

Rec 3/6/16

May 31st 2016

Dear Sir

As a resident of [REDACTED] for about 16 years, I have seen many changes. My husband & I moved in the year 2000! Moved the area, opposite the beach. Great location. The problems started when management decided to instal "the Blue Phone" a safety device in an emergency to phone a nurse on call. But many residents already had a council system. A bracelet of neohlet that served the service to call a next of kin, which was free. They weren't happy to have to absorb the costs, & some were in tears. Not a way to treat the elderly. Caused a lot of stress & started a them & us mentality!

They changed managers along the way. What a mixture & now we have one who probably only 6 people like. We are paying good money, her boyfriend lives on site with her, he does nothing (he works) she does not do much but writes letters, telling us not to do this (dont foot driving to [REDACTED])

Watch out for pedestrians, dont foot your horn, keep to the left, for goodness sake we are adults. I've been driving for over 60 years, she treats us like 2nd class citizens. Hardly a week goes by we are not hassled by a letter complaining about something. Everybody thinks, she is lazy but what can we do. We dont have any control!

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My husband became very sick in December, 2004. I decided to instal a new "air conditioner" Rang & ordered one, but management interfered & insisted they use "a crane" to bring on site the conditioner. Ordered it & after 2 weeks rang to see the hold up & they said they would not be installing it, they had never used a crane & thought it was unnecessary. They would not be refunding my \$100.00 deposit & were sorry to do this but couldn't deal with [REDACTED]

I was furious. My husband had got worse! He was diagnosed with Leukemia & was quite ill! I was worried about him, so I decided I would try another firm. Never mentioned the crane & they said they would install it as soon as possible. Unfortunately I had to inform [REDACTED] & I said they would not be using a crane.

The day they arrived to instal it, the then manager Rang [REDACTED] & she arrived & insisted they rope the stairs off & the walkway I was on the first floor. After they had worked inside for a while, she insisted in going in to talk to them. I waited outside & after at least 10 mins! I went in to my unit to see how my husband was, then she left. The workmen said to me "what is wrong with her they thought she would never go!"

When they finished & it was installed they thanked me & said they really felt sorry for me, but don't ~~ask~~ to do any more work we wouldn't want to come back!

3/
They couldn't believe their attitude because my husband was so ill.

He passed away soon after. I have never forgiven them for treating me like they did. We had been married for more than 60 years.!

Sincerely, Joan Hoskins

