

From: [Inquiry into the Retirement Housing Sector POV eSubmission Form](#)
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Subject: New Submission to Inquiry into the Retirement Housing Sector
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Inquiry Name: Inquiry into the Retirement Housing Sector

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SUBMISSION CONTENT:

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I am a resident living in a retirement village and my concern is the quality of workmanship when I came into the unit meaning I will have to pay more at the end in my exit fees because there will be more work required that was not done in the beginning. An example of this is the painting if the unit only had a coat of paint rather than at least I under coat and 2 top coats it is going to be poor when I leave. Why should I have to pay for their poor work. The carpet is another, it was inferior and we have put a superior product down but at the end we could be made to remove it.

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: