

**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 12:42:08 PM

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Inquiry Name: Inquiry into the Retirement Housing Sector

Judith Brown

[REDACTED]

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### **SUBMISSION CONTENT:**

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As a resident living in a retirement village I would like to talk about my personal experience. On viewing a unit before coming into the village I was shown a display unit the kitchen particularly was of interest to me.

I agreed to purchase based on the display unit. Imagine my shock when I moved into the actual unit and I found the kitchen was not the same as the display unit. The kitchen cupboards and particular the benched are very high ... to high for me when I asked the Owner to look at the problem as I had to stretch up to reach over the bench to wash up I was told that that was the way it was... my unit is the only one that has the high benches are I have to live with the kitchen... I have back issues due to the over reaching and I cant reach the power points, cooking for myself is a strain it is most unfair. I hope an Ombudsman should help me fix this as the display unit is not what my unit looks like.

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File1:

File2:

File3: