



14th May, '10.

Chairperson

Senate Inquiry Re Roof Installation Dysfunction

Parliament House

Canberra. ACT.

Dear Chairperson,

I was very interested to read last week of the Senate Inquiry into the dysfunctional aspects of Roof Installation created by the Government's lack of organisational planning because I am having my own battle, not so much with the insulation which I supervised myself, but with the so called Inspection process.

An effort to have the authenticity of my "inspector" as a Departmental inspector, has been met with silence and thus the attached letter to Greg Combet seeking some answer. To date I have received no answer and I am not "holding my breath" considering what I read about the "Main Characters' "refusal to front the inquiry.

I would have thought that since my insulation was approved then the covering proforma letter would have been signed to authenticate the inspection because as far as I am concerned there is no evidence that my insulation has been inspected at all.

Graham B. Ware

Hon Greg Combet ,MHR
Minister Assisting the Prime Minister
Parliament House
Canberra.

Dear Sir,

I have had my house insulated and I was happy with the exercise, having roamed the inner roof and inspected the work myself. Because of the non-planning debacle by the Dept of Environment etc , I have had to submit to an inspection. This appeared no problem as I was confident that there would be no problems.

The final arrangements were made for 1pm to 2pm on Friday, 16th April due to my non availability on the previous date. I was told that the Inspector would arrive in “uniform”, show his identification and get on with the inspection using his own equipment [ladder. etc} .

I arrived home {from wife’s rehab from recent operation} a minute after 1pm {ABC News just started} to find someone in my roof. My son had let him in because he knew an Inspector was to call and the fellow had said that he was here to inspect the insulation.

I do not as a habit let anyone into my house... even the installers had to use the back door into the laundry where the manhole is. This was my first concern and my son copped my wrath. Entry was not the Inspector’s fault as he had been given entry but when I confronted him , he was not only not “uniformed” but had no ID.

This really made me furious. We hear all this criticism re the install process which is now supposed to be restructured. **I can’t criticise the organisation because it appears that there still isn’t any.** The gentleman was very apologetic and proceeded to his truck to produce his ID. Surprise! It was his Drivers’ License. Fine, that proved that he was who he was but didn’t prove that he was authorised by the Dept of Environment etc. He had no

formal Dept ID. This fellow was a nice guy but those that enter under any pretext to sus out a house are very charming too. As I said, he was very apologetic and quite concerned re my consternation. He provided me with his registration number and a phone number to ring and authenticate his registration, as well as a standard proforma sheet , Dept's letter headed statement that the inspection "did not identify any non compliance" but did not sign the sheet which I thought would have been done to authenticate it.

Already my impression of the new organisation was about **1 to 2 out of 10** so I decided to definitely check up. The number given me was 1300 772 670 so I rang the number and spoke to Emma. She couldn't help me because she just "rang a list of homes to make bookings and had no knowledge of Inspectors or their registration numbers". She had no suggestions so I rang the number on the sheet..... 1800 808 571... the "any questions number". The lady at this number said that she did not have any access to inspectors and their registration numbers so she couldn't help me. I should ring 131792 and they might help. Spare me a Heart Attack!!! So I rang and wasn't the least bit surprised when Kaylene couldn't help me either but she used her initiative and made phone calls which weren't successful. She promised to get back to me ... "probably not today because it may take time". To this date, and I have awaited confirmation, I have no more information than when I rang on the 18th April.

It has certainly taken time! Where is the improvement in organisation? It is no wonder that rip-offs have occurred. Three numbers and no one can give me a simple verification. If this is improved Government organisation then I hold no hope for the Schools' program which is already proving a mess, or the Medical "take over" which involves Lives.

Please tell me if 09/077 is a registered Inspector and what the name is that is attached to that registration then I'll know that some bogus person did not visit my house on the 16th April.

Graham B. Ware

28th April, '10