**Submission 8. Anonymous (individual – public)**

I write as a resident of an independent living retirement establishment who is keenly interested in your review to improve access to justice for Victorian seniors. I urge you to appoint a Retirement Housing Ombudsman, for the reasons given by by the Residents Of Retirement Villages Victoria (RRVV). RRVV made an excellent case in their submission on the matter (see: residentsofretirementvillagesvic.org.au/wp-content/uploads/2015/12/Retirement-Housing-Ombudsman-paper-Nov-15.pdf). Older Victorians need an ombudsman or improved form of dispute resolution so they can resolve their disputes with retirement housing operators quickly, fairly and cheaply. An ombudsman is critical to addressing the power imbalance between well-resourced retirement housing operators and residents. I will be following progress on this matter closely. I have also submitted this on the appropriate government website (https://myviews.justice.vic.gov.au/accesstojustice/survey\_tools/formalsubmission). Good luck with it and thanks for your attention.