

**From:** [REDACTED]  
**To:** [LSIC](#)  
**Subject:** Council rates for Retirement Villages within Victoria  
**Date:** Monday, 30 May 2016 11:03:57 AM

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We would like to recommend that the Parliamentary Committee introduces the necessary legislation for Local Government Councils to be obliged to provide a "Differential Rate" to retirement village residents.

At the moment, retirement villages totally cover the costs for repair and maintenance of the facilities in their villages through fees paid to the managers or owners of the villages. Included in these facilities are maintenance of roads, footpaths, kerbs, drainage and street lighting. The village we reside in also has swimming pool, outdoor bowls area, library and a lifestyle and wellbeing support section, and this obviously reduces the pressure on the community use of such facilities normally provided by Councils.

At this stage most councils seem to have given no proper consideration to make the changes made to the legislation in recent times and to give a rate reduction for village residents.

Hoping for your consideration in this matter.

Denise Watson

[REDACTED]  
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**From:** [REDACTED]  
**To:** [LSIC](#)  
**Subject:** Appointment of a Retirement Housing Ombudsman  
**Date:** Monday, 30 May 2016 11:18:59 AM

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When a problem needs to be resolved concerning retirement villages there doesn't seem to be any simple forum to achieve this. We feel that it is important that a Retirement Housing Ombudsman should be appointed in line with the Energy and Water Ombudsman and the Public Transport Ombudsman Victoria.

Often the public is not aware of problems that face retirement village residents. Village Management often dont take seriously disputes within the village and these disputes must then be taken to VCAT which is very stressful and expensive.

We therefore feel that an Ombudsman is definitely needed for an impartial and fair resolution in these situations.

Denise Watson

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