

[REDACTED]

---

**From:** Inquiry into the Retirement Housing Sector POV eSubmission Form  
[REDACTED] >  
**Sent:** Friday, 3 June 2016 10:15 AM  
**To:** LSIC  
**Subject:** New Submission to Inquiry into the Retirement Housing Sector

Inquiry Name: Inquiry into the Retirement Housing Sector

Mr & Mrs Leslie & Pamela Crowe  
[REDACTED]

[REDACTED]

[REDACTED]

**SUBMISSION CONTENT:**

--

The developer has not fulfilled the contract we signed, which included facilities we are now just getting in a highly reduced form. We have been paying service fees for the last 5 plus years, and we have been living here on what is a building site.

Clubrooms and pools have had size greatly reduced, clubrooms will not cater for entire village, As promised, and one pool with ramp entry is to be replaced by 4 much smaller pools with vertical steps, not conducive to people of our age with medical problems.

We have been subjected to bullying by the former project manager, name calling by the present chairperson of the Residents' Committee, and scathing comments by the developer.

We have been told numerous lies re finishing dates.

We feel we are being treated as second class citizens, when we thought we were buying into a community where we would be treated so well for the rest of our lives.

We feel that there should be some kind of regulatory body to oversee the rights of people like us in retirement complexes. We would appreciate the appointment of an ombudsman who would be able to listen to our concerns, and have some power to intervene legally when necessary.

--

File1:

File2:

File3: