dated 28th January 2016. He has responded indicating that he is reviewing a series of building defects within the village and is in discussion with owners.

I do believe that the appointment of a Retirement Housing Ombudsman would benefit all the senior citizens who have had their lives turned upside down having to deal with heartless village owners/managers who don't seem to care about the health and wellbeing of the people who have put their trust in them . The village life is marketed with the belief that all your worries about the maintenance of the individual units and common grounds are a thing of the past , however, this is rarely the case.

My husband and I have been upset on many occasions re the problems with our unit, however we still love living within our village and continually hope that someone will consider supporting us all so that we can enjoy a peaceful life without constant concerns about how we are going to deal with the continual disregard shown by village owners.

--

File1:

File2:

File3: