

The following are additional matters I wish to add to my original submission

I can't help but feel frustrated by the ongoing issues and lack of action from Rivervue management.

In a statement dated May 2023 from the General Manager [REDACTED] regarding flood insurance is concerning. It seems that we will be facing a double cost, with coverage for flood insurance remaining at \$5M but with a \$50K excess compared to the previous policy's \$10K excess..

It's frustrating to think that TIGCorp still hasn't contributed enough to mitigate risk, leaving us with these costly options

. In addition to the financial strain, the lack of emergency procedures from Rivervue management during the flood was concerning. People were left to fend for themselves, wading through the floodwaters without any guidance or support.

It's even more shocking to hear that residents are expected to implement their own emergency procedures in case of another disaster.

Statement from May 2023 committee minutes

**Emergency Plans / Preparedness. [REDACTED] General Manager explained how, as an independent living arrangement at Rivervue, residents had a responsibility to prepare and understand their own emergency plans.**

### **Independent Living is only a sales and marketing slogan**

The question then arises, what do we do in the event of a fire or another Flood ? It's unacceptable to have to rely on ourselves as elderly residents in times of crisis, and Rivervue needs to take responsibility and put better emergency protocols in place.

Complaints regarding the building issues continue to fall on deaf ears. Despite countless correspondences, the problem of water ingress due to Rivervue changing building specifications remains unresolved. I have evidence from the builder to confirm this statement

It's frustrating to see the lack of action from Rivervue management, as this water damage can lead to serious structural damage and health hazards.

The recent refurbishment work undertaken by Rivervue which took approximately 10months to complete also brought to light the incorrect installation of kitchens, without any communication with the residents.

It's concerning that management's initial response was that the installation was done in accordance with the original plans, when further investigation showed that this was not entirely accurate.

It's disappointing that we can't even trust that our own homes are being constructed properly. To make matters worse, the General Manager refuses to provide a Hygienist report to confirm that our villas are suitable for human occupancy.

This is especially concerning as black sludge as a result of category 3 contaminated black water has been found in our drains, which Rivervue refuses to clean. It's appalling that we are expected to live in these conditions without proper confirmation of safety and hygiene.

Lastly, Rivervue refuses to supply a new Occupancy Certificate, leaving us in the dark about when building warranties commence. It's frustrating to be left with no information a

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