

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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SUBMISSION CONTENT:

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I am a resident living in a retirement Village and these are the matters I wish to bring to your attention as to what us as residents have had to endure over the years.

If there had been an ombudsman in the industry many of these things would not have happened or they would have been resolved quicker and at far less cost.

Redevelopment and Body Corporate issues

From 2006 till 2014 I have lived with fear and uncertainty of my share of the costs associated with a legal battle we had to undertake. The village during this time had to live with an eyesore and put up with large trucks and traffic throughout the village. My Levy was being increased due to the costs forced onto residents. I was fearful of squatters settling into an empty building neglected in the middle of the village. I either walked past or looked out over the building, it was such a mess it made me feel unhappy as it was an eyesore. Constant updates by the Committee, were good but they just made me fearful for the future of the village. The outcome after years of fighting have meant that the Association has managed to win and the building has been sold and redeveloped with tight restrictions on [REDACTED] on the build and after it opened. We were lucky to have legal, Consultant and Manager to fight on our behalf but we should never have had to spend the money we did on something we are not a party too. Two developers making decisions that impacted on us. We are retired and elderly we should never have had to deal with the matter. The whole redevelopment and years leading up to it put me under pressure and affected by Health and Wellbeing.

Stormwater drains and pits – Contract ambiguity

Structure has not been done correctly when you remove the lid there are no bottoms on the pits. The pits have to be rebuilt and I believe that this contributes to the flooding within the village into the units. This coupled with inadequate drains means that my place floods. Each time I have to get my carpet dried, mildew forms and causes more issues I should not have to live this way. I am lucky that the Association has paid to fix the issues but the problem comes about because of the defective workmanship that has resulted in these problems. The

village is over 38 years old the draining system is too old especially as it is an outdated plumbing system, the system needs to be renewed surely this is an Owner responsibility as the system is unable to handle the flow of water flowing through with all the development around the village.

Cracking in walls and ceiling inside and out 2006-2016 – Contract ambiguity

The Contract states that I am responsible for the inside of my house. That is all well and good but the workmanship is faulty to start. As a leaseholder, where does the repair stop and the structure begin. How big has a crack got to be, I can see daylight, there is a draft..is that enough?. This has worried me ever since I came in, there have been cracks on the outside of units including mine. I came into the village to enjoy my life what was left I worry how bad the cracks have to be to be fixed, how long do I have to pay for heating before it is fixed? The Committee of Management have battled with this for years and finally in 2016 they have accepted responsibility and fixed the problems after the village engaged a Consultant to help the Committee fight for a fair outcome.

An ombudsman means I would have been able to state my case and have a fair hearing and hopefully some action within a shorter period of time.

Bowling Green – Contract ambiguity

Our role in the village is to raise enough money to cover our expenditure. We are not required under our contract to replace assets. We are not owners. Our bowling green is a joke it is a swimming pool for ducks and is marketed as a Bowling Green, it is an eye sore. I came into the village with the expectation that I would be able to play bowls. Every year we request something be done. We are told we need to do a survey, the survey is done and we are then told the survey doesn't go far enough to gauge support so we put a yes or no survey out and made sure residents responded. It is still unresolved, the owner is still calling it a bowling green and people are being deceived.

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File1:

File2:

File3: