

**From:** [Inquiry into the Retirement Housing Sector POV eSubmission Form](#)  
**To:** [LSIC](#)  
**Subject:** New Submission to Inquiry into the Retirement Housing Sector  
**Date:** Wednesday, 29 June 2016 1:59:51 PM

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Inquiry Name: Inquiry into the Retirement Housing Sector

Helen OLSEN

[REDACTED]

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**SUBMISSION CONTENT:**

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I am a resident living in a retirement village and my problem relates to the condition of my unit on moving in and what it will mean when I leave. My carpet was not new and faded, I have problems in the shower and none of these things have been resolved. If I have to replace new with old on leaving I will need the help of an Ombudsman. I support the view that the industry needs an Ombudsman.

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File1:

File2:

File3: