

**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 1:31:48 PM

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Inquiry Name: Inquiry into the Retirement Housing Sector

June Whitney  
[REDACTED]

[REDACTED]

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### **SUBMISSION CONTENT:**

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I am a resident in a retirement village. On the sale and entry to our unit in march 2006 we were informed by the then manager that we were responsible for replacing the cement at the back door, we were not happy about it but proceeded to do this including a strip of cement under the clothesline we had to put up because our neighbour would not share the shared clothesline.

We have subsequently been told this is common property and the cement slab was not out responsibility. The shared lines are common in the village and if management could not resolve the matter they should have been responsible to pay for the fix. I am a pensioner on a single pension and this has upset me greatly.

An ombudsman would have been baked to help me resolve this matter.

the other matter I would like to bring to your attention is the Cracking in walls and ceiling inside and out 2006-2016 – Contract ambiguity  
The Contract states that I am responsible for the inside of my house. That is all well and good but the workmanship I faulty to start .As a leaseholder , where does the repair stop and the structure begin. How big has a crack got to be, I can see daylight, there is a draft..is that enough?. This has worried me ever since I came in, there have been cracks on the outside of units including mine. I came into the village to enjoy my life what lwas eft I worry how bad the cracks have to be to be fixed, how long do I have to pay for hefting before it is fixed? The Committee of Management have battled with this for years and finally in 2016 they has accepted responsibility and fixed the problems after the village engaged a Consultant to help the Committee fight for a fair outcome.

An ombudsman means I would have been able to state my case and have a fair hearing and hopefully some action within a shorter period of time.

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File1:

File2:

File3: