

This is a copy of my e-mail to Simon Birmingham which is self explanatory.
I am totally disillusioned with this scheme. At the very least the Govt should honour their commitment to those who have taken the time , effort and in some cases spent money to try to become more energy efficient using the scheme offered by the Govt.
There must be many like me who did everything in their power to comply with the ever changing deadlines and rules only to receive NOT ONE acknowledgement (except for Mr Birmingham's reply)

Please judge for yourselves.....

I enclose copy of the text I sent to Peter Garrett, Kevin Rudd, Greg Hunt ,the Dept of Environment and Heritage on 7 re the current Green Loans Scheme and how it is being handled (or mishandled !).

A number of people I know went into this scheme in all good faith, the assessor despite tremendous difficulties "booking in " the jobs through the Dept did his job on time and we awaited the promised report in 10 working days. In my case I should have had it around 12th Feb - in plenty of time to get the Loan approved before the recently announced 22nd March cut off.

I have tried calling the Green Loans people many times and have been assured of a call back but never received one. It was suggested that I call the participating lending institution to get all my details "in line" ready for when the report arrives. This I did but was told by two of the "lending partners" -Westpac and ANZ that they had "pulled out" because they could not get responses from the Green Loans people. Yesterday I managed to find an institution which is still loaning (Heritage) but they warned they are also "pulling out" next Friday and commented that "most lenders are doing the same". This is appalling - we go into this scheme in good faith, spend time and money on quotes and calling the lenders only to find it appears the scheme is a sham ie the goal posts continually change so that the time frames we have to obtain a loan are impossibly short. The Dept issuing the reports cannot now give a timeframe so we are uncertain if and when we can get everything done by the lenders or the Depts recently introduced deadlines.

My suggestion (or plea) is that those who have entered the scheme to date and had assessments done should be entitled to continue on to receive their loan otherwise it is another bungled poorly managed scheme. I think the Govt owes that much to those committing to the scheme.

The message I continually receive from the Green Loans people, the lending institutions and assessors is that the scheme is overloaded and straining to cope. Surely this could be managed by the timeframes allowed for assessments, reporting and loan approvals ie most of the delay comes back to the Dept mismanaging this.

I would appreciate your comments.

CC of e-mail sent to Peter Garrett and Kevin Rudd - for your info

I have applied for a Green Loan in all good faith thinking I was helping the environmental cause. I have experienced :-

- * a delay in the report (which had a promised 10 working day return) - promised by the Dept - now suggested could be up to six weeks!!
- * no reply to emails to the Dept or Mr Garretts office
- * no reply to phone calls asking for a progress report (also promised)
- * some assistance from the Dept staff suggesting I line up the Green Loan details with my lending institution in readiness for the reports arrival as we now have a deadline when the Loans cease on 22nd March
- * Appalled when contacting some of the so called " lending partners" to be told they have "pulled out" as they cannot get any responses from the Green Loans
- * Amazed when further contacting Green Loans and they dont know these "lending partners" have withdrawn then suggest I check the website which STILL has the withdrawn ones listed !

I hope this is not another bungled mess like the insulation debacle.

May I suggest that the simplest way to achieve a satisfactory outcome would be to close off Loans now EXCEPT those already accepted, process those and allow those dedicated people who backed the scheme and spent time (and money) on the assessment and equipment quotes to proceed with their loans

There must be a huge waste of the Depts time just trying to pacify potential customers and assessors committed to this scheme

I ask that you check these details