

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

ELIGIBILITY

- People living in Retirement Housing or interested in Retirement Housing
- On a low income
- Financially disadvantaged
- Workers assisting the above people

COMMON MATTERS

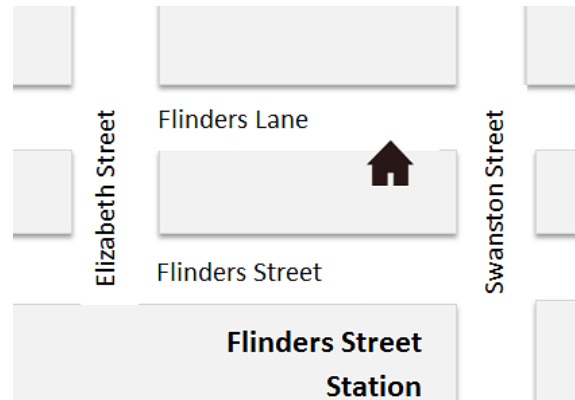
- Disputes with management
- Disputes about fees and charges
- Contractual disputes
- Repairs and Maintenance
- Retirement Housing Options Information
- Resident Rights and Responsibilities



Working with older people to
achieve housing justice

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



The Retirement Housing Advice
Service is funded by
Consumer Affairs Victoria

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RETIREMENT HOUSING ADVICE SERVICE

For people living in
or interested in
retirement housing



Interpreters
available

03 9654 7389

TESTIMONIES

"I am truly grateful to HAAG. They assisted me in making my housing safe and then supported me when I was bullied by the management of my retirement village."

-Betty Huggins, rental village resident

'HAAG really helped us understand the issues we were facing - their calm and focused approach was a great assurance at a very difficult time.'

-Allan Meers & Wendy Bramhill, caravan park residents.

"HAAG knew what they were talking about. They helped my dad understand, and stand up for his legal rights."

-Patricia Hogan, daughter of Not-for-profit Retirement Village resident.



WORKERS ADVICE LINE

If you are a community services worker and you need advice about providing assistance to a person in retirement housing;

Call 9654 7489 and ask to speak to a retirement housing advice worker or email:

retirement@oldertenants.org.au

Retirement information can also be found on our website at:

www.oldertenants.org.au/retirement

ADDITIONAL SUPPORT

HAAGs 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



WORKING GROUPS

HAAGs Retirement Housing Advice Service also facilitates working groups that work towards changes to laws and government policy. HAAG are currently seeking new members to these groups:

- 'CARPAV' Caravan and Residential Parks and Villages
- 'ILUs' Independent Living Units

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