

Nicola Furness

From: Martin Donnellan [REDACTED]
Sent: Monday, 30 May 2016 1:26 PM
To: LSIC
Subject: Council Rates for Retirement Villages within Victoria

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From: Martin & Jennifer Donnellan
Selandra Rise Retirement Village
[REDACTED]

We want to recommend to the Parliamentary Committee the introduction of Legislation to make it **mandatory** for Local Councils to provide a "Differential Rate" to residents of retirement villages.

Currently residents pay totally for the repair & maintenance of the facilities within the village by way of fees paid to the managers or owners of the villages. These facilities include maintenance of roads, footpaths, kerbs, drainage & street lighting. Additionally, in our village we pay for the swimming pool, bowling green area, library and Wellbeing Support.

This reduces the pressure on the community use of such facilities normally provided & paid for by Council.

At this stage it appears that most Councils including the City of Casey have given no adequate consideration to implementing changes made to the legislation over recent times by giving a rate reduction for village residents.

Yours faithfully,
Martin & Jennifer Donnellan
30 May,2016

From: [REDACTED]
To: [LSIC](#)
Subject: Appointment of a Retirement Housing Ombudsman
Date: Monday, 30 May 2016 1:36:56 PM

From:
Martin & Jennifer Donnellan
Selandra Rise Retirement Village
[REDACTED] e,
Clyde North 3978

Residents of Retirement Villages face numerous problems which are often not known to the public. Internal dispute resolutions are often not taken seriously by Village Management & must therefore be taken to VCAT, which is often a stressful, expensive & lengthy process. We recommend the appointment of a Retirement Housing Ombudsman who would efficiently handle matters. The Ombudsman should provide a free, effective and fair dispute resolution service to residents.

Yours faithfully,
Martin & Jennifer Donnellan
30 May 2016