

**From:** [REDACTED]  
**Sent:** Tuesday, 3 December 2019 4:37 PM  
**To:** rvreview@justice.vic.gov.au  
**Cc:** [REDACTED]  
**Subject:** RETIREMENT VILLAGES ACT ISSUES PAPER

Dear Sir/Madam

I am a member of the RRVV and am aware of and support the RRVV responses provided in relation to the current "Issues paper".

I provided additional comments to RRVV and they suggested that I pass these comments directly to you.

My comments all relate directly to your questions and I have not retyped each question, or the RRVV response.

**Question and Answer 7**

I STRONGLY agree with RRVV's comments. In the case of our contract with [REDACTED] We paid a sum of \$370,000 in 2002 which was called a "Purchase, or Entry Contribution". This allows the Federal Government to consider us as "Owners" which we are NOT.

We are clearly leasees with all the responsibilities as such. The initial sum we paid was and still is a "BOND" that secures our right to reside in the property while protecting the owner in the usual manner of any regular Lease. The high cost of the Bond also secures a "Deferred Management Fee (DMF) which in reality is deferred Rental or Profit for the Owner.

This current contractual arrangement serially impacts on "Centrelink's" guidelines and conditions for determining financial assistance to older and low income residents.

**Question and Answer 18**

I see no value in accreditation as it is an expensive process to implement and maintain, and usually provides nothing except consistency (Good or Bad). Owners should be licenced with Government resources to inspect, monitor and enforce appropriate requirements.

**Question and Answer 22**

I agree that Management and Staff training should be mandatory; however, this should be an Owner cost and not one borne by the residents.

**Question and Answer 27**

I agree and would like to add that in many cases Resident Committees consist of residents with views and desires that are not consistent with a majority of older and less well-off neighbours. In such cases it is very easy for the committee to easily agree with management's desire to provide additional services and spend resident funds, where better low cost options could be available.

**Question and Answer 33**

I agree with RRVV's Response and in particular stress that Fixed Assets such as (Heating, Cooling, Hot Water and Garage Doors) should be provided for.

I would appreciate the inclusion of my comments when making a determination in regard to any amendments to the RV Act. I would be happy to discuss any of these issues with you should you wish.

Regards  
Ian Stenson

