

*S.B. & J.B. McFarland.*

*12<sup>th</sup> August 2019.*

*RE E. Mail from N.S.W Fair Trading – “ The Government aim to introduce a 42-day limit on the length of time villages can charge for general services after the departure of a resident. Also a mandate that exit entitlements be repaid within six months of a resident moving out of a retirement village in metropolitan area and 12 months for regional areas.”*

*“These reforms were recommendation of the Greiner Inquiry into the Retirement Village Sector 2017 and, as an election commitment before the State Elections last March . “ The Government undertook to implement them.” Extract form Liberals Nationals Government Election Undertakings, ,March 2019”*

*My Husband and I have been in Aveo Minkara Village ,Bayview. N.S.W. since the 30<sup>th</sup> May 2008 and are very worried about the time some of our Units in the Village have been left vacant even some for over two years and have at some stages up to 15 units sitting not sold. Also knowing that the length of time the General Service fee is charged till sold is a great strain and worry now. We started paying \$360.15 per month general service as per Contract and now have just received this week our monthly fee is \$600.94. All units in this village pay the same general fee it does not go on size as most Villages do and the bigger units are charged extra for lifts if they have them. We do not have a lift. We also have a departure fee of 25% and we know some units have sold much lower than leased price.*

*The next worry of fee to be paid for wear and tear if needed which we would of thought are Painting, Carpets and any other Maintenance not New Kitchen and Bathroom which I believe they are now asking to be done (\$60,000)? of course this would help to sell unit!!! We did not have a new Kitchen or Bathroom.*

*If all these fees are added together our Family would not get anything when selling. So we are hoping all the charges and entitlements go through and of course we are urging the Government and Fair Trading to continue to help us.*

*We look to you to do what you can to resist any attempt to “grandfather” these reforms when they are referred to you for parliamentary consideration. The Government needs to honour the unambiguous undertaking it gave in this matter and your assistance will be highly valued in ensuring it happens*

*Yours Faithfully.....Stanley Barry McFarland.*

*Janice Beverley McFarland.*