

**From:** [REDACTED]  
**Sent:** Monday, 2 December 2019 10:37 PM  
**To:** rvreview@justice.vic.gov.au  
**Subject:** proposed review of Retirement Villages Act

To The Review Committee,

Concerning Entering a Retirement Village.

My experience was strait forward once I located the Village I was proposing to enter but I would have appreciated a more comprehensive outline of structures and management before I made the initial decision. e.g. How financial decisions in a Village are made and who has ultimate authority over financial management.

Living in a Retirement Village.

The overall experience has been satisfactory although privacy concerns seem to me to be rather rigid in that we are a community who are concerned with the well being of our neighbours but management will not countenance any sharing of personal information regarding health and items of interest. This needs some thought as it is understood that some residents are fiercely independent and do not wish to have information common knowledge. Another issue concerns the paying of Council Rates on the property. In my case I am leasing the unit and paying monthly levies, which amounts to paying rent, so I find it problematic that I am paying rates on a rent/lease building to which I have no title.could this be addressed.

Leaving a Retirement Village

This topic raises lots of anxieties regarding the value of a property on leaving or death. The length of time an estate must wait for settlement all the while paying levies is quite ambiguous and should be resolved so that residents or their estate are not losing large sums. These are complex matters and some people as they age are unduly worried by complicated figures and financial tables. Retirement living is meant to be worry free and not ground down by thoughts of penury.

Dispute Resolution.

Disputes between residents in a Retirement Village can become an ongoing irritation for the parties involved and other residents who are drawn into the dispute. There may be guidelines for such events in contracts and manuals but these are not always followed or properly managed leaving all the aggrieved people unhappy and the dispute unresolved. Clear steps for residents and management to follow should be displayed prominently and every effort to resolve the issue in house should be carried out. Only after all efforts to resolve the issue have been exhausted should VCAT be resorted to.

I appreciate the complexity of these issues and am very pleased to see this review being undertaken. I wish you well in this endeavour.

Yours sincerely,  
Lois Smith.

Leaving a Retirement Village.

This topic raises a lot of questions concerning the financial arrangements on leaving a Village.

Sent from my iPad