

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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I am a resident living in a retirement village, when we moved into the village in april 2011 we had a phone point in our bedroom no matter what phone we placed there even a brand new phone no result we called Telstra who told us that it would cost \$195 to correct. I spoke to the temporary manager who said it was at our cost. Telstra said the line was cut by the people who renovated the unit.(the owner) We needed the line so we had one put in and paid for it. I believe that it was the owners responsibility to ensure that a line was in the bedroom so that the emergency service would work not ours. Four months later the unit next door had the same problem and it was repaired but not at the unit holders expense. I felt that it was unreasonable and unfair. My husband has been in a nursing home for the past four years so a phone in the bedroom is a necessity. If there had been an ombudsman in the industry I would have been able to get them to help me with this matter.

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: