


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 4:51:54 PM

Inquiry Name: Inquiry into the Retirement Housing Sector

Noelene Linard




SUBMISSION CONTENT:

--

I am a resident living in a retirement home and my complaint is about the state of the unit when I came in to it. We moved in in 2007, the unit had been previously occupied. It has not been cleaned or put back to its original state as per the contract. It has not been cleaned and there was Kitchen oil spilt on the carpet and no matter how much I cleaned it the stain remains. There was also grime under the kitchen cupboards and vomit on the bedroom floor.

My concern is that from what I understand the outgoing resident like me when I leave has to make good, whey wasn't the carpet changed and will I have to replace the carpet due to the stains that were on the carpet when I came in. I have not been able to resolve the matter and I feel an Ombudsman will help resolve this matter for me.

I am hoping that there will be someone there at the end to ensure that I don't pay more than I am required too when I move out.

--

File1:

File2:

File3: