

**From:** [REDACTED]  
**To:** [LSIC](#)  
**Subject:** Council rates for Retirement Villages within Victoria  
**Date:** Monday, 30 May 2016 1:30:56 PM

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We wish to recommend to the Parliamentary Committee for the introduction of the necessary legislation for Local Government Councils to make it OBLIGATORY for councils to provide a "Differential Rate" to the residents of retirement villages.

Currently retirement villages pay totally for the repair and maintenance of the facilities within their villages by fees paid to the managers or owners of the villages. These facilities include maintenance of roads, footpaths, kerbs, drainage and street lighting.

In addition, the village we reside in has facilities, for example, a swimming pool, outdoor bowls area, library and a lifestyle and wellbeing support section.

This reduces the pressure in the community use of such facilities normally provided by councils.

At this stage, most councils appear to have given no adequate consideration to implement the changes made to the legislation over recent times and to give a rate reduction for village residents.

We are paying the same amount of rates as we have in the past, for our much larger properties, and still within the same council. We don't own our land and have no title; we are living on our savings and pensions to survive.

Yours sincerely

Annie Garbutt ... [REDACTED]

Brian Ostrom... [REDACTED]

**From:** [REDACTED]  
**To:** [LSIC](#)  
**Subject:** Appointment of a Retirement Housing Ombudsman  
**Date:** Monday, 30 May 2016 1:50:47 PM

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There appears to be no one simple and easy forum for the resolution of problems in respect of retirement village matters and it is considered desirable for the appointment of a Retirement Housing Ombudsmen, whocould efficiently handle these matters, in a similar way to the already existing operations of the Energy and Water Ombudsmen or the Public Transport Ombudsmen Victoria.

Retirement village residents face numerous problems, however often these problems are not known by the public at large. Internal dispute resolutions are in many cases not taken seriously by Village Management and therefore must be taken to VCAT which is often lengthy, stressful and expensive process.

To this end an ombudsman is needed to provide a free effective and fair dispute resolution to residents.

Yours sincerely

Annie Garbutt. [REDACTED]

Brian Ostrom. [REDACTED]