


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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We are residents living in a retirement village. Disclosure when we coming in was wrong. THE Sales team advised us that the levy amount was approximately \$40 less that what it actually was.

On entering the village we found that the quality of the workmanship was poor particularly the painting. It had been occupied before we entered which meant that the prior resident probably paid in their exit fees for work that wasn't performed.

We were lucky we could pay the extra \$40 per month we had to reduce our spending elsewhere they should not be allowed to do this and there should be something signed by them of what information they give a potential resident so that the resident has something to show when things are wrong.

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: