

**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 5:55:23 PM

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Inquiry Name: Inquiry into the Retirement Housing Sector

Joan Webster  
[REDACTED]

[REDACTED]

### **SUBMISSION CONTENT:**

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I am a resident living in a Retirement Village and I wanted to make a comment of my concern when it is time for me to surrender the lease and I support the following statement and Support an Ombudsmen into the industry. I would also like to understand how a Corporation can take advantage of Pensioner Rebate for Water and Council Rates, Pensioners on Fixed Incomes these dollars could be better spent on giving pensioners a fair go.

The problems associated with this component of retirement village contracts can only be described as horrendous. The only party to dictate terms as to what is required by the outgoing resident to refurbish the unit is the owner.

I wish to draw your attention to a paragraph of all 31 different contracts in my village....." The lessor must then as soon as practicable give to the Lessee a copy of the inspection report referred to in clause 5.6.(a). The Lessee may, within a period of 14 days after receiving the inspection report, object by notice in writing to the Lessor, to the cost ( BUT NOT THE CONTENT) of the measures detailed in the inspection report"

In 2012 it was announced at a meeting of the residents that as units became vacant they would be upgraded, the residents would still pay for the refurbishment, but [REDACTED] would pay the extra for the upgrade.

On all occasions the owner has attempted to get the resident or the estate to, pull out and replace the kitchen and all white goods totally, as well as all the bedroom built in wardrobes, the bathroom and floor tiles to be replaced, new shower screen, removal of the bath and to disconnect the floor heating and pay to have new air-conditioning installed. Under no circumstances could this be considered as refurbishment, as the only legal obligation of the outgoing resident is to return the unit as far as practical to its original condition?

The problem with the retirement industry is there is no one identity that residents, who are normally on limited financial means, can address these blatant and discriminating tactics to without engaging expensive lawyers.

With a projected aging community there is an urgent need to have a Commissioner or preferably an Ombudsman to adjudicate on these and other industry matters.

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File1:

File2:

File3: