

From: contact@engage.vic.gov.au
Sent: Friday, 15 November 2019 4:38 PM
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

We are very happy that we made the move 7 years ago to our small 42 unit village where we know everybody and have a very pro-active residents' committee. Our social sub-committee do a good job by presenting a variety of activities that one can pick and choose between depending on your own level of interest and fitness. I only have a cousin in a larger regional village and they seem to do well and are pretty happy there. I do understand by periodically attending RRVV meetings that there are lots of other people out there struggling with a variety of problems, some that have been aired by the media over the last few years. We are so pleased to be in with a pretty honourable operator and can fully sympathise with those out there who are dealing with some operators who are not so honourable.

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

I am afraid the only comment I can contribute in this section is that the definition should ensure that they ARE applicable for Differential Rating by the various Councils. Our council is taking in more from the village units than they would have if the site had been subdivided into around 10 or 12 very nice homes as per the adjoining properties.

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

I guess we were lucky in that we read things through as best we could and it all panned out OK with us not looking back. I can well imagine that many of the single ladies could or would have difficulties in working their way through the paperwork.

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

Again, in our case we are pretty lucky given that after the first couple of years, we now participate in setting the annual budget and have the monthly accounts sheet circulated to committee members for scrutiny at the meetings. This overview has ensured we are now into the

fifth year with no increase to our maintenance fees and running a nice surplus even after residents having various benefits of some \$2,500 back to date. We also now receive a management report that is presented to members for consideration at each meeting

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

With units only 7.5 / 8 years old and having only 5 turnovers in the short life of the village, the refurb's and resales seem to have all gone pretty well. Our Licence sets a maximum of 6 months for any ongoing payment of maintenance fees while the new purchaser is in the process of taking over and any capital gain is taken by the selling tenant or the estate.

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

Our papers do all have dispute resolution processes documented but we have had no major problems to deal with at this point.

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

Not applicable to us at this stage.

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

It is clear we are in a very fortunate position in this smaller village and being under the overall management of a religious organisation.

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)

Metropolitan Melbourne

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

This is not SPAM. You are receiving this message because you have submitted feedback or signed up to Engage Victoria. If you think you have been sent this by mistake please contact us at contact@engage.vic.gov.au.

