

## Green Loans Submission

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Green Loans Assessor since July 2009

Trained by ABSA Director facilitating a course in Launceston, May 2009

Number of Assessments completed as of 17/3/2010 is 32

Clear policies promoted in the course

- 1) Assessor numbers would be limited to 1500.
- 2) No product or service can be promoted during assessment.
- 3) An online booking system would be implemented.
- 4) We were advised that an assessment should take 1 to 1.5 hours.
- 5) Home owners would to do a self assessment prior to the assessment appointment.

Outcomes

- 1) Many more than 1500 assessors accredited
- 2) Many stories from other assessor in the online forum, of commercial companies promoting products and services during assessments.
- 3) No online booking system implemented.
- 4) 95% of my 32 assessments, took more than 2 hours in the premises to complete, then back at my office, another hour to log in the information from the work book into the online tool.
- 5) Self assessment was never implemented.

My problems with the scheme-

- 1) Many of my customers have not received assessment reports - hence no Green Loans access.
- 2) Assessment workbook is not accommodating to rural Tasmanian homes.
- 3) I have spent up to 1.5 hours waiting on the phone to book assessments with the call centre.
- 4) The online generated reports, did not accurately reflect what was entered into it.
- 5) I have not received payment for November 2009 assessments, and cannot access a responsible person by phone or email to resolve this problem.

Possible future improvements

- 1) Online booking system.
- 2) Double the current number from 5 to 10 possible assessments per week, to allow a viable "full time" income for assessors.
- 3) As some commercial companies have been major offenders of "corrupting" the integrity of the Green Loans Program, they needed very stringent constraints / oversight.
- 4) Re-instate the "Green Loans" incentive system for home owners, as without it, there is no incentive for the home owner to have an assessment.
- 5) Queensland state government has a great system of replacing inefficient light bulbs and shower heads etc this type of program could be incorporated into the Green Loans program.
- 6) A computer notebook/tablet/smart-phone application be made available for online input of data, during the assessment in the premises.
- 7) Finalise the transition process to a sustainable industry in the coming "Mandatory Disclosure" program.
- 8) Make the data gathered and the report delivered to the home owner more relevant - by consulting / listening to assessors.