

Senate Commission on Green Loans

To whom it may concern,

Background

In mid July 2009 I was investigating the possibility of having solar power installed to my home. I enquired with the Solkarshop representatives what type of incentives there were available with regards to financing the project. The representative mentioned to me about the Green Loans scheme that had just been announced. I subsequently registered for an assessment. Shortly after I received acknowledgement of my registration and an appointment was booked for 30 August 2009.

On 30 August 2009 the assessor came to my home and conducted what I believe to be a thorough inspection of our house. He entered all his data, provided me with his details and stated that the next step in the process was for him to send his report to the Department dealing with these and that I would receive a report from them which I could then take to the bank and apply for my green loan.

After six weeks I contacted the assessor to advise him I was still awaiting my report. He responded that they were processing reports at present, he had only just received his own report and he expected mine should be issued within two weeks.

I followed up with him two weeks later to state that I still had not received it. He provided me with the contact number of the department and suggested that I contact them as I should have received it by then.

I contacted the relevant department in late October 2009. They stated that there had been a backlog however I should receive mine shortly.

In mid November I contacted them again and they stated that they would place my name on a list of reports not yet received and that it would be escalated.

In mid December I tried to call them again, however was unable to get through.

In late January 2010 I did manage to speak to a person and they again stated that she would place me on a list of reports not yet received and that it would be escalated. The person was unable to advise me when I would receive my assessment report.

Early February after listening and reading some media reports on the green loans scheme I contacted my assessor and voiced my concerns to him and that I was still waiting for the assessment report without which I was unable to access the green loans scheme. The assessor was kind enough to provide a copy of his report. I took his report to the bank and was successful with the green loans application.

On 24 March 2010 I received the assessment report from the Department of the Environment, Water, Heritage and the Arts. The envelope was postdated 23 March 2010. The report was an exact copy of the report that the assessor provided me with which was the report he forwarded on to the department on 31 August 2009. There was no covering letter or information letter with the assessment report.

Issues:

1. Why did it take the department more than 7 months to process my report?
2. Why did the department take more than 7 months to forward me a report that the assessor could have made available to me on 31 August 2009 the date he submitted it

to the department.

3. One of the reasons given for the scrapping of the green loans scheme was the apparant low uptake of the loans. If it would not have been for the pro-activeness of my assessor with providing me his report I would not have been able to apply for the green loan, which I needed as my solar power system is costing over \$20,000 to install.

4. Why has the department been unable to provide a proper explanation of the delays.

If required I am happy to attend the senate hearing to discuss this further.

Thanking you,

Bradley von Xanten
25 March 2010