

[REDACTED]

Sent: Thursday, 5 December 2019 8:53 PM

To: [REDACTED]

Subject: Summary of statement

I have lived in a Retirement Village since [REDACTED].

After the first 6 months conditions deteriorated, and continued to worsen

From 28th May 2017 until Dec 2018 I was subjected to incredible pressure and verbal abuse. VCAT rulings made things slightly better.

2. By the end of 2009 Management had broken 5 "Inducement to buy" promises.

3. My apartment leaked because of a structural fault in the outside wall. Management refused to fix it until forced to do so by Consumer Affairs.

4. The first manager, who was at least polite and pleasant, left and deterioration set in immediately.

5. Residents are told that they are "confused" etc. Admittedly in the last six months this particular form of abuse has been modified and almost ceased.

6. Management forces their way into the apartments without notice and abuse you when you try to refuse entry (or if you do manage to refuse entry.)

7. Three inch floods entered my library for two years from an unrepaired drain on the common area. I had to throw out about 500 books. In 2016 I had had the library checked by an engineer who gave it full approval for books. The stress and physical difficulty of dealing with 3 inch floods have caused physical health deterioration among other things. The floods began on the 28th May, 2017 and Management refused to even look at them for two weeks.

8. I cannot sell my apartment because plaster is falling from the driveway wall into my courtyard and Management is refusing to fix my, and other residents, walls that are part of the driveway.

9. Management refused to allow us to choose our own phone provider and we have phones that do not work correctly. (Long explanation)

There are more things to mention, but this is a sample.

However I cannot manage to get it submitted. Can you help?

[REDACTED]