

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 12:02:22 PM

Inquiry Name: Inquiry into the Retirement Housing Sector

Julie Ockenden
[REDACTED]

[REDACTED]

[REDACTED]

SUBMISSION CONTENT:

--

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. The Village is run by a Committee of Management, with a permanent member being the corporate member. Interaction between the Owner and the village has been strained and over the years the Owner has been overbearing and its representatives bullying using standover tactics and lies to ensure that it has met its corporate agenda.

Redevelopment – Owner would / couldn't help support the village and the village had to take on the legal case. The decision to spend association, resident funds troubled me a lot as I worried we would not win and residents money would be lost we felt we were lied to every step of the way.

Permanent Member the committee decided not to pursue a special general meeting the representative at the time bullied the committee and residents into going ahead with a resolution in its favour without fully informing the residents what it meant to them.

Contract the ore I hear about the contract I have signed the more I know that it

is unfair especially with it comes to the rules of a Resident Association. IF the village wants to change something at village level and the owner doesn't want that changed it can stop the change and example of this was when the whole village wanted to reduce the 24/7 nursing to business hours due to the cost impact on residents.

Village spending Owner representatives would lie as to what the Village could pay for, they tried to stop the village as a whole paying to be a part of the RRVV.

Village Staff the Owner representatives would try to get the Committee to dismiss staff but then they needed their help due to the wrong doing of the employee there was no help to be had.

Unfairness of the corporate owner not paying or its responsibilities forcing the village to use its money to make it vulnerable.

Changing lease/disclosure statements and contracts of which the village is a party to without the knowledge of the Committee when there is a limited power of Attorney/or instrument of authorisation.

Overall the village has spent considerable funds fighting these matters. I like being a Committee member and I think the village as a whole benefits from my efforts, we employ a manager and the village is mostly a happy place to live. We don't take to the interference of the Corporate Manager telling us what we should do making promises to potential residents and causing unrest in the village. These games are impacting on your health and the appointment of an

Ombudsman would be able to help with all of the above problems, cost burden could be reduced and our rights and fear would be protected.

--

File1:

File2:

File3: