

The Secretary,

23rd June, 2016.

Legal & Social Issues Committee,
Parliament House, Spring Street,
East Melbourne, Vic. 3002

To Whom it may Concern,

Re: Inquiry into Retirement Housing Sector.

I live in a relocatable [REDACTED] and I would like to make you aware of the following issues that are very worrying to myself and the residents of the Village;

- Management refuses to disclose the detailed breakdown of the site fees we pay.
- Residents feel that \$146 per week is too much, especially now we are paying for our own power.
- Management has consistently refused to attend any meetings which have been requested by the residents to discuss any grievances or problems.
- No maintenance is done in the Village.
- Lighting in the Village is very poor.
- There is no security even though we have been promised security cameras.
- Even though we own our homes, pay our own electricity and pay \$146 per week, we still have to pay \$8 for overnight visitors.
- We are attached to a Caravan Park and the children and adults from the Park quite often come into our Village riding scooters and bikes and sometimes making a nuisance of themselves as we do not have a clear line between the Village and the Caravan Park.
- As from 1st July, 2016, we are to pay our own electricity and are being charged at the highest rate. This means that the average person using everyday appliances and heating for winter, will be paying approx. \$60 - \$70 per week with another \$10 added for service fee.
- Over \$200 per week is very expensive especially to pensioners.
- We desperately need to have a Retirement Housing Ombudsman to help us when Management make themselves unavailable to us.

Thank you.