

TO THE SECRETARY,
LEGAL & SOCIAL ISSUES
COMMITTEE

FROM KAY STEAIN

JUNE 2/2016

A SUBMISSION VIA RRVV - (RESIDENTS OF RETIREMENT
VILLAGES OF VIC INC.)

A REFORM

REGARDING COUNCIL RATES

MANY RESIDENTS AS WELL AS MYSELF BELIEVE OUR
COUNCIL RATES AT [REDACTED] ARE EXCESSIVE
FOR THE SMALL SIZE OF OUR INDIVIDUAL PROPERTIES.

WE ALSO PAY FOR MANAGER WHO LIVES FREE ON-SITE
AT RESIDENT'S EXPENSE.

WE RESIDENTS PREVIOUSLY SIGNED A PETITION TO
COUNCIL TO LOWER OUR RATES. WHEN ASKED TO SIGN
THIS PETITION OUR MANAGER REFUSED TO SIGN IT!

OUR VILLAGE FEES ARE HIGH AND RISING, AS OUR
VILLAGE IS AGING. WE PAY FOR MANAGERS SALARY
BUT THE OPERATORS / MANAGEMENT CO
CONTRIBUTE NOTHING TOWARDS THE VILLAGE
OR RESIDENTS WELFARE.

A REDUCTION IN COUNCIL RATES WOULD
BE AN ENORMOUS HELP FOR RESIDENTS

YOUR'S SINCERELY [REDACTED]

TO THE SECRETARY,

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A SUBMISSION

REGARDING VILLAGE FINANCES

IT HAS BEEN OF SOME CONCERN THAT OUR MANAGEMENT CO. EMPLOYS A FULLTIME, LIVE-IN, RENT-FREE, MANAGER WITH ALL HIS FACILITIES PAID FOR BY RESIDENTS, AS WELL AS HIS REGULAR SALARY. HE ALSO RECEIVES ON-CALL O/NIGHT SALARY, DESPITE VILLAGE HAVING A MEDICAL EMERGENCY SYSTEM INSTALLED (AT OUR COST) AS A RESULT WE ARE PAYING DOUBLY FOR EMERGENCIES, IS AN UNNECESSARY WASTE OF FUNDS.

THE MANAGEMENT CO COULD HAVE STOPPED THIS, BUT HAS DONE NOTHING TO PREVENT MANAGER TAKING ADVANTAGE OF HIS POSITION IN SO MANY WAYS.

THIS COULD BE ALLEVIATED BY THEM, WITH A NEW CHANGE OF POLICY RE-GARDING MANAGEMENT CO'S CONTROL OF THE CURRENT DUTIES & ENTITLEMENTS OF MANAGERS IN THE FUTURE

+ COULD WELL BENEFIT VILLAGE FINANCES IN MAINTAINING AN AGING FACILITY WITHOUT MORE FEE RISES.

Yours Sincerely

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2ND JUNE 2016

A SUBMISSION

• REGARDING MANAGER

EVEN THOUGH MANAGER FULLFILLS CERTAIN REQUIREMENTS

- * DUTIES AS FAR AS MANAGEMENT CO IS CONCERNED + DOES A GOOD JOB WITH COMPLICATED BOOKKEEPING + FUTURE BUDGETS
 - * PAPERWORK, + HAS BASIC HANDYMAN SKILLS, HE LIKES TO CONTROL ALL OF THE VILLAGE IN AN AUTONOMOUS WAY + DO THINGS HIS WAY, SPENDING OUR FEES AS HE SEES FIT, BY MANIPULATION OF ELDERLY. HOWEVER HE LACKS GENUINE CARE OR CONCERN FOR THE NEEDS OF THE ELDERLY OR THEIR FINANCIAL POSITIONS, + DOESN'T GO OUT OF HIS WAY (APART FROM A FEW FAVOURITES) TO HELP WITH ACTIVITIES OR CHECKING ON ILL RESIDENTS WHO HAVE BEEN HOSPITALISED OR EVEN DYING.
- HE IS ON 'A LONG TERM AGREEMENT' SO CAN'T BE SACKED!

- EVEN THOUGH MANAGER MAY BE QUALIFIED IN CERTAIN ASPECTS, HE IS AGING, DOING LESS, + MORE INTERESTED IN HIS OWN WELFARE AT THIS POINT, + TAKING ADVANTAGE!
WE NEED A MANAGER WHO CARES ABOUT THE RESIDENTS + THEIR NEEDS AS WELL!

PERHAPS IN FUTURE A MORE QUALIFIED CARING PERSON ON A LIMITED CONTRACT WOULD BE MORE SUITABLE FOR OUR VILLAGE?

YOURS SINCERELY

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A SUBMISSION

REGARDING BULLYING/MANIPULATION

WHILE SEEMINGLY VERY PLEASANT ON THE SURFACE OUR MANAGER USES HIS POWER + TACTICS TO CONTROL THE RESIDENTS OF OUR VILLAGE IN GETTING WHATEVER HE WANTS DESPITE ALL EFFORTS OF COMMITTEE + ASSURANCES FROM MANAGEMENT CO. (HE EVEN HAS THEM STUMPED AT TIMES)

EG'S & AS THE MAJORITY OF OUR RESIDENTS ARE ELDERLY + EASILY CONFUSED, HE CONTROLS MEETINGS, VOTES, + OUTCOMES BY CAREFUL MANIPULATION + SUGGESTION, WITH CONSTANT NOTICES + LOBBYING TO INFLUENCE THEIR DECISIONS HIS WAY.

- AT ONE STAGE HE CONDUCTED A SECRET LOBBY - THREATENING TO LEAVE THE VILLAGE IF THEY DID NOT VOTE YES FOR HIM TO RECEIVE EXTRA O/NIGHT ON-CALL SALARY (AFTER WE HAD ALREADY INSTALLED A MEPACS EMERGENCY SYSTEM WHICH WAS SUPPOSED TO SAVE US FUNDS) HE WON THAT VOTE + GOT WHAT HE WANTED, THEN LATER GRADUALLY WITHDREW MANY OF HIS PREVIOUS DUTIES (MEALS + ACTIVITIES) LEAVING IT UP TO COMMITTEE + RESIDENTS TO ORGANISE.
- HE ALSO LOBBYED TO PREVENT A DECEASED RESIDENT'S FAMILY EMPLOYING AN OUTSIDE ESTATE AGENT TO SELL THE PROPERTY OR PUT UP A 'FOR SALE' SIGN (AS HE WOULD LOSE HIS USUAL COMMISSION FOR DOING UP + SELLING UNIT HIMSELF). THE MANAGEMENT CO WAS APPROACHED BY COMMITTEE ON THAT ISSUE + THE MANAGER WAS SQUASHED. THE UNIT THEN SOLD QUICKLY FOR \$25,000 MORE THAN THE USUAL SALE PRICE BY HIM.
- AT RECENT MEETING MANAGER BLAMED RESIDENTS FOR WASTING \$30,000 OF OUR MAINTENANCE FEES, WHEN IT WAS HE WHO HAS BEEN MISMANAGING THE FUND ON NON-URGENT EXCESSIVE ITEMS OVER LAST FEW YEARS. NOW FUNDS ARE LOW + HE'S PUSHING FOR FEE RISES TO COVER LOSSES.

"WE NEED A MANAGER WITH SOME COMPASSION" -

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A SUBMISSION VIA

REGARDING CONTRACT + CONDITIONS

I DID SEEK SOLICITOR'S ADVICE + BASICALLY UNDERSTOOD OUR CONTRACT, BUT FEEL MANY OF US RESIDENTS WERE MISLEAD BY MANAGER ON ENTERING VILLAGE ON SOME ISSUES, WHICH HAVE CHANGED SINCE WITH OUR CONDITIONS + RULES BEING ENFORCED, BUT NOT THOSE OF MANAGER.

- WE WERE TOLD THAT OUR FEES MAY RISE A LITTLE BIT OVER TIME - THEY ARE NOW PREDICTED TO RISE DRAMATICALLY OVER THE NEXT 2 YEARS TO AN UNACCEPTABLE LEVEL FOR STRUGGLING PENSIONERS.
- WE WERE TOLD OUR PROPERTIES WOULD INCREASE IN VALUE IN ACCORDANCE WITH PROPERTY MARKET, + HELP COMPENSATE FOR THE DEFERRED MANAGEMENT FEE OF 30% OF PROPERTY WHEN WE LEAVE VILLAGE. THIS HAS NOT HAPPENED, + BY TIME MANAGER PUSHES TO RENOVATE UNITS + SELL THEM, THE RESIDENTS HAVE LOST NEARLY 1/2 VALUE OF PROPERTY - LEAVING VERY LITTLE TO SURVIVE ON, WITH RISING FEES WE CAN'T AFFORD TO STAY, OR GO + BUY ANOTHER PROPERTY!
- WE WERE ASSURED OF A NICE HAPPY ENVIRONMENT WITH MEALS + LOTS OF ACTIVITIES ORGANISED, MANY OF THESE HAVE BEEN WITHDRAWN BY MANAGER + LEFT UP TO RESIDENTS. MANY NOW DON'T FEEL COMFORTABLE OR FREE TO USE OUR COMMUNITY ROOM AS IT IS SEEN AS BEING HIS DOMAIN!
- WE WERE LED TO BELIEVE MANAGER WAS ON A CONTRACT + DUE TO RETIRE IN 2014. AT MEETING HE SUDDENLY STATED HE WAS ON A LONG TERM AGREEMENT + WAS STAYING ANOTHER 3 YEARS, + WANTED SAME SALARY + MORE BENEFITS! HOW IS THAT FAIR?

WE FOUGHT, BUT NEGOT AWAY WITH IT.

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A SUBMISSION

• REGARDING RETIREMENT VILL'S, + OWNERS CORP ACTS

I AM AWARE OF MUCH NEEDED CHANGES TO THESE ACTS + ALL THE TIME + EFFORT THAT HAS BEEN PUT INTO GETTING THIS SITUATION TO THIS POINT, TO ENSURE A BETTER DEAL FOR RESIDENTS IN RETIREMENT VILLAGES. AS A COMMITTEE MEMBER I CAN SAY-BATTLING WITH MANAGEMENT HAS BEEN QUITE A CHALLENGE, + IN OUR CASE AN 'OMBUDSMAN' TO TURN TO WOULD HAVE BEEN A HUGE BENEFIT!

WE CAN ONLY ALL HOPE NOW, THAT ALL THE WORK + SUBMISSIONS CONVINCED THE GOV'T TO MAKE THE NECESSARY CHANGES FOR IMPROVEMENTS FOR ALL RETIREMENT VILLAGES + RESIDENTS ALIKE, + AN OMBUDSMAN APPOINTED TO ASSIST IN ANY FUTURE PROBLEMS

"ALL THE BEST IN YOUR ENDEAVOURS"

YOURS SINCERLY