

26.2.21

Statutory Review of the Residential (Land Lease)
Communities Act 2013 Policy and Strategy
Division Department of Customer Service
& Paramatta Rd, Square, 12 Darcy St,
Paramatta NSW 2150

My Complaints/Observations:-

I live in a Residential Park on the
Central Coast

Last year our weekly rent was increased
by \$12.50. Management knew we couldn't
afford it. The alternative was for us to
sign a new lease. We all felt that we
would have to accept the new lease of
\$4.00 per wk, compounding. Residents fear
that in years to come, the rent will be
higher than the Pension.

We were promised improvements/
renovations in the Village, it hasn't happened.
No maintenance is carried out, the Village
is shabby. Lights been out of order for
years.

Residents were not informed by management
of how the \$4-00 rent increase was arrived
at, we feel we should know this.

Each year we have to pay for Pest

Treatment, but the common areas are not done. There are Tunnel Web Spider holes in one of the garden borders.

We have no security here, anyone can walk in. A car was once stolen & garden ornaments are stolen.

Drainage inadequate in village, each time it rains water runs under my house causing severe dampness, my property is damaged. Shoes, handbags, brass curtain Rails. Even furniture is damaged. When I first reported the problem, I was told to get an Engineers report. I wasn't able to do this as the cost was \$5,500.00. Manager not always in office when he's supposed to be.

Management once came to my house without making an appointment. He/they yelled and harassed me over a letter I had written to them. I reported this matter to Fr. Pradijs but they did nothing about it.

Rubbish Bins never disinfect - they stink! Our Residents Committee finally disbanded as it was just too difficult to deal with Management and get them to attend to all that needed attention in the Village. There was always big arguments and shouting. The health of the Chairperson was seriously affected. Now we have none to help us.

Residents wishing to sell their homes are not allowed to assign their lease to the buyer, Management always puts a higher

3/

Rental on the home. Usually, the sale falls through as the buyer cannot afford the high rent.

I feel that established companies should run these parks, not individuals who know next to nothing.

The cost is more for the operators side, its unfair and unjust.

These parks are intended (built) for low income earners, they shouldn't be paying \$400 - \$500 per week.

Thankyou for the opportunity to be part of this Review.

Please excuse poor writing, I have an injured hand.

Please do not use my name and personal details