

Remaking Suburbia
INITIATIVES TO DATE

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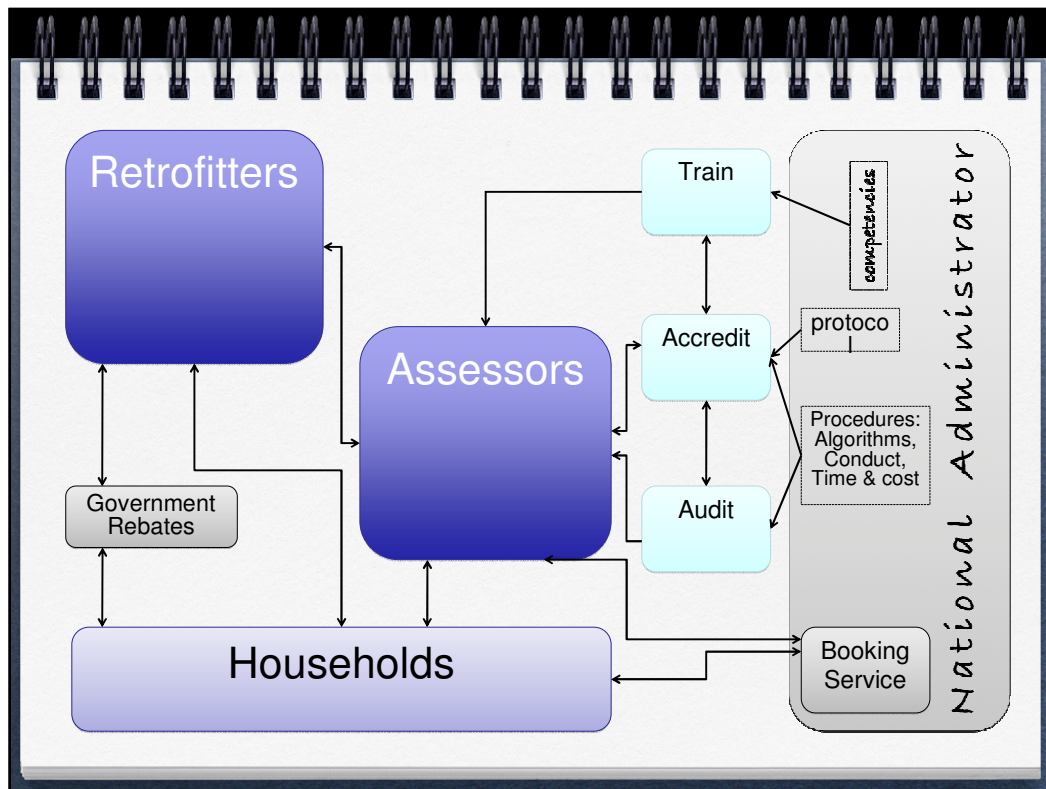


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Creating a new Green
Industry

Household Sustainability Assessment
for the
Green Loans Scheme (and beyond ...)



Households

- Translating good intentions to action
 - Want to change
 - Service must be convenient
 - When they want it, On time, minimum 'contacts'
 - Trust the advice they receive
 - Training in dealing with people
 - Codes of conduct & complaints processes

Assessors

- Accurately disaggregate energy bills to determine largest emission sources:
 - Is it the pool filter or the air con that gives high summer bills?
- Evaluate which behavioural / retrofit measures have most potential
- Communicate this in a way which motivates households to take action

Retrofitters

- Install to achieve potential
 - e.g. Cut out insulation around downlights or halve the R value
- Need to have some understanding of how the products work
- Need to be aware of rebates available to reduce costs



ABSA's role: communication

Scheme Auditor

- Liaison to establish mistakes made
- Working group to provide feedback to
 - existing service providers
 - trainers
 - national administrator
 - tool providers

Existing Service Providers

- Customise procedures to meet their needs
- Provide complimentary support services to their own
- Coordinate feedback to national administrator

Certainties

- It won't work the way we want it to on day 1 or even day 100
- If we wait till it is perfect we'll never start
- This changes the approach to the scheme in year 1:
 - Mistakes are 'honest'
 - We don't know the answers yet
 - I like being told I'm wrong
- By the end of year 1:
 - Training, tools, procedures will be different