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**From:** Inquiry into the Retirement Housing Sector POV eSubmission Form  
[REDACTED] >  
**Sent:** Thursday, 2 June 2016 11:58 AM  
**To:** LSIC  
**Subject:** New Submission to Inquiry into the Retirement Housing Sector

Inquiry Name: Inquiry into the Retirement Housing Sector

Mrs and Mr Heather and John Frame  
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**SUBMISSION CONTENT:**

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We are residents of [REDACTED]. Residents for past three years. Significant issue with developer/owner not honouring commitments made at the time of purchase of our villa at [REDACTED]. Significant delays in completion of promised clubhouse and other facilities. Continued reduction of services (e.g. bus schedule) and attempts to increase monthly fees.

Residents' Committee have demonstrated that deferred management fees will bring in significant income for the developer/owner but this seems to be not recognised by the developer/owner. It appears that there has been significant under-investment to fully develop the village.

It is very difficult for residents to have complaints addressed and the entire system seems geared towards the developer/owner to the detriment of residents.

It is our view that a Retirement Villages Ombudsman is urgently needed to redress the current system which is fragmented and very difficult for residents to navigate.

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File1:

File2:

File3: