

Responding to the Parliament's Inquiry Into the Retirement Housing Sector.

23rd June 2016.

The Secretary Legal & Social Issues Committee.

My name is Geoff Webber, I live with my wife in a two bedroom unit at the [REDACTED]

After living in the City of Knox for 45 years we moved to the village & we are enjoying it with similar aged people, we are both aged in our early 70s & we are on a part pension.

We have an Owner Corporation & Residents Association which decides what needs done for the village administration & maintenance.

We have been in the village 2 1/2 year and feel we have made the move and very happy so far. We have a very good Aveo area manager, village manager & committees.

The unit was new when we moved in and we had a couple of issues, exhaust fan, drainage and ~~interior~~ interior door which have been fixed.

We have contact with Residents of Retirement Village Victoria (RRVV) & there is much talk about the structure of council rates and would be something we would like to be investigated as we feel we are paying twice for things that are covered by our maintenance contract. ie. road, kerbing & drainage. The City of Casey has given us a grant (not a rate reduction) which can be used for a village project or divided between the residence. Previous to 2016 grants were used for village projects, this year it was distributed to residents and is to be used alternatively for village projects. That paid to residence was \$9800 which may seem small but to some single pensioners is a real help.

The idea of an ombudsman as an independent arbitrator is well received by residents, especially when dealing with big companies running our villages.

Payment of our quarterly maintenance fee at our village at this time is reasonable and rises are guided by the Consumer Price Index.

There is a lot of discussion about the way companies running retirement village, how payments for restoration work done once a unit is finished by the resident. The contracts are confusing when originally signed and lend themselves to company representative interpretation & can be many dollars above what the resident thought they would be above the Deferred Management Fee.

We would like our government to have knowledge of our concerns as ageing people trying to deal with the complexities of modern life.

I hope this submission helps

Thanking You

P.S. If you wish to publish this submission

I give The Parliament's Legal & Social Issues

Committee permission to do so