

**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 4:07:57 PM

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Inquiry Name: Inquiry into the Retirement Housing Sector

margaret Munday

[REDACTED]

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### **SUBMISSION CONTENT:**

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I am a resident living in a retirement village I feel that something must be done to standardise agreements throughout the village. It causes confusing and I think a lack of understanding. I understand that the Committee has been working on getting a number of clauses changed that will provide for certainty as residents we worry about the hidden clauses especially when we are finding out that the owner may not pay the levy on their vacant units after all they set the price and control that aspect. I live in a 199 unit facility, if I had to pay because 50% of them were empty I would no longer afford to be in the village and would be trapped.

Thankfully the Committee have been able to ensure that this won't happen, but the village incurred legal costs and the whole negotiation process has taken over two years. The contracts are still not where they need to be especially when we are talking about conditions that have nothing to do with my loan or exit but the way the Owner and the village work together.. there promises for the good of the village as a whole.

An Ombudsman in the industry would enable residents and Committees to stamp out unfair clauses in contracts.

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File1:

File2:

File3: