

**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 7:01:16 PM

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Inquiry Name: Inquiry into the Retirement Housing Sector

Sarah Maher

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**SUBMISSION CONTENT:**

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I am a resident living in a retirement village and I am concerned with the state of the unit on entry and what I will have to pay when I leave.

I had to remove the poor quality carpet and I replaced with ironbark timber flooring, the timber floor is a superior product but I may have to have it removed when I leave the other thing that strikes me is the poor paintwork in the unit. So again I believe I will be made to paint, if it had been done right in the beginning I would not have to pay at the end.

The problem with the retirement industry is there is no one identity that residents, who are normally on limited financial means, can address these blatant and discriminating tactics to without engaging expensive lawyers.

With a projected aging community there is an urgent need to have a Commissioner or preferably an Ombudsman to adjudicate on these and other industry matters.

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File1:

File2:

File3: