

**VICTORIAN GOVERNMENT MAJOR INQUIRY INTO**  
**RETIREMENT LIVING IN VICTORIA.**

**COMPLICATED AND CONFUSING CONTRACTS.**

The contracts are confusing. They need to be understood by lay people, not just legal interpreters.

**EXITING RETIREMENT VILLAGES.**

The contract is confusing. The percentage taken at end is unfathomable.

The rules relating to other Property Sellers is unclear. i.e. Estate Agents other than Company.

The cost of refitting out the unit or villa does not specify the amount of work to be done.

This is supposed to be at the owner's expense, but we have no control or say as to what level the refurbishment needs to be undertaken. i.e. What about refitting of kitchens, bathrooms and furniture and fittings. i.e. stoves, dish washing machines. We had to replace a heating and cooling system that had been in place for many years before we inhabited our villa. We will not be recompensed for this.

These amounts are to be paid over and above the exit fees.

**LEND LEASE**

Since the village has been taken over by [REDACTED] the Classic is being treated as a group and not as an individual site. The beauracracy has become cumbersome and the management spend more time on paper work. This takes the manager away from walking around the premises and making contact with the residents. I understand that [REDACTED] wait for other villages to report their maintenance difficulties and then seek a combined solution. This causes many delays in keeping up with the required standard of the Classic.

**RESIDENT'S COMMITTEE ROLE.**

Having served on the committee in previous years, my experience was that it was just to go through the motions of appearing to represent the residents. The Management of the Classic seemed to always have reasons why their suggestions could not be undertaken, and in my opinion did not listen to the committee in a constructive way. The committee was made up of caring and thoughtful representatives, voted in by the residents. At that time they had very little power to change or influence the decision making process.

There was no consultation when major works were to be undertaken. i.e. changes to the pool area, the building of the theatre, recovering of furniture etc. Information was withheld regarding costs of these services, or the number of quotes received, by whom. At times it seemed a gross waste of money, and favoured clients or contacts known to the management.

We are told that it is confidential information in regard to the Leases of the businesses that use the facilities of the Classic, i.e. the Wellness Centre. Many of their clients are not residents of the Classic. They use the facilities, that we the residents pay for in our maintenance costs. The Wellness Centre is a very helpful addition to the Classic, but many residents consider it appropriate that we should be compensated for their use of our establishment and our equipment.

Community consultation would be a more appropriate approach to major issues. After all people on the ground, i.e. residents, know what works and what does not work. Manage by asking the residents. There are many skilled people who have chosen to live in a retirement village, and their expertise should be welcomed.

## **COSTS**

### **Food and Beverages.**

The food at most time is well prepared, and thoughtfully supplied. The costs of meals are overpriced, especially on special occasions, i.e. A la Carte nights, theme nights. The prices are at times more expensive than local restaurants as wages seems to be the reason we are charged so much for these meals. We are encouraged to patronise the restaurant, but it would be better if there was more value for money.

The corkage, if you BYO drinks is too expensive.

It appears that everything is a money making venture.

### **MANAGEMENT SELECTION PROCESS FOR ENTERING THE VILLAGE.**

I have witnessed inappropriate people being sold property and becoming residents of our village.

Some people have been well beyond what is supposed to be Independent Living. They are obviously fragile, and require a lot of support. They have been sold expensive property only to be removed in a short time due to their health concerns. This is at great expense to them and their families. It appeared to be an abuse, just to make money for the owners of the village. Surely a medical report would be of great assistance when people are applying for residency.