

From: [REDACTED]
To: [LSIC](#)
Subject: Appointment of retirement housing ombudsman
Date: Tuesday, 31 May 2016 12:57:05 PM

When problems arise in a retirement village they are not often handled well by village management and by appointing a Retirement Housing Ombudsman this would alleviate having to go to VCAT to resolve problems.

This seems to be logical as there exists an Energy and Water Ombudsman and a Public Transport Ombudsman Victoria. Surely people of retirement age in villages deserve equal treatment.

I would like my name and address details to be kept confidential please.

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From: [REDACTED]
To: [LSIC](#)
Subject: Council rates for Retirement Villages within Victoria
Date: Tuesday, 31 May 2016 1:11:25 PM

I am writing to request the Parliamentary Committee to introduce the required legislation to ensure that Local Government Councils provide a "Differential Rate" to the residents of retirement villages.

At the moment retirement villages pay for all necessary repairs and maintenance inside the village and this is covered by the fees paid to the managers or owners. This includes kerbs, footpaths, roads, drainage and street lighting.

There is also less pressure on the local community because of facilities in our village which include a swimming pool, outdoor bowls area, library and wellbeing support.

At the moment there doesn't seem to be enough consideration given to make these changes and to give a rate reduction.

I would like my name and address to be kept confidential please.

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