

To: The Legislative Council – Upper House of the Victorian Parliament  
Inquiry into the Retirement Housing Sector.

## Submission

26/6/16

My name is Keith Greenwood and with my wife Betty we live in the

We have lived here for 4 years, we are retired on a pension, in our late 70's, and own our own unit which is on a 99 year Lease with a 99 year option. We look forward to exercising our option.

The present owner bought the Village shortly after we purchased our Lease.

The owners view is that he owns the freehold of the Village and it is his business and we have very limited rights which are at his discretion.

We have tried to work with the Village owner to improve the amenity and lifestyle of the Residents with very little result.

The village is poorly maintained. This affects our property values.

We pay for a 24hr presence for the 150 or so residents which is rarely provided.

We urgently require the construction of a Sound Abatement Barrier along the northern boundary of the Village which adjoins the [REDACTED]. The decibel levels exceed the WHO standard and is effecting the residents health.

I am the Chairman of the Residents Committee.

We make the following submission to the committee for consideration.

We want the management and staff of the village to be appropriately trained and accredited.

We need to be provided with the running costs for the Village, which we pay, to see if they are being used only for costs directly associated with the provision of services.

2.

Access to public transport needs to be improved.

A dispute resolution mechanism needs to be mandated.

The appointment of an Ombudsman is essential.

We want the Residents, through their residents committee to have input into the management of the village with regard to health, safety and amenity issues.

We would like to see the Rights and Responsibilities of both parties clearly set out and properly policed with consequences for non compliance.

Thank you for the opportunity to make a submission to the Committee.

Regards  
Keith & Betty Greenwood