

**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 10:07:45 PM

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Inquiry Name: Inquiry into the Retirement Housing Sector

Gisela McKinlay

[REDACTED]

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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. The brickwork is cracked in various places and the mortar has fallen out, this is a long ongoing issue that is yet to be resolved. My Stove is also rusted out and not operational.

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: