

Rec 2/6/16
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To The Secretary
Legal & Social Issues Committee
Parliament House
Spring Street
East Melbourne.

27.05.16

Dear Sir or Madam,

Following a discussion with your department on Thursday 12th May 2016, I would like to submit my experiences since entering into a Retirement Village, and do hope that many changes will occur following these submissions to parliament, believe me it is time. The elderly are being exploited.

Yours sincerely

Pamela Beswick (PAMELA BESWICK)

The Secretary
 Legal & Social Issues Committee
 Parliament House
 Spring Street, East Melbourne 3002

27.05.16

Dear Sir or Madam,

My name is Pamela Torrance Reswick D.O.B. [REDACTED]

I am a resident of the above Retirement Village.

Life in this village has changed considerably since being taken over by Aves. Elderly abuse is very consistent, and it is obvious that all villages should have the presence of a resident Ombudsman.

It is very frustrating that one has to fight for the services we are entitled to and pay for.

1) Community property gardens are the responsibility of the company and gardeners, unfortunately they do not see it that way and only attend to the obvious areas.

I pay a gardener to attend to my back garden, the gardeners are expected to attend to the high rock areas in our back gardens every eight weeks, this does not happen.

Once again fighting for our rights is necessary and often we experience verbal abuse from the gardeners, which I strongly object to.

2) Problems that require attention are always avoided, there are many water problems, causing water to enter the inside of units, and requiring immediate attention. I have been trying for four years to have such a problem attended to with no success.

3) High elm trees present on front nature strip and hanging

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over the units, causing leaves and rubbish entering through the roof, informed following the checking of the ducted heating system my roof was a pure hazard due to the problem of the trees. Management refused to assist in any way and it cost me \$1900.00 (Nineteen Hundred Dollars) to have the roof cleaned out and new batts installed.

4) Residents are being harassed regularly to put in new Kitchens and Bathrooms in our units, these people never let up, pushing to follow the Aves way, and in the process of going from Leasehold to Lease Hold.

I am tired of being harassed and would like to vacate from this village, unfortunately this is not possible, one should think very seriously prior to entering into a Retirement Village, they are not all they present, and I object to what is happening to the elderly.

5) I was a widow at 45 years of age, fortunately I had a profession as a Registered Nurse and various qualifications and worked until I was 67 years of age, and managed to be a self-funded retiree, but gradually these people have reduced my income in a considerable manner and feel they have a lot to answer for, and it is time for someone to stand up and take responsibility for what is happening to the elderly.

All I wanted in my older years was a little peace and tranquility, unfortunately living at Aves Edrington is stress and misery.

Yours Sincerely

(PAMELA BESWICK)