

## Attention: Enquiry to Energy Efficient Homes Package

25/11/09

To Whom It May Concern,

I am writing to advise you of my concerns relating to the Installation of Insulation and/or the Insulation Rebate. I knew the 19 year old that died after installing insulation on Friday the 20th of November 2009. He died earning a bit of spending money. He was untrained as an installer and had no knowledge of confined spaces etc. When he was found laying on the road his body temperature was 80 degrees and he had a heart rate of 200 BPM. Why did this happen? He was the third death in as little months, he was not the first! Was nothing learnt from the first two? My question to you is this job was done after the 2nd of November (after the new rules came in to effect) was the risk assessment done prior to entering this roof or is this not policed as promised.

My husband and I are in the building trade and I myself am a Household Sustainability Assessor. I am seeing and hearing horror stories concerning the installation of insulation I have detailed the worst of them below.

- One client had lost the use of 6 downlights due to the batts being put over the top of them, the company that did the job took 3 weeks to fix the problem. What about if within this time a fire was to have started? Not to mention the fact she had no light in the Kitchen.
- I last week I went to a house with approx 25 downlights, the client had insulation installed the week before (again after the new rules came into effect) there was not one downlight cover put into the roof. I informed the client that it was supposed to be done and she was following this up! If I had not informed her she would not have known. She thought the company did not do it because she actually agreed and signed everything in September.
- One client signed for the job in September but due to a delay from the company (could not get batts) it missed doing the job before the rebate changed, the company then approached the client (who is also a pensioner) to pay the difference of \$400 after a lot of arguing the company then asked for \$200 instead. The client has no intention of paying anything.
- I have also been told, of companies that just put the batts in the roof and don't lay them, because the clients are elderly and have no way of looking in the roof.

Many of the above complaints I hear over and over. The rebate was better when the customer got the difference in the rebate; once it was changed it created these cowboys are ruining this industry. The government can put all the rules in place that they want but who is policing them, these dodgy's don't care as is evident in point 2 above, no one would be the wiser if the paperwork has a date prior to November the 2<sup>nd</sup>.

I am also aware of companies that are installing Solar Hot Water, due to the fact they have one nominated supervisor within the company. This means the company is entitled to have a gold licence, the sales people are then using the license number to portray themselves as plumbers (misrepresenting themselves). Unlicensed installers are then sent to install the Solar Hot Water Systems and the nominated supervisors then just sign off for the jobs without inspecting them. Not only are clients paying for what they believe are licensed tradespeople but they are not even inspected by these tradesmen to make sure they are not dangerous. Many systems are being put in incorrectly. This is another system that is being rorted by cowboys that just want to make a buck.

It is obvious to me at penalties are looked upon with a lazed attitude, as these items are not being audited. Until they are these industries will continue to treated like this. Something **MUST BE DONE!**