

SUBMISSION INTO THE RETIREMENT HOUSING SECTOR.

We are a small strata title village of 26 units situated in the country town of [REDACTED]
We have a Manager who bought the Management Rights from the Developer (*and retained his original Contract*) in 2008.

This Manager came to the Village unregistered with the Business Licensing Authority, and no Accounting or Book-keeping qualifications.

The present Committee came into office in October 2011. They tried for 24 months minimum to get her (Manager) to be registered with the B.L.A

The Manager had so many excuses as to why she was not registered eg.1. *Was doing a Manager's Course. (which she never did).*

2. *She stated she had only been made aware in October 2012 of having to be registered.*

3. *Did not get registered until March 2013. (This was when the present Committee asked her to resign as Manager.(she refused)*

The present Committee insisted that she needed to bank with a Registered Bank as she was doing all her Banking with [REDACTED] an Investment Bank not a registered Bank. This was not done until 2013. (*She did this under duress*)

We have had numerous problems with her book-keeping, so the Committee insisted she was to be Audited every year. (*She strongly objected to this Audit*). But this was voted in by the residents at a special meeting.

The Committee then appointed an Auditor whose comment was (*at best a very ordinary book-keeper*) This Auditor was willing to show her how to do GST etc. However she has her own Accountant who the Village pays for to do her BAS Statements. We have just recently found out that this Accountant not only does the Body Corporate BAS Statement but also her personal Business Accounts and Tax Accounts. These three Accounts are all in her name

There is no Account under Body Corporate Bas Statements. At our last AGM the Manager said she had been paying the BAS Statement Account for the last 7 years, with her own personal funds and wanted to be reimbursed these funds. However we obtained the Bank Statements showing that the Funds were not paid by her but by the Body Corporate Account. The Manager insisted we get another Auditor as she did not like the present Auditor. The Committee did this and his comments were (**she was a hopeless book-keeper and suggested to her that she get a Book-keeper to do the Accounts.**)

This is just some of the difficulty that the Committee has had to put up with, with an incompetent Manager. Some of the other problems we have had to deal with eg. Loosing Cheques, not banking money straight away, not getting written quotes for Maintenance works. The Manager resides in [REDACTED] and our village is in [REDACTED], so does not attend the village on a regular basis. Our only communication with her is by E-Mail and then we were asked to text her when we do send an E-mail, so she knows to look in her E-mail account.

We have taken one of these matters (paying the BAS Accountant) to Consumer Affairs who could not insist she produce receipts. We now have to go through VCAT which costs money and the majority of our residents are on a full pension. We feel very strongly about an Ombudsman being a positive move to help and guide older residents when they come across problems like the above.

Peter John McAleer, Chairman of Resident's Committee,
[REDACTED]
[REDACTED]
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