

#### WRITTEN SUBMISSION:

I have conducted a number of assessments and it is clear that this program can make a significant contribution to reducing the use of energy and water by Australian households.

With the Greens Loan Program being suspended but our still being able to conduct assessments it is very difficult to have any credibility with home owners using the current name, having no updated marketing materials and no clear objective.

The following is urgently required:

1. The program is renamed
2. The new objectives of the program are clearly stated
3. The assessors are correctly and comprehensively retrained to meet the stated objectives
4. A comprehensive and positive advertising campaign should be undertaken
5. Assessors are provided with new marketing material and the relevant websites be updated
6. A decision to be reached regarding the role of HAS's and the Mandatory Sustainability Declaration completed by sellers

I have the following problems with the current operation:

1. No reports have been issued to the households where I have done assessments. This is unacceptable given the time lapse.
2. The demand for bookings by assessors caused the system to gridlock. The system has improved, however, this may be because assessors are restricted to 5 assessments per week. This restricts the income earning potential of assessors.
3. Green Loan Companies managed to block out individual assessors during the period when the booking system gridlocked. Their requirement and their role in this program should be examined.

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