

RECEIVED

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THLGC

17-9-12

Dear Sir or Madam,

On entering my village in 2004. I was told we would get a buss to take us shopping 2 times a week we are down to 2 hours a week which our manager being a male thinks this is OK. by being taken up at 10. to 10.30 there is a line up at the P.O. line up at med care line up at bank then rush to get food no time to look for specials if you run out of time sorry go without till next week. I have been asking of other retirement Villages and they get 2. 3 days a week. surely we can get something a bit better than we are getting. as the buss is used from 7.30 AM till they return from Golf. I have suggested to take the ladies up at 9 AM by car & pick them up on buss 12.30 PM this has happened once. The Village is a up market

Surly the management can be made to abide by our 2 days we were promised.

yours Faithfully

P.S we also have lost our carers. they have to do cleaning instead excess fees are ~~40%~~ which is redictulars we were also told the more people who came into the village the less our monthly Body Corp would be so far in the 10 years it has gone up & up through the roof. some on a pension are worried how they are going to manage.

