

**From:** [Inquiry into the Retirement Housing Sector POV eSubmission Form](#)  
**To:** [LSIC](#)  
**Subject:** New Submission to Inquiry into the Retirement Housing Sector  
**Date:** Tuesday, 28 June 2016 10:56:27 AM

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Inquiry Name: Inquiry into the Retirement Housing Sector

Lorraine Turner  
[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.

Car Parking– Contract ambiguity

We have 206 units in our village, we have 4 car parks or our visitor, if we have the hairdressers and doctors onsite it means that there is only 2 spots left for all of us residents. The corporate owner has to give permission for the village to put the car parks in but the Association is expected to pay for the car parks. Surely this is an owners responsibility. They were on the original plan so the owner should have put them on the site when in development it is clearly capital works the outcome for me is I can not have visitors or services to my unit and this is clearly unacceptable and why should I be made to pay for capital works. An Ombudsman may be able to apply pressure to fix this problem at our village.

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File1:

File2:

File3: