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From: Valda [REDACTED]
Sent: Saturday, 4 June 2016 4:38 PM
To: LSIC
Subject: Retirement Housing

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04.06.2016

Submission to Victorian Legislative Council Inquiry into Retirement Housing.

My issue is the vulnerability of Retirement Village Residents to bullying and manipulation (however subtle) by Managers and/or Owners. This industry needs to be examined closely and with due diligence.

A few weeks after moving into my Village in 1999, new management stated that to keep the nursing staff, residents (as a group) would need to pay \$200,000 a year over and above existing payments. As there were only approximately 22 residents at that time we agreed to the change. This was my first example of a worthless contract. Over a two year period a leaking roof in my unit was patched many times but when I was flooded out of bed in the early hours of the morning a new manager had it fixed immediately and professionally. In September 2014 my alarm and telephone system was chewed by rats and I was told by the then manager that the rats were my responsibility. Last month the same problem again but our present manager said it was the Village responsibility and she would call in a pest control service.

Hopefully the above few examples show the unease many residents feel as to how their problems will be resolved and so I would like to see consideration of the following:-

1. Review of the legislation as I feel it is flawed and lacks validity.
2. Contracts are too complex and open to misinterpretation by all.
3. We need true legal protection, possibility an ombudsman.

Yours sincerely

Valda Manning