

CONSUMER PROTECTION — RETIREMENT VILLAGE DISPUTES

1045. Hon TJORN SIBMA to the minister representing the Minister for Commerce:

I refer to the minister's answer provided on 9 November concerning the work of the property industries directorate of the Consumer Protection division, which is the principal authority for retirement village issues.

Of the 50 complaints relating to retirement villages that the directorate responded to over the previous 18 months, how many related to —

- (a) the charging of ongoing fees, be they service fees, operating fees, strata levies or rent, while the resident resides at the village;
- (b) the charging of the aforementioned fees after the resident has left the village; and
- (c) the charging of deferred management or exit fees?

Hon ALANNAH MacTIERNAN replied:

I thank the member for the question. The Minister for Commerce has provided the following information.

- (a) Twenty of the 50 complaints received by the Department of Mines, Industry Regulation and Safety's Consumer Protection division regarded ongoing fees.
- (b) Of those 20 complaints, four were received regarding ongoing fees after the residents had left the village.
- (c) Of the remaining 30 complaints, four were regarding deferred management or exit fees.