

RETIREMENT HOUSING ADVICE SERVICE

A free and confidential service that can provide help with issues related to:

- Retirement Villages
- Caravan Parks
- Residential Parks/Villages
- Rental Villages
- Independent Living Units

HOW WE CAN HELP

We can provide information, negotiate on your behalf, or represent you to deal with issues including:

- Bullying and harassment
- Unfair fees
- Eviction
- Contractual disputes
- Repairs and maintenance
- Rights and responsibilities
- Finding affordable housing
- What you should know before moving into retirement housing

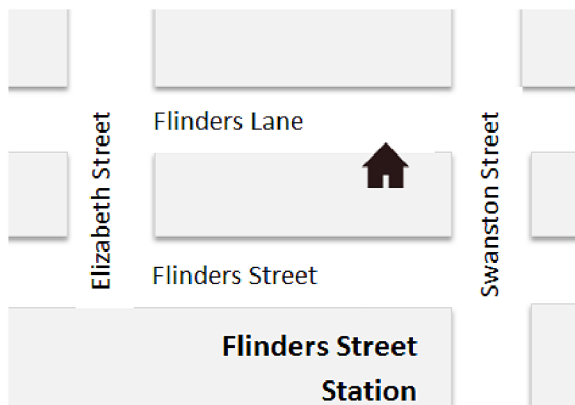


Interpreters
available



Level 1, Ross House
247-251 Flinders Lane
Melbourne, 3000
Accessible office
Close to public transport
03 9654 7389

www.older tenants.org.au/retirement
retirement@older tenants.org.au



Funding for the Retirement
Housing Assistance and
Advocacy Program is provided
by the Victorian Government



RETIREMENT HOUSING ADVICE SERVICE

Questions about Retirement Housing?
Call our advice line for free, independent
and confidential support

96547389

TESTIMONIES

"I am truly grateful to the Retirement Housing Advice Service. They assisted me in making my housing safe and then supported me when I was bullied by the management of my retirement village."
-Betty, rental village resident

'They really helped us understand the issues we were facing – their calm and focused approach was a great assurance at a very difficult time.'
-Allan & Wendy, caravan park residents.

"They knew what they were talking about. They helped my dad understand, and stand up for his legal rights."
-Patricia, daughter of Not-for-profit Retirement Village resident.



WORKERS ADVICE LINE

We also provide advice and support to community service workers who assist Victorians who live in retirement housing. If you work in the community sector you can also contact us for assistance.

ADDITIONAL SUPPORT

Housing for the Aged Action Group's Retirement Housing Advice Service can also offer:

- Community Education (in group settings) about your rights and responsibilities as residents
- Support to join a working group
- Support to start a Residents Committee

RETIREMENT ACCOMMODATION ACTION GROUP

Are you passionate about retirement housing reform? RAAG is actively campaigning for a better deal for residents of retirement villages, caravan parks, rental parks and Independent Living Units. Get involved with campaigns to establish a Retirement Housing Ombudsman and put a stop to excessive fees and unfair contracts.

For more information on our working groups please call (03) 9654 7389 or email: retirement@oldertenants.org.au

