

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

Mr Douglas Romberg

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SUBMISSION CONTENT:

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Those living in a retirement complex need an ombudsman to protect their interests. There is most often a power imbalance. Management can refuse to be challenged by residents and ignore any submissions from residents. Lawyers employed by residents also cannot compel management of owner/operators to even acknowledge or respond to these submissions.

The ombudsman is there to protect and help the interests of the residents living in a retirement complex. This would be a constant reminder to village operators and owners that the residents have a powerful agency to make decisions and give binding rulings on issues that the resident present to them.

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File1:

File2:

File3: