

**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 9:16:12 PM

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Inquiry Name: Inquiry into the Retirement Housing Sector

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[REDACTED]

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### **SUBMISSION CONTENT:**

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I am a resident living in a Retirement Village and I wanted to make a comment of my concern when it is time for me to surrender the lease and I support the following statement and Support an Ombudsmen into the industry.

The problems associated with this component of retirement village contracts can only be described as horrendous. The only party to dictate terms as to what is required by the outgoing resident to refurbish the unit is the owner.

I have been told the vents are in the wrong place and I had to buy my own heating with I came into the village as the floor heating didn't work.

The Contract states that I am responsible for the inside of my house. That is all well and good but the workmanship I faulty to start .As a leaseholder , where does the repair stop and the structure begin. How big has a crack got to be, I can see daylight, there is a draft..is that enough?. This has worried me ever since I came in, there have been cracks on the outside of units including mine. I came into the village to enjoy my life what was left I worry how bad the cracks have to be to be fixed, how long do I have to pay for hefting before it is fixed? The Committee of Management have battled with this for years and finally in 2016 they has accepted responsibility and fixed the problems after the village engaged a Consultant to help the Committee fight for a fair outcome. An ombudsman means I would have been able to state my case and have a fair hearing and hopefully some action within a shorter period of time.

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File1:

File2:

File3:

