

A letter to Senator Wong regarding the Greenloans program by an Independent Home Sustainability Assessor.

Hello,

My name is Eloise Lamond. I am an Independent Home Sustainability Assessor and this is an overview of my story regarding the green loans program.

I am a low income earner living in the country of NSW and I have found it hard to find full time employment, therefore in October 2009 I paid over \$2000 to put myself through an Assessors training course with Ecomaster. I eventually became accredited after a very long wait and then began doing Home Sustainability Assessments in January 2010. I had nothing but problems from then on trying desperately to make bookings on the booking phone line which was continuously engaged or sometimes I sat on the line for over an hour or more waiting to be answered. I continued to do Assessments on a regular basis as it was well received amongst people very keen to take up the Green loan. I then continued to go through even more stress once the program announced it was closing as Householders were continuously contacting me desperately needing to receive their reports so they can be approved for the loan before the closing date. Most of these people have not received their reports still to date and are very disappointed that they could not get the loan because of the inability to receive the Assessment reports. Most of these people were relying heavily on the green loan as they had signed contracts previously to get photovoltaics or to do other green renovations, and were then out of pocket. In the mean time I still wasted numerous hours of my time trying to get on to someone on the booking line, and difficulty entering my portal, however no one was ever available to help me and no one returned my numerous calls and emails. I still have not been paid one cent for all the hours, and assessments which I have carried out or for the stress that I have received. The payment of \$200 equals out to approximately \$15 per hour for my time as the driving to and from the assessment, the assessment taking at least 2 to 3 hours or more and then the entering of data which is at least another 1.5 to 2 hrs. Sitting on telephones, sending emails and trying to make bookings has cost me at least another 2 or 3 hours of my time per assessment. I had a lot of faith in this program to begin with. I honestly believed that the Government was committed to this program and concerned about the environment and the assessors that took the chance and spent hard earned dollars to become assessors for nothing but heart ache, out of pocket and a lot of stress and wasted hours. I am so very disappointed that I am yet to receive any money for my time and now struggle to pay bills etc. I feel I have let each and every one of the householders down by sprucing about how good this is, making empty promises and then they take action in good faith and reduce their impact with out any help from the government but only alot of stress. I am nearly to the end of my tether as I have had only a few bookings since the closure, only get to my destination to have them cancel as soon as they are aware that the Greenloans program is no longer happening. So once again I am out of pocket and have wasted valuable fuel and time. I believe that the green loans program should be bought back in for all those people that were interested in installing solar panels, hot water services etc and so assessors can recouperate all the lost money they have spent on insurance, training and accreditation. I do not think it is fair to anyone to make us do another training in order to continue to do assessments. Bookings should be made easy by booking online rather than by telephone or have numerous lines open so there is no waiting on the phone for so long. More staff need to be employed to answer assessors queries and help sort out portal problems etc. A fee of no less than \$200 to \$250 should be paid per assessment plus travel. Assessors should be independant and not working for large companies which are taking advantage of

the program with no care for others employed in the Industry but making as much money as possible. I hope and pray that something good may come about after all these problems and lack of faith and respect by householders and assessors. I beg of you to bring back the green loans program with changes to stop large companies from monopolising it and so householders are able to afford to make the changes and reduce their impacts. I ask you to take in consideration the requests I have made above which will help the program and assessors fulfil their hopes and desires and keep assessors employed. I also urgently request that all reports for householders are sent out as soon as possible and they too are still able to go to at least one financial institution to receive the green loan which they set out to achieve in the onset. I would appreciate being paid for my previous efforts and stress so I am able to pay overdue bills.

Thank you for your time and taking my requests into consideration.

Regards,
Eloise Lamond
Home Sustainability Assessor