

**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 10:14:00 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. on the 24.5.15 I moved from an apartment to a unit. I am still waiting to be paid out of the apartment it has been a year. I was force to pay for the whole price of the unit and they have the money from the apartment and I had to do this before they would give me the key. Also in 2010 when I moved into the apartment I did so on the notion that there was 24/7 nursing. I found out that the system had changed and it wasn't disclosed to me prior to by signing up. I wanted to break my contact but couldn't as I didn't have anything in writing to prove what I said I was promised.

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: