

**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 3:36:37 PM

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Inquiry Name: Inquiry into the Retirement Housing Sector

Alver Lamprell

[REDACTED]

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**SUBMISSION CONTENT:**

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I am a resident living in a retirement village I brought what I thought was a new unit, once moved in I discovered that I had cracked tiles on the kitchen floor. I also discovered that when I turned on my air conditioner the water ran down the wall. The matters were eventually resolved but an Ombudsman in our industry would have helped me resolve these issues quicker. I also worry that my family will have issued when I move on I would like to see that they could have a place to get help if required.

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File1:

File2:

File3: