

Submission for the inquiry into the retirement housing sector

Carol Scott



I had drainage problems in my back yard and management refused to fix it. I had to go to VCAT to get the matter settled, which was 12 months later.

We were advised that if we did not sign a new Part 4a agreement our rent would be increased. We had to go to Consumer Affairs who deemed that the amount was excessive, so we were not charged extra.

There is no maintenance done in our area, including the cleaning of the common areas.

From July 1 we are going to be charged separately for electricity. As it is an embedded network we have no access to discounts or off peak rates, or the ability to choose our own supplier.

When I purchased my home I was not told it came under caravan park legislation.

I would like to suggest that an Ombudsman is appointed for the retirement sector, and residential parks have their own set of regulations.