

From: contact@engage.vic.gov.au
Sent: Saturday, 30 November 2019 1:36 AM
To: rvreview@justice.vic.gov.au
Subject: New Form submission on Review of the Retirement Villages Act 1986



New Form submission on Review of the Retirement Villages Act 1986

Hi rvreview@justice.vic.gov.au

There has been a submission on [Review of the Retirement Villages Act 1986](#) through Engage Victoria

A copy of the submission is provided as below:

You can also make your submission by adding comments below. This form will not save, so you may like to prepare your comments in a document.

You may fill out as many or as few of the boxes as you like.

The retirement village sector

When commenting on the retirement village sector you could cover:

- the impact of social and economic trends
- your thoughts and experience of Victoria's retirement village industry as a whole.

For more information and specific questions, see Part 1 of the issues paper or the summary [Retirement village sector and regulatory and policy framework](#).

Your comments about the retirement village sector

the act is archaic the act is biased towards the owners only the residents loose money Make all changes retrospective for all residents all residents

The regulatory and policy framework for retirement villages

You could cover:

- the effectiveness of the Act
- how retirement villages are defined
- how the retirement village industry is regulated.

For more information and specific questions, see Part 2 of the issues paper or the summary

[Retirement village sector and regulatory and policy framework.](#)

Your comments about the regulatory and policy framework for retirement villages

What is the definition of a retirement village to me it seems a way for investors to make money from real estate by calling it a retirement or lifestyle village Clearer definition needed [If I owned a rental property I would have to pay the rates and repairs and refurbishment costs etc.,]

Entering a retirement village

You could cover:

- the process of entering a contract
- cooling-off periods
- the disclosures that operators are required to make
- the complexity of the contract
- financial models for living in a retirement village
- deferred management fees.

For more information and specific questions, see Part 3 of the issues paper or or the summary [Entering a retirement village.](#)

Your comments about entering a retirement village

Too many variations re contracts Difficult to understand All changes should be retrospective
Abolish deferred management fees at least for villages that have been sold on clearer definition
for refurbishment fees

Living in a retirement village

You could cover:

- the obligations of village operators
- how villages are governed and managed.

For more information and specific questions, see Part 4 of the issues paper or the summary [Living in a retirement village.](#)

Your comments about living in a retirement village

all staff should be trained before employment and the manager should live in

Leaving a retirement village

You could cover:

- the process of selling or re-leasing a unit
- obligations to reinstate or refurbish units
- ongoing charges after the resident leaves
- how capital gains are handled.

For more information and specific questions, see Part 5 of the issues paper or the summary [Leaving a retirement village](#).

Your comments about leaving a retirement village

I have been here 20 years imagine the refurbishment costs I will have to pay plus the deferred management costs all coming from the sale of my unit, no money to enter the next level of care.

As it stands at the moment I cannot afford to leave to live nearer my family

Dispute resolution

You could cover internal and external dispute resolution processes.

For more information and specific questions, see Part 6 of the issues paper or the summary [Dispute resolution](#).

Your comments about dispute resolution

Bias appears to be towards the owner /investors

The enforcement of rights and responsibilities

You could cover:

- how offences are enforced
- civil rights and remedies that residents may have access to.

For more information and specific questions, see Part 7 of the issues paper or the summary [Enforcement of the Act](#).

Your comments about the enforcement of rights and responsibilities

More open about civil rights for residents

Any other comments

If you have any other comments, including about issues that have not been discussed in the issues paper, you can enter them into the box below.

Your comments

personally I would have been better of purchasing at least 2 units , living in one and renting remainder as there is no resident staff there is definite social divisions [cliques] among residents social life means more than playing bowls If I could afford too, I would leave asap

I have read and agree to the privacy statement

Yes

Provide your name or email address to help us identify your comments if you wish to access them, make a correction, or require technical support.

First Name

██████

Last Name

██████

Email address

████████████████████

How would you like us to handle your comments?

You may publish my comments anonymously (your name will be omitted)

What best describes your interest and involvement in retirement villages?

Current or former resident

Location of retirement village (if relevant)

Regional Victoria

Year of entry into retirement village (if relevant)

Before 2014

To view all of the form's submissions, visit:

<https://engage.vic.gov.au/index.php/dashboard/reports/forms/viewDetail/2315>

Regards,

The Engage Victoria Team

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