

## **Green Loans Enquiry.**

My complaint is about the removal of the green loans scheme.

As a member of the newly formed South Australian, 'NE Solar Neighbourhood', we as a community were keen to do our bit for the environment by bulk purchase of solar systems.

The first hurdle was getting through to the booking centre. Having achieved that I then had to get through when the system was actually up and running. This meant constantly ring back until several days later I spoke to a man who said he would call me back when it was working, He did this and I made a booking. Over a week had gone by during this process. Unfortunately, the Assessor didn't turn up for his appointment, resulting in another phone call (another week gone). After futile calls to that Assessor from the booking centre I made another appointment with another Assessor for a week later (30/01/10 and submitted 1/02/10). This assessment was done efficiently and professionally.

Then we waited for the assessment report which was emailed 10/3/10. Unfortunately for us, the banks were no longer taking green loans. A local bank manager informed us the government had been very slow and inconsistent with the information about the green loans that they had ceased lending on new loans, due to lack of proper information and also, in case the government pulled the plug overnight. (As seems to be the theme with this government). The government site showed two credit unions apparently still lending on green loans to members only, but a visit to the appropriate sites advised all loans had stopped.

### **Summary:**

- The booking systems were totally inadequate. The web site should have allowed people to book directly. Due to the inadequacies of the system people needed to ring in constantly. Doing it right the first time would have been better,
- Once it was realized the system couldn't cope with the demand, plan B should have immediately have been used. Apparently, there was no plan B. I suggest you get some retired Telstra Manual Assistance Centre personnel to teach you about backup plans.
- The turnaround for return of the Assessment Report should have been much quicker. Perhaps allowing people to retrieve their own online, as we do for bank statements. This delay also resulted in additional phone calls and emails.
- Keep the financial institutions properly informed.
- We feel totally let down by this government over this scheme. The idea was good but not well planned. In short, was it all a big con?