

From: [Inquiry into the Retirement Housing Sector POV eSubmission Form](#)
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Subject: New Submission to Inquiry into the Retirement Housing Sector
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Inquiry Name: Inquiry into the Retirement Housing Sector

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[REDACTED]

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SUBMISSION CONTENT:

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From the day we signed the contract the Manager continuously broke or changed it at will:

1- Main switchboard on the wrong side of the house, when asking the Manager, why, because it was on the other side of the house on our drawings, he said that these signed, by him and us, drawings were only "INDICATIVE" and refused to correct it. Only when we told him that he had to stop construction and we would go to arbitration, did he change his mind and corrected it. 2- Laundry, All plumbing in the wrong side of the floor, Electrical on the wrong walls, and door on the wrong side. concrete floor had to be cut up and plumbing re-located, wiring re-done to other side of laundry, same for door. 3- We bought a "Kirkland RH Dutch Gables" house, when roof was on, NO Dutch Gables, when asking the Manager he said that they tried to make every second house a Dutch Gable, when asking who made that decision he said that he did. Considering we were the FIRST house in that street we found that a strange answer, but no gables as we were running very late, out of 13 weeks they only worked for 3 weeks on our house, when asked why, the answer was we're busy. 4- Many times during construction did we remind the Manager, and the Building supervisor, that the outlet for the showers were in the wrong place and every time we were told that it'll be fixed. Only after the tiles were up they had to take a large area down, cut out the cement sheet, move the outlets and repair the wall. And after handover of the house they had to do it all again in one shower because the rod for the shower head was in the wrong location, too close to the floor. At the end we had 18 pages of mistakes and complaints due to faulty workmanship. We realize that mistakes are made, but the constant arguments we had to go through with the Manager to get things corrected caused so much anxiety and stress that I was getting suicidal, not what we expected when we signed up to, what we were promised to be our relaxed and secure environment. Finally before we signed up we asked if we could have our two small dogs, which we were assured was no problem as they (KG) would only allow small lab dogs like ours into the Village. Had the Manager told us that he would allow the most dangerous dogs, Staffordshire, into the Village we would never have signed up. Twice, before we moved here, I've had to fight that breed of dogs to get one of our dogs out of it's jaws. We have objected to this madness of allowing Staffies into a Retirement

Village, but so far to no avail, however we are now talking to the RRVV to see if they can help or if we have to go to VCAT or [REDACTED]. Not the way we want to live our retirement in what was suppose to be to upmarket end of the Retirement Villages. Unfortunately we're not on our own, as a member of the Resident Committee I constantly get told stories similar to our bad experiences. It nearly all boils down to the Managers routinely exceed his authority.

Torben Sorensen

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File1:

File2:

File3: