

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 9:53:50 PM

Inquiry Name: Inquiry into the Retirement Housing Sector

Brian & Vilma Neal

[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.

The main complaint we have is after all of the meeting we have been to in the past 10 years, we have see a lot of residents departing from the village in one form or another , our main concern is that the owner will hold onto your money until your unit is sold, we would like to see an ombudsman resolve this issue.

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.

In the event of me passing away or that I may have to move to full-time care I want to be confident that my children will have clear guidelines as to what is a fair and reasonable cost for the refurbishment of my villa.

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File1:

File2:

File3: