

From: [REDACTED]
Sent: Thursday, 5 December 2019 7:31 PM
To: rvreview@justice.vic.gov.au
Cc: [REDACTED] [REDACTED]
Subject: Input to the 1986 Act review

My Input:

Dear Sir/Madam,

As a Resident's Committee member who is currently expected to mediate between the owner's manager and a disgruntled resident I admit to feeling quite inadequate. In reality I do not have the skills or training needed to act in this role. As the RRVV asserts the Residents' Committees have a very poor record when working in this fraught area.

In rewriting the Act I strongly suggest that a RETIREMENT/LIFESTYLE Village OBUDSMAN be appointed that can be involved in resolving disputes after the Residents' committee have flagged the issues and some provided input. All this could ideally occur before the matter escalates to the VCAT level or referred to Consumer Affairs.

Even a non-binding determination by such an Ombudsman, who is versed in the various forms of village structures would, I think, be accepted by Village Management, they are, after all, eager to keep their good corporate name. Provided their responses to any disputes are published I think this accountability model would keep them incentivised to fix most issues that are flagged.

Telecommunications, Consumer Affairs etc all have such an Ombudsman and the system works well. Many of the Consumer Affairs personnel would be most capable of filling this role as they have the mediation skills and legal training required.

The anxiety of residents around resolving their issues would be greatly removed by this innovation in the review of the Act.

Thanking You, Geoff Holland [REDACTED] [REDACTED]