

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

doris Flungmok

[REDACTED]

[REDACTED]

[REDACTED]

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.

Footpaths– Contract ambiguity

Our village is unsafe, there are not enough paths for us to walk on and we have to walk on the narrow roads, the paths are so old they are a tripping hazard and need to be replaced. I worry that I'm not as good on my legs as I once was and if I fall I will do extensive damage to myself. I know the Committee of Management does the best it can sanding down the areas but the paths need to be replaced and due to the cost the corporate owner doesn't address the issues and nothing gets done. I like to walk and I find that this has impeded by health as I cannot safety walk around the village.

Roads – Contract ambiguity

It is up the village and us as residents to keep the roads repaired in the Village. Replacement Assets re the Owners Responsibility as residents in villages like this are the tenants. Why does the Association and residents have to go to such elaborate measures to get the Owner to do what it is require to do. The Committee were told by Council it had to build a roundabout in the village the owner refused to pay so the village incurred the cost of constructing a makeshift roundabout to satisfy the council request. It was an eyesore but effective and had the desired effect of getting the owner to fix and redo the section. An ombudsman would have been able to resolve this matter without the wasting money. Most of us are on fixed incomes money is important and waste is unacceptable.

[REDACTED] Pit– Contract ambiguity

If I lived on in a residential area [REDACTED] would attend to the repairs or issues in the pit, at their cost, alas we are not we are in a retirement village so [REDACTED] reply is it is private property and we must engage one of their qualified [REDACTED]

Contractors and pay for it. I'm not in a gated Community Im on what amounts to a residential block I am disadvantaged by this line in the sand when it comes to services we have an emergency call system it is important that the pits are in good walking order otherwise there will be a death. The outcome is I can't get the Manager to call and get the issue resolved I have to make the call to restore phone. An ombudsman would be able to get [REDACTED] to do what they should do.

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: