

ATTN: Stephen Palethorpe

Hi, Stephen

The attached Word .doc file "Assessor eNews 14-01-10" is a direct extraction from the Hotmail-based version I received to my inbox on 14/01/2010.

It clearly advises assessors to email requests for Assessment Numbers (ANs) for new bookings.

As the CC was promptly swamped with requests, and most of these emails are yet to be responded to, assessors called the CC to request ANs for bookings that were about to fall due with times set by Householders, as they were still waiting for AN's or an email response.

In phone conversations with the Call Centre, assessors were told to "do the assessments, and we'll get the AN's to you later".

Here at least is half of the story. The other half relies on the honesty and fearlessness of the CC operators and supervisors to confirm that they actually told us what we heard them say.

Regards  
Mark

Special edition assessor e-news: 14 January 2009

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### Message from DEWHA: Green Loans administrative issues this week

As you might be aware, the Green Loans call centre, calendar and the new online assessor portal have been experiencing technical issues this week. We acknowledge that this is frustrating for you.

We are urgently addressing these issues. Assessors are able to request a call-back or send new booking requests by email. In addition, more staff have been brought on to answer calls and process bookings.

Right now, we ask assessors to submit **new bookings only** by email to [greenloanassessments@environment.gov.au](mailto:greenloanassessments@environment.gov.au)

We appreciate your patience while we work through these issues, and apologise for any inconvenience.

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### Contact points for assessors

Material orders, calculator login difficulties, **assessment report issues** and contractual amendments, please forward your request to [glassessors@environment.gov.au](mailto:glassessors@environment.gov.au)

General enquiries directed to the Green Loans Team, please forward them [greenloans@environment.gov.au](mailto:greenloans@environment.gov.au)

Call Centre on 1800 895 076, for all information associated with assessment bookings, cancellations, rescheduling and Booking Numbers.

Issues with the calculator, or the Assessors Procedures Manual, please contact the Association of Building Sustainability Assessors (ABSA) on 1300 889 438, or email [hsas@absa.net.au](mailto:hsas@absa.net.au)

For assistance with advertising, logos, images and advertising promotional approval, please email [greenloanscomms@environment.gov.au](mailto:greenloanscomms@environment.gov.au)

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