

Page. 1. "INQUIRY INTO THE RETIREMENT HOUSING SECTOR"
 Appointment of a Retirement Housing Ombudsman.

31/05/2016.

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 Ombudsman, who could efficiently handle these matters, in a similar way to the already Existing operations of the Energy and Water Ombudsman or the Public Transport Ombudsman 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 a lengthy, stressful and Expensive process.

An Ombudsman is needed to provide a free , effective and fair dispute resolution service to residents.

CONCERNS WHEN RESIDING IN A RETIREMENT VILLAGE RELATIVE TO A DIFFERENTIAL RATE BEING APPLIED FOR COUNCIL RATES.

EG. 1. When we moved into Selandra Rise Retirement Village and purchased our home, we Bought a 99 year lease, " we do not own the freehold." When the house sells again we most Certainly do not retain all the funds from the sale, as it costs to bring our home back to its "Original State for re sale".

2. When you Purchase a home in the suburbs you own House and Land.

When you sell you Reap the Benefits.

What I believe Councils do to come up with a rates figure to pay is -- When I sold my home in Narre Warren Sth. a high percentage of that sold sales figure is used to produce RATES AMOUNT.

NOW WHEN WE PUCHASED OUR LEASE FOR OUR HOME AT THE RETIREMENT VILLAGE THE RATES ARE DONE THE SAME WAY "BY THE PRICE WE PAID FOR THE LEASE" What a Joke???

COUNCILS HAVE TO BE MADE ACCOUNTABLE, AT PRESENT THEY ARE LAW UNTO THEMSELVES.

Hoping to see some positive changers and looking forward to your reply.

Brian Hoad. [REDACTED]

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