



FINAL REPORT

Energy Efficiency Information for Tenants Pilot

**Developed by the Centre for Liveability Real Estate
for the Environment and Planning Directorate,
ACT Government**

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Thanks also to Allhomes.com.au, which provided assistance in promoting the project to landlords of privately managed properties.



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Executive Summary

This report has been prepared by the Centre for Liveability Real Estate (CLRE) for the Environment and Planning Directorate (EPD) as part of the 'Energy Efficiency Information for Tenants Pilot'.

The purpose of this pilot project is to test the usefulness of the full disclosure of a property's performance using a property features checklist for tenants (in this case the 17 benchmarked Liveability Features™, The 17 Things™).

This report presents the findings from the Liveability property appraisals, distribution of tenant and landlord information packs and the feedback surveys.

In total, Liveability appraisals were conducted on two hundred and sixteen rental properties around the ACT. Fifty three tenants and fifty one landlords responded to the feedback survey.

Results indicate that for many rental properties in the ACT, the built-in features make it hard for the majority to avoid high energy bills or to live comfortably in extreme weather, particularly in winter. While properties performed well in some areas such as cross-ventilation and shading, they did poorly in many other features, particularly those that most suited to cold winters which are characteristic of the climate zone of the ACT (such as insulation and windows).

Both tenants and landlords appreciated and valued the information that was provided to them by their property manager through the Liveability appraisal, *Rent Smart* guide and ACT Smart Energy Advice service brochure. The majority of tenants would consider information about Liveability Features™ when choosing their next rental property. Tenants preferred to receive this information prior to a tenant signing a lease agreement.

The Liveability Real Estate Framework was developed **by** the residential real estate industry **for** the industry and represents an integration of energy, water and passive design features into existing property marketing processes. It has the potential to provide useful energy efficiency information to tenants and landlords and drive a new market in residential real estate.



1. Introduction

This report has been prepared by the Centre for Liveability Real Estate (CLRE) for the Environment and Planning Directorate (EPD) as part of the 'Energy Efficiency Information for Tenants Pilot'.

This pilot project utilises the Liveability Real Estate Framework which has been developed by CLRE in collaboration with the sustainable design, construction and assessment industries. The Framework was created to address a significant shortfall in knowledge and consumer engagement within the residential real estate industry about the property features in homes that have the potential for reduced running costs and increased comfort.

The Framework encompasses specialist Liveability Real Estate Specialist training for existing salespeople and property managers who then have access to exclusive property marketing tools, resources and message framing for consumers. These enable property managers to simply and effectively deliver information to tenants during the most important moment – when they are looking for a home to rent – about a property's potential for reduced running costs and increased comfort. This includes The 17 Things™ checklist which is completed by the trained property manager when the home is listed for rent and provides disclosure of Liveability Features™ in one easy-to-understand document for both the landlord (investor) and the tenant. The checklist was customised for the pilot study.

This report outlines the process used in the implementation of the pilot project, followed by a presentation of the findings from the Liveability property appraisals, distribution of tenant and landlord information packs and the feedback surveys. This follows with a discussion of the findings in relation to the key research questions and the conclusions drawn from the pilot study.



1.1 Project Scope

The purpose of this pilot project is to test the usefulness of the full disclosure of a property's performance using a property features checklist for tenants (in this case the 17 benchmarked Liveability Features™, The 17 Things™).

This pilot project investigates one option to provide energy efficiency information to tenants in the ACT. This is in line with the Australian Capital Territory (ACT) Government's Climate Change Action Plan, AP2, which, amongst other things, identifies the need to improve and disclose the energy performance of buildings in the ACT. Action 3 of AP2 states:

Subject to a regulatory impact assessment, the ACT Government will introduce legislation to require landlords to provide information to tenants on the energy efficiency of homes and fixed appliances and major energy uses.

CLRE has used the Liveability Real Estate Framework to address:

- The state of rental properties in the ACT: how many ACT properties have Liveability Features™ and how many of them would be eligible for the Liveability Features™ icon at point of rent (must meet a minimum six specially selected features)?
- The impact and influence of specially trained Liveability property managers on marketing the importance and 'perceived' value of Liveability Features™ inclusions in rental properties.
- The impact and influence of exclusive Liveability property marketing online icons and resources on empowering prospective tenants to make decisions regarding the running cost potential of a property at point of rent.
- The impact and influence of specially trained Liveability sales/property managers and full disclosure on real estate industry validation to investors/landlords of the importance and investment value of liveability features inclusions in rental properties.
- How to provide consistent transparent, simple and robust communication of the benefits of these features to tenants: "Liveability Features™ offer the potential for reduced running costs and increased comfort if used correctly by the occupant"?



The key questions which this project investigates are:

- Is one checklist that can be filled out by Liveability Real Estate Specialists and disclosed to landlords and tenants alike an effective way to empower tenants to seek out rental properties with features which have the potential to reduce running costs and increase comfort? Is there any reason full disclosure should not be given to tenants and landlords at point of rent? If full disclosure is not given, what level of detail should the checklist show?
- What further support should be offered to tenants regarding how they use their home? What form should companion tenant information take? In particular what information is required by tenants to help inform their decision?
- What further support should be offered to landlords regarding how they could improve their properties energy efficiency performance? What form should companion landlord information take? For disclosure of The 17 Things™ checklist, what level of detail should it show?
- What is the full-cycle cost associated with each assessment option (i.e. training costs for agents or third parties, time taken to complete)?

For more information on the scope of the project view the Response Document (Appendix 1).



2. Process

This section will provide an overview of the activities which occurred as part of the pilot project.

These are:

1. ENGAGEMENT of LJ Hooker offices to participate in project (3 Aug – 14 Aug 2015)
2. TRAINING for property managers including customisation of course material (20 Aug – 16 Oct 2015)
3. APPRAISAL of rental properties (6 Oct – 25 Nov 2015)
4. SURVEY of participating tenants and landlords (26 Nov – 23 Dec 2015)

In total, 22 property managers were trained and agreed to participate in the pilot project. A list of the participating offices is presented in the table below.

Office	Number of property managers participating
LJ Hooker Belconnen	2
LJ Hooker Canberra City / Weston Creek	6
LJ Hooker Dickson	1
LJ Hooker Gungahlin	3
LJ Hooker Kaleen / Kippax	5
LJ Hooker Tuggeranong (now Luton Properties)	5
TOTAL	22

Table 1. Number of property managers participating in the pilot project

2.1 Engagement

LJ Hooker offices

Targeted communications were sent to principals and property managers in LJ Hooker offices to inform them that CLRE was undertaking a pilot project on behalf of the ACT Government and invite them to participate in the project.

To provide an incentive for property managers to participate in the project, they were offered a 50% subsidy on the regular training fee to upskill and become Liveability Real Estate Specialists.

The following communications were used to engage LJ Hooker offices:

- Two emails were sent to all LJ Hooker property managers and training coordinators in the ACT.
- An email was sent to all principals of residential LJ Hooker offices in the ACT. A follow-up phone call was made to all principals to encourage them to be involved.

The Centre for Liveability Real Estate



Training, research, strategy and communications

At the commencement of the pilot project, eight of the nine residential LJ Hooker offices in the ACT had trained Liveability Real Estate Specialists on staff (sales agents and/or property managers). Six of these offices had trained a significant number of their team and promoted Liveability as part of their real estate offering. They were therefore familiar with the Liveability Real Estate Framework.

Emails and phone calls to offices focussed on the opportunity (subsidised training and the opportunity for a point of difference in the market) and the commitment (number of property appraisals) required from participating offices.

Real Estate Institute ACT

As the CLRE is a real estate industry focussed organisation and in acknowledgement of the importance of engagement and respect for the residential real estate industry peak body to any future policy outcome, Cecille Weldon met with the CEO REI ACT, Mr Ron Bell 28 October 2015. He was briefed regarding the project mandate, the project scope, and a re-briefed regarding the Liveability Real Estate Framework and given a copy of the Rent Smart guide. A further meeting occurred on the 15 December 2015 for a brief update regarding the stages of the project.

REI ACT is supportive of the project and the collaboration with the real estate industry. Mr Bell indicated their interest in hosting the Liveability Real Estate Specialist course in 2016. Mr Bell also brought to our attention the publication produced by the Office of Regulatory Services ACT Government 'Reality Check: a guide to buyers and sellers in the ACT' with a view to integrating additional information for renters and landlords regarding water and energy efficiency features.

2.2 Training

CLRE conducted a dedicated and customised training session for property managers in Canberra on Thursday 20 August 2015. Sixteen property managers attended this session.

This session was based on the existing Liveability Real Estate Specialist Foundation Course (see Appendix 2), which covers how to:

- Recognise Liveability Features™ (Appendix 3)
- Appraise and list properties with these features using the 17 Things™ checklist
- Explain why these features are important to liveability potential
- Market them responsibly
- Identify the five main customer profiles and use appropriate message framing for each



Additional customisation of the training for this project included:

- An introduction to the pilot project and important tenant opportunity.
- A presentation from Megan Ward (Energy and Waste Policy, Environment and Planning) on ACT Government policy and the importance of the project.
- An emphasis on information and scripts relevant to property management (positioning for landlords and tenants).
- The “Other Features Worth Noting” field in the 17 Thing™ checklist populated for the pilot project with “draught sealing for windows and doors”.
- Information on how to identify draught sealing and why it is important (see Appendix 4).

After receiving feedback from offices on the difficulty of having multiple property management staff out of the office for training at the same time, a decision was made to extend the subsidy for property managers to an additional training session. This was a combined sales and property management session that was held in Canberra on Tuesday 22 September 2015. Six property managers attended the session.

For both groups of property managers, the face-to-face training session was followed by a fast-tracked three-week probation period during which they completed online assessments. The property managers graduated from the training on 10 September 2015 (first group) and 16 October 2015 (second group).

Cecille Weldon travelled to Canberra to conduct the “graduation” face-to-face with property managers at each office and brief property managers on the next stages of the project.

2.3 Appraisal

The next stage in the process was for property managers to conduct a Liveability appraisal (using The 17 Things™ checklist) of participating properties in order to understand the state of rental properties in the ACT, and also to provide information for tenants and landlords about the Liveability Features™ of their rental properties.

Table 2 indicates the number of appraisals that were completed as part of the pilot project.



Type of property	TARGET no. of properties	ACTUAL no. of properties	Comments
Agent managed	(i) Under current lease agreement 208 properties	191 properties	Reduced number due to restrictions on inspections permitted by property managers and landlord permission
	(ii) Due for new lease agreement 20–25 properties	20 properties	
Private	76 properties	5 properties	Delay in EPD to source database, CLRE brought in Allhomes as strategic partner to access data base of landlords. EDM sent by Allhomes resulted in a small number of properties appraised
Government	76 properties	0 properties	Delay in EPD sourcing support from relevant agencies, decision to remove from this stage of project
TOTAL	380 properties	216 properties	

Table 2. Properties appraised as part of the pilot project

LJ Hooker-managed properties

Property managers undertook Liveability appraisals on rental properties managed by their office during their routine property inspections. This appraisal would normally be conducted at the time a new property came under management. However in order to appraise a sufficient number of properties within the time frame of this project in this instance the appraisal was conducted in combination with the standard condition report as part of a regular six monthly property inspection.

Under the *Residential Tenancies ACT (1997)* property managers can conduct routine inspections twice a year. In order to ensure compliance with the legislation and to minimise the additional workload for property managers, and to complete the project in a timely manner, property managers were instructed to select properties that were part of their existing inspection schedule for the months of October and November.

Figure 1 outlines the basic process for a Liveability appraisal in this pilot project, for a more complete process diagram refer to Appendix 5.

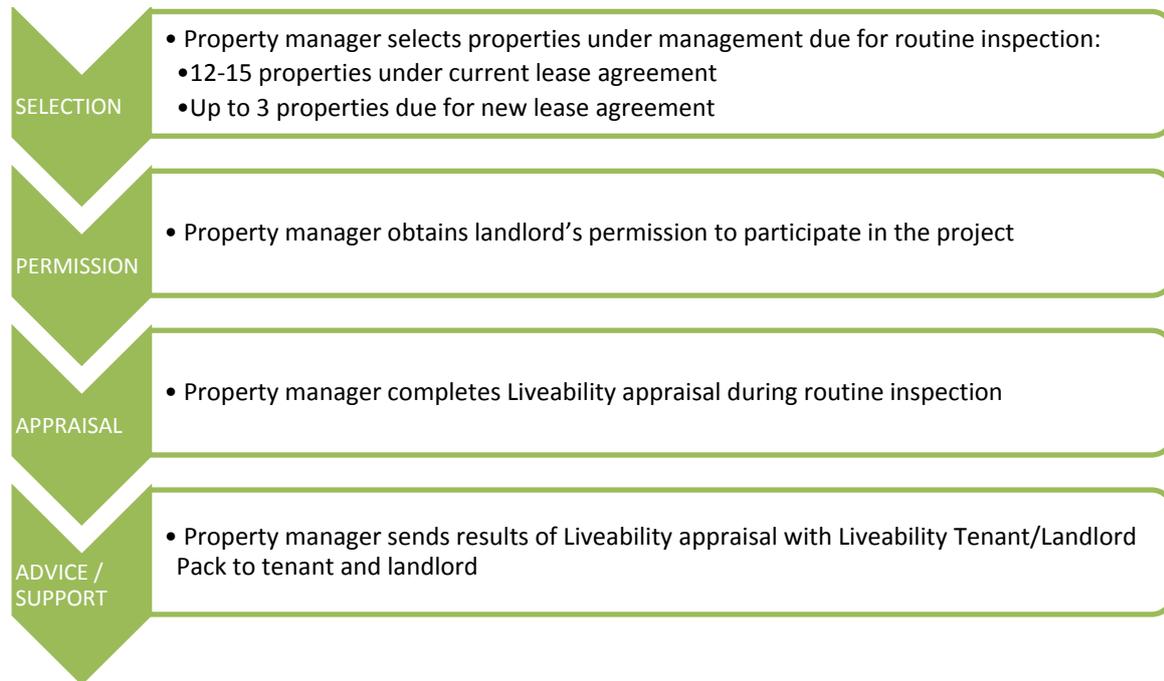


Figure 1. Liveability appraisal process for properties under LJ Hooker management

Property managers contacted landlords by email (with a follow up phone call if needed) to get their permission to participate in the project. This was important to ensure that landlords were engaged and more likely to complete the feedback survey which would be sent to them at the end of the project.

Following the Liveability appraisal, a copy of The 17 Things™ checklist was posted to tenants and landlords along with the *Rent Smart* guide and ACT Smart Energy Advice Service brochure.

There was initial hesitation from some property managers about contacting landlords at this mid stage of the rental cycle. Two property managers voiced their concerns that tenants may “push back” and ask for more features from their landlord if they saw the whole list of features. CLRE developed scripts using customised message framing for both tenants and landlords (Appendix 6) that property managers could use.

Privately managed properties

The initial project scope included the appraisal of 76 privately managed properties selected from Rental Bond Board information provided by EPD or by contacting stakeholder groups. Due to the difficulty in obtaining an extensive database of landlords with privately managed properties, a smaller number of 5 properties were appraised as part of this pilot project.

CLRE contacted ACT real estate portal Allhomes to distribute an electronic direct marketing (EDM) campaign to its database of owners that had listed a property for private rental through the



Allhomes website (around 500 contacts). Eighteen property owners registered their interest to receive a free Liveability appraisal on their property; this resulted in five appraisals.

These five appraisals were included in the project to trial the process of appraising privately managed properties and provide insights for potential future projects. Due to the small number of properties appraised we are unable to provide any conclusions on this sector as a whole.

According to data from the 2011 census 26% of rental properties in the ACT are rented from a 'person not in the same household'¹. This includes properties that are rented from a parent/relative as well as properties advertised for private rental. Options for engaging this sector could be explored as a future project.

Government-managed properties

The initial project scope involved the appraisal of 76 government-managed properties (ACT public housing and potentially Defence Housing Australia), however these appraisals did not eventuate.

Representatives from EPD engaged with Housing ACT. Housing ACT showed interest in the project but were unable to be involved in 2016.

CLRE engaged with Defence Housing Australia (DHA) and Cecille Weldon met with representatives from DHA on 6 November 2015.

Engagement with both Housing ACT and DHA took longer than expected and a decision was made to remove government-managed properties from the current project scope. However, both parties have expressed interest in the Liveability Real Estate Framework and could potentially be involved in future projects.

2.4 Survey

The final stage in the process was to get feedback from tenants and landlords on the additional information and resources they received from their Liveability Real Estate Specialist property manager.

Two surveys were developed – one for tenants and one for landlords – by CLRE with input from EPD (Appendix 7 and Appendix 8). The surveys asked tenants and landlords to provide feedback on:

- The 17 Things™ checklist
- The service they received from their Liveability Real Estate Specialist property manager
- The Liveability icons used in online and print marketing
- The resources they received in their Liveability Tenant/Landlord Pack

¹ Australian Bureau of Statistics 2011, 'Australian Capital Territory (8), Basic Community Profile', viewed 3 November 2015, http://www.censusdata.abs.gov.au/census_services/getproduct/census/2011/communityprofile/8?opendocument&navpos=220



The initial project process was for property managers or the CLRE to distribute feedback surveys to tenants and landlords via email or post. To increase the response rate it was decided to also include follow-up phone calls to encourage tenants and landlords to complete the survey over the phone.

This feedback process uncovered a current sensitivity in franchise networks around the issue of sharing of databases between franchisee and franchisor. Due to these sensitivities about sharing tenant and landlord contact details LJ Hooker principals and property managers were given written assurance from both CLRE and the ACT Government that any contact details they provided would be treated confidentially and only used for the purposes of completing the project. Furthermore offices were given the option of either completing the tenant and landlord feedback surveys themselves, or providing tenant and landlord contact details to CLRE to complete this stage of the project on their behalf.

Table 3 indicates the number of feedback surveys distributed to tenants and landlords by CLRE and LJ Hooker offices. Note that the total number of tenant and landlord surveys delivered is less than the total number of property appraisals:

	TENANT	LANDLORD
Feedback survey sent by LJ Hooker office	93	88
Feedback survey sent by CLRE	50	61
Feedback survey not sent (LJ Hooker Tuggeranong)	60	60
Feedback survey not sent (property vacant)	13	-
TOTAL	216	209²

Table 3. Feedback surveys sent to tenants and landlords

One office, LJ Hooker Tuggeranong (now Luton Properties), did not participate in this stage of the project due to a change of ownership and rebrand which occurred at this time. As a result, 60 tenants and landlords involved in the project did not receive their Liveability Tenant/Landlord Pack or complete the feedback survey. Due to the time pressure that property managers were under with the transition, CLRE requested that the office provide contact details for the participating tenants/landlords to allow CLRE to complete the project on behalf of the office. However, due to the delay in receiving these details feedback surveys were not able to be sent to tenants and landlords prior to the cut-off date.

In total, responses were received from 53 tenants (37% response rate) and 51 landlords (34% response rate). Of these responses, 58 were completed by telephone (56%), 44 were completed online (42%) and 2 were returned by post (2%).

² Total number is less than 216 due to a small number of landlords who owned multiple properties participating in the project.



	TENANT	LANDLORD
By phone (conducted by CLRE)	11	7
By phone (conducted by office)	16	24
Online survey link	25	19
By post (sent by CLRE)	1	0
By post (sent by office)	0	1
TOTAL	53	51

Table 4. Feedback surveys received from tenants and landlords

Demographics

The survey responses were received from different regions in the ACT. A mix of responses from different districts was sought; however, Tuggeranong is under-represented in the final responses due to LJ Hooker Tuggeranong not participating in this stage of the project.

Central Canberra	13
Belconnen	11
Gungahlin	23
Woden	1
Weston Creek/Molonglo	0
Tuggeranong	3
No response	2
TOTAL	53

Table 5. Tenant survey responses by district

Central Canberra	19
Belconnen	8
Gungahlin	19
Woden	4
Weston Creek/Molonglo	0
Tuggeranong	4
TOTAL	54³

Table 6. Landlord survey responses by district

Figure 2 to Figure 6 show other demographic data from the survey respondents including age group, education, gender and household income.

³ Total number is more than 51 due to a small number of landlords who owned multiple properties responding to the survey.

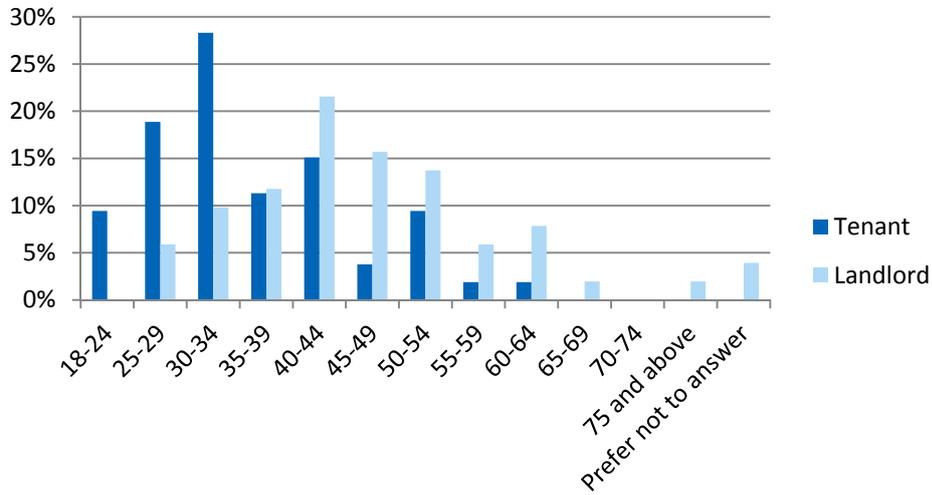


Figure 2. Age Group

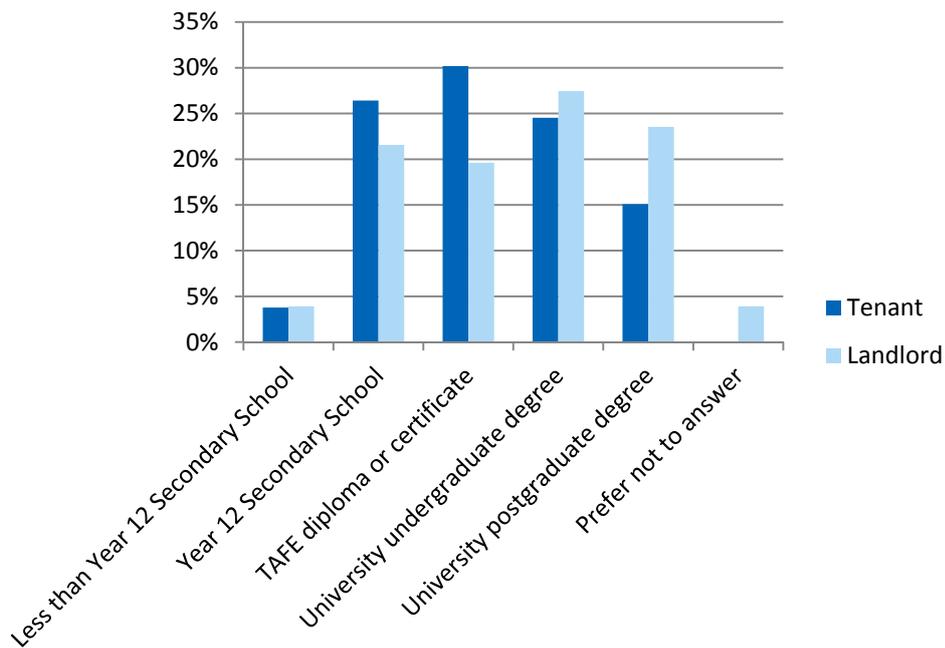


Figure 3. Highest level of education completed

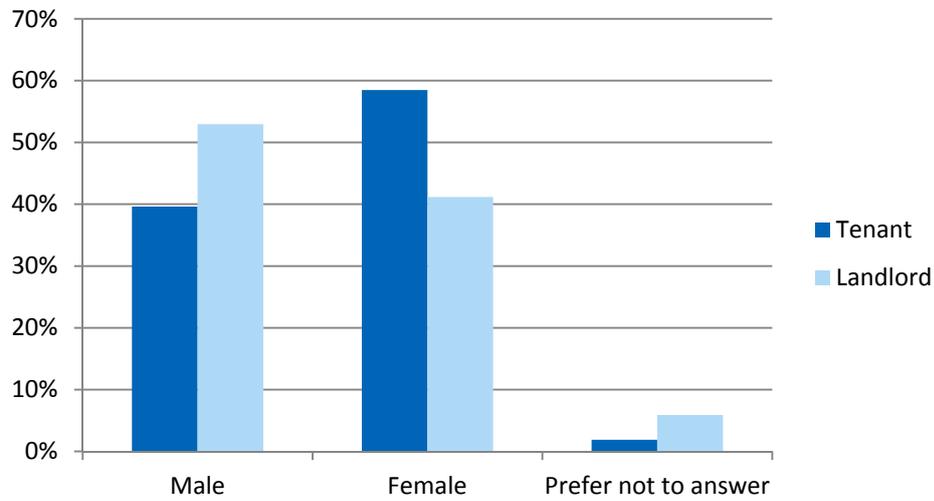


Figure 4. Gender

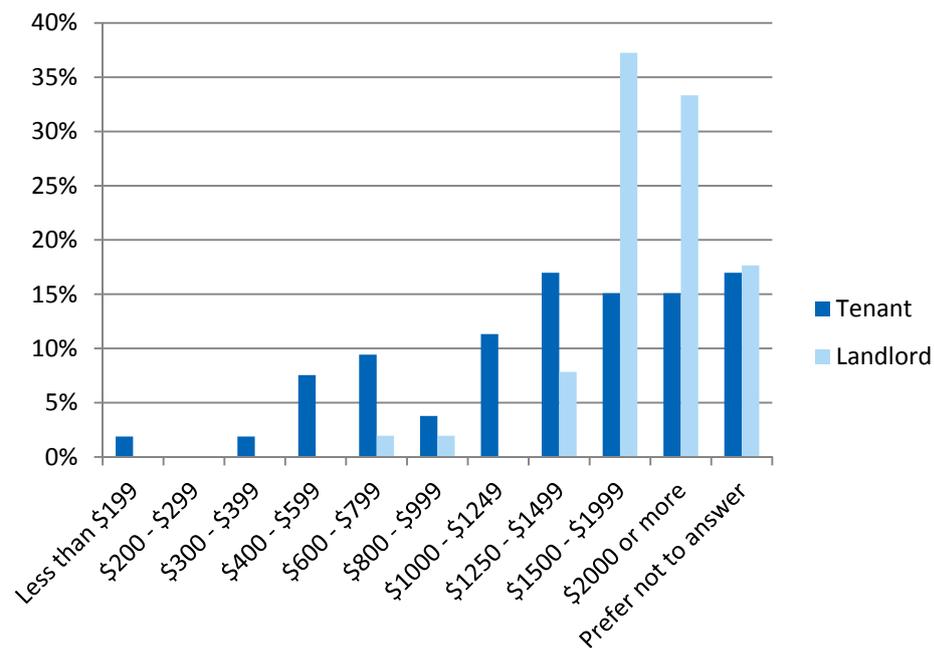


Figure 5. Weekly household income

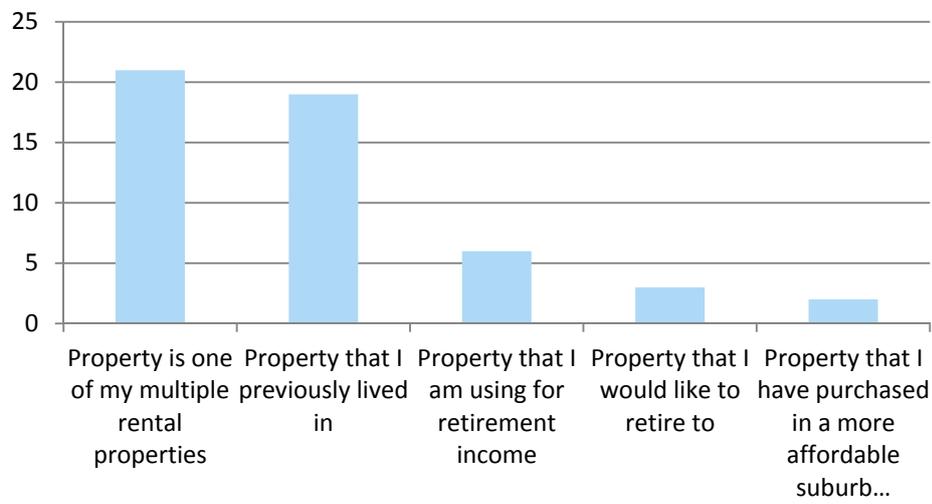


Figure 6. Landlord relationship to rental property



3. Findings

This section presents the findings from the pilot project, divided into four sub-sections. Firstly, qualitative findings from the project process and training are discussed. Then the data from Liveability appraisals are presented. Finally, feedback on the tenant and landlord surveys is given.

3.1 Process

Three key qualitative findings were made from the project process. These are around the need to engage the office principal, engagement of property managers and the timing of the Liveability appraisal.

Principal support: The support of the principal of the business was a key factor in the engagement of property managers. While CLRE ensured that principals were encouraged early on in the project to send their property managers to the subsidised training sessions, this engagement waned during the appraisal stage of the project. Suggestions to maintain principal support include:

- More frequent contact and updates to principals to ensure they actively support their property managers throughout the entire process
- Provide recognition for principals and their business, e.g. media opportunities for principals and a representative from the ACT Government
- Help principals more fully understand the business opportunity of providing the Liveability appraisal (including through sharing the results of this pilot project) and position them as innovators in their market
- Free Liveability Real Estate Specialist training for principals

Property manager engagement: While all property managers were enthusiastic about the project and the opportunity it provided, some found it difficult to balance the “additional” workload of the project with their day-to-day workload and commitments. Some property managers reflected that the project was not as much work as they initially expected; however, because it was a new process they kept putting it off. Recommendations to maintain property manager engagement include:

- Further integrate the Liveability appraisal process with day-to-day work processes
- Provide incentives/recognition for property managers to participate
- Help property managers understand the business opportunity of providing the Liveability appraisal (including through sharing the results of this pilot project) and position them as the “next generation” of property managers
- Provide more landlord-focused scripts and dialogues



Timing of Liveability appraisal: Liveability appraisals were conducted on properties already under management rather than upon signing up a new property for management which meant it was difficult to access landlords and address the importance of the disclosure of information to them. Suggestions regarding timing of the appraisal include:

- Initial Liveability appraisal should be conducted by property manager at the time a new property comes under management, rather than during routine inspections. It will be more likely that the property manager will undertake the appraisal with the landlord present and/or can engage them in the process and outlining how Liveability fits into their property management service.
- Liveability appraisal and companion information should be delivered to the tenant prior as part of the property marketing process (e.g. in property advertising and open homes) to allow the tenant to consider this information prior to signing a new lease agreement.
- Liveability appraisal to be incorporated into normal property management processes so that the additional checklist and delivery of tenant resources has minimal impact on the day-to-day work of the property manager

3.2 Training

The key finding in relation to the training is around the need for property-manager specific training.

Property manager specific training: This pilot project is the first time that a Liveability Real Estate Specialist training session for property managers only has been delivered. To continue to empower property managers as a key stakeholder and influencer in delivering energy efficiency information to tenants, the Liveability Real Estate Specialist training could be further developed with property management specific content.

3.3 Appraisal

Liveability appraisals were conducted on two hundred and sixteen rental properties around the ACT. These properties represent different dwelling types (Table 7) and all districts in the ACT (Figure 7).

Property Type	Number of properties
Single dwelling	80
Flat/unit/apartment	86
Semi-detached/terrace/townhouse	50
TOTAL	216

Table 7. Liveability appraisals by property type

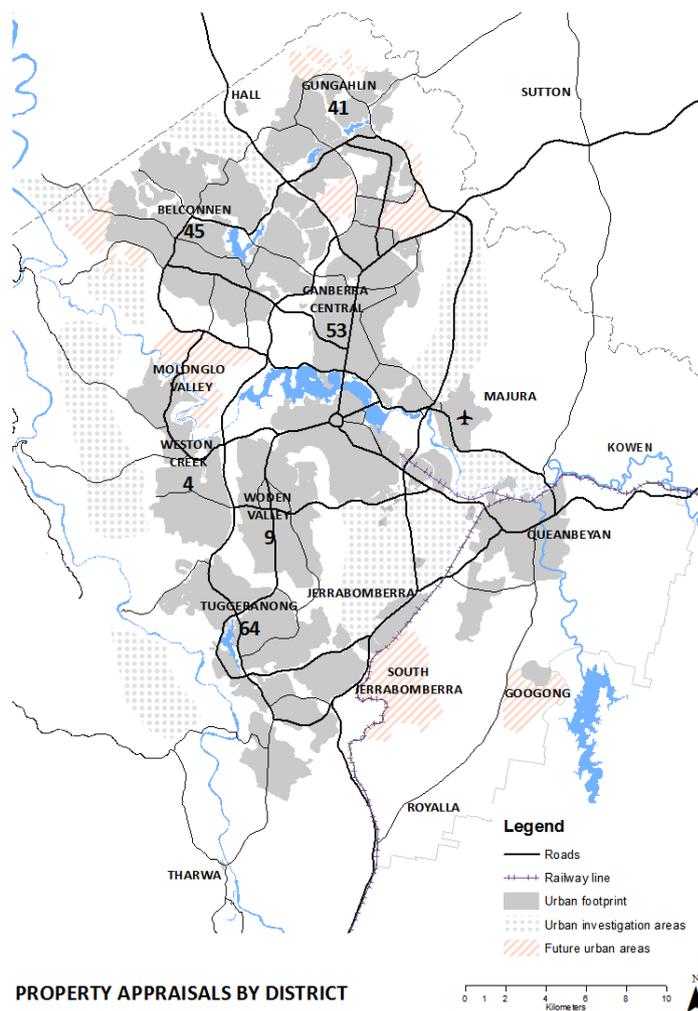


Figure 7. Liveability appraisals by district

Climate Zone is the only one of The 17 Things™ for which (by definition) all properties qualify. Identifying the climate zone for the property for the tenant and landlord provides important contextual information for understanding the other Liveability Features™. All properties are located in the ACT and therefore are in the Heating Climate.

The next most numerous 17 Things™ identified were:

- Density of Building Materials (85%)
- Living Locally (81%)
- Zoning (75%)

Figure 8 shows the percentage of properties that had each of The 17 Things™ as identified during the property appraisals, and a more detailed breakdown is provided in Table 8.

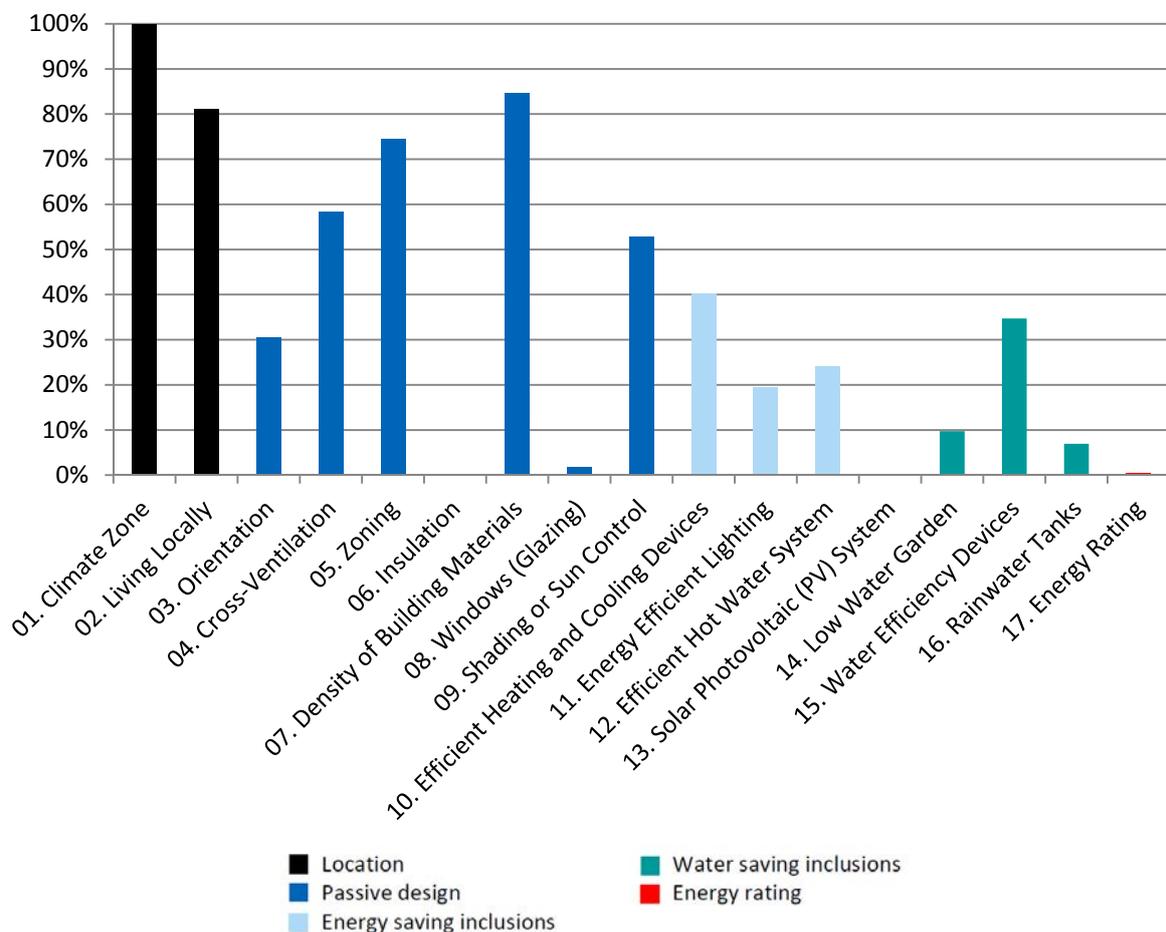


Figure 8. Identification of The 17 Things™ during rental property appraisal

Properties had an average of 6.2 Liveability Features™ and an average of 3.5 specially selected Liveability Features™. Just under one-fifth of properties (18%, n = 38) would qualify for the Liveability Features™ icon for the property listing (properties must meet a minimum six specially selected features to be eligible for the icon).



01. Climate Zone for This Property	216	100%
Cooling Climate	0	0%
Mixed Climate	0	0%
Heating Climate	216	100%
02. Living Locally	175	81%
A vibrant community living experience close by: Farmers markets and community gardens, close to public transport, well maintained walkways and bikeways	175	81%
03. Orientation	66	31%
Living rooms face true north or between 20 west of true north and 30 east of true north	66	31%
04. Cross-Ventilation	126	58%
Through the house	118	55%
Between floors	18	8%
05. Zoning	161	75%
Rooms can be closed off	154	71%
Each floor can be closed off	9	4%
06. Insulation	0	0%
Ceiling insulation	0	0%
Wall insulation	0	0%
Floor insulation	0	0%
07. Density of Building Materials	183	85%
Timber or steel frame with light weight cladding	67	31%
Internal masonry walls	40	19%
Concrete slab on ground	49	23%
External masonry walls	40	19%
Suspended concrete slab	55	25%
08. Windows (Glazing)	4	2%
Double-glazed windows	4	2%
WERS rated windows appropriate to your region's climate zone	0	0%
09. Shading or Sun Control	114	53%
<u>North Side of Property</u>		
Fixed horizontal overhang	72	33%
Fixed shading (external)	9	4%
Adjustable shading (external)	6	3%
<u>East/West Side of Property</u>		
Fixed shading (external)	59	27%
Adjustable shading (external)	4	2%



10. Efficient Heating and Cooling Devices	87	40%
<u>Combined Heating and Cooling</u>		
New (post 2010) split system with min. 3.5 star rating	75	35%
<u>Heating</u>		
Flued gas space heater min. 3 star rating	5	2%
Hydronic radiators if powered by gas/solar/heat pump	4	2%
In-slab hydronic heating if powered by gas/solar/heat pump	2	1%
Heat recovery ventilation system	1	0%
<u>Cooling</u>		
Ceiling fans	2	1%
Whole of house fans	0	0%
11. Energy Efficient Lighting	42	19%
LED lighting throughout interior	42	19%
12. Efficient Hot Water System	52	24%
Solar hot water	6	3%
Gas storage min. 5 star rating	13	6%
Instantaneous gas min. 5 star rating	21	10%
Electric heat pump system	12	6%
13. Solar Photovoltaic (PV) System	0	0%
Capacity of the system is 1.5 kWp or more	0	0%
14. Low Water Garden	21	10%
Irrigation: No irrigation or drip irrigation	39	18%
Plants such as: local native vegetation, xerophytes	46	21%
15. Water Efficiency Devices	75	35%
Showerheads min. 3 star rating	78	36%
Dual flush toilets	159	74%
16. Rainwater Tanks	15	7%
Rainwater tank TOTAL	15	7%
Connected to house	1	0%
Connected to garden	14	6%
17. Energy Rating	1	0%
NatHERS Certificate or ABSA Certificate (at least 5 stars)	0	0%
ACT only, EER (at least 5 stars)	1	0%
NSW only, council approved BASIX certificate	0	0%
+ Other Features Worth Noting	23	11%
Draught seals: on doors	21	10%
Draught seals: on windows	13	6%

Table 8. The 17 Things™ appraisal data



The four Liveability Features™ that require proof – Insulation, Windows, Solar PV System and Energy Rating – were the least common features identified during the Liveability appraisal. This does not necessarily mean that the feature was not present in the property. Some property managers indicated in the notes section of the appraisal that they suspected a property had these features (particularly insulation or a high EER); however, they were unable to obtain proof from the landlord to verify this.

Two possible reasons for the lack of proof are the timing of the appraisal (property manager did not ask for proof or landlord did not provide it) and that the landlord did not have access to a copy of the relevant proof. For this project the Liveability appraisals occurred during the scheduled routine inspection for the property. The landlord is not typically engaged during this process. If the property manager completes the Liveability appraisal when the property first comes under management then the landlord is typically more engaged and this is a more appropriate time for the property manager to request the proof documentation. Also, CLRE's experience from outside this project is that home owners (in this instance landlords) do not always have a copy of the required proof documentation. CLRE has previously worked with peak industry bodies to identify what constitutes suitable proof. Further work could be done in collaboration with these organisations to educate home owners on the importance of keeping this documentation on record, and developing mechanisms for home owners to request this documentation from suppliers at a later date.

This issue concerning the professional identification of insulation also impacts the correct assessment of Density of Materials. Worth noting is a clear anomaly in the high number of properties identified as having dense materials (some including insulation) when clearly they weren't able to verify this. This is consistent with our own experience and reflected in a scheduled update to the checklist linking the presence of certain building materials with the need for insulation (in many cases) to make dense materials effective as thermal mass.

It is also worth noting that Density of Building Materials is one of the most complex of the Liveability Features™ to identify as the factors which make dense materials effective as thermal mass (e.g. receive adequate passive heating, well-shaded in summer) are multiple and can be site specific. The checklist is intended to introduce the concept of Density of Building Materials and the *Rent Smart* guide provides more information on how this can provide effective thermal mass.

Passive design features

Properties performed well against some passive design features, but poorly against others. 75% of properties have areas that can be zoned off for heating and cooling, nearly 60% have effective cross-ventilation pathways and over 50% have shading on at least the north or east/west side of the property. These features predominantly help with cooling the home, rather than keeping the home warm which is important in Canberra's colder climate. Properties performed moderately on orientation, with 31% of properties having north-facing living rooms.

Properties performed poorly on insulation and windows, with only 2% of tenanted properties having double-glazed windows and no properties had insulation (with proof). This suggests that there is



significant room for improvement in tenanted properties for these two features, particularly insulation which is a lower investment cost.

Energy saving inclusions

40% of properties have energy efficient heating and cooling systems, less than 25% have an energy efficient hot water system and less than 20% have energy efficient lighting. Since the majority of energy use in the average home is used to heat and cool the property (41%) and for water heating (23%)⁴ this suggests tenants are using more energy than they would otherwise need to keep the home comfortable.

None of the properties had a solar PV system.

3.4 Survey

This section presents the findings from the tenant and landlord surveys. A complete breakdown of the tenant and landlord feedback data is provided in Appendix 9 and 10.

About The 17 Things™ checklist

Overall, tenants and landlords understood the information that was presented to them in The 17 Things™ checklist. 94% of tenants and 94% of landlords said this information was “very clear” or “somewhat clear”. An overwhelming majority of tenants and landlords support this information being made available to tenants and landlords (Figure 9). A higher proportion of tenants supported mandatory disclosure of this information (75%), compared to landlords (49%).

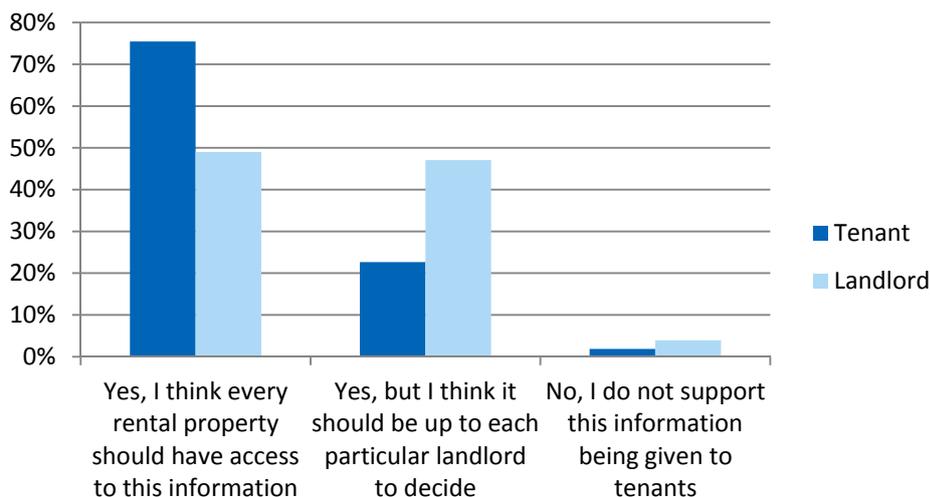


Figure 9. Tenant and landlord support for disclosure of information from the Liveability appraisal

⁴ Department of the Environment, Water, Heritage and the Arts (2008) 'Energy use in the Australian Residential Sector 1986-2020, <http://www.industry.gov.au/Energy/Energy-information/Documents/energyuseaustralianresidentialsector19862020part1.pdf>



Tenants preferred to receive information about the Liveability Features™ of a rental property at the open home (36%), followed by on the online property listing (30%) and with the lease agreement (21%) (Figure 10).

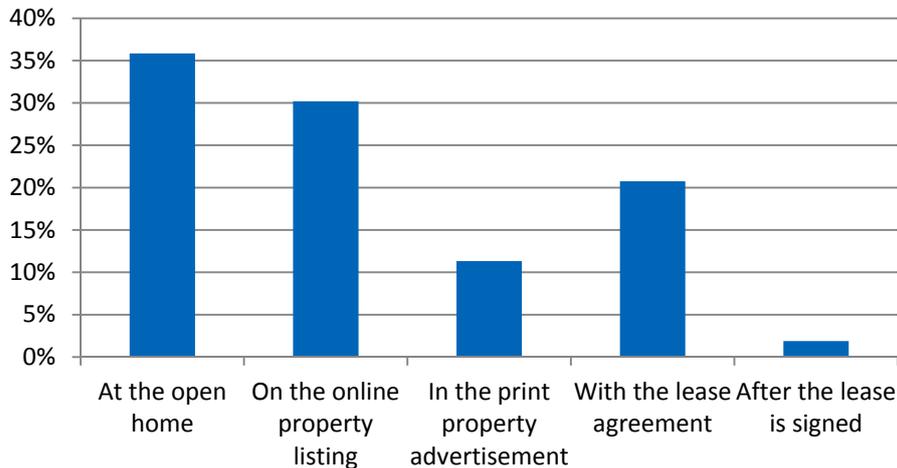


Figure 10. Tenant preference for receiving information about the Liveability Features™ of a rental property

One-fifth of tenants (19%) would be likely to ask their property manager to install additional Liveability Features™ as a result of receiving The 17 Things™ checklist, with over half of tenants (58%) responding “neutral” to this question (Figure 11). However, nearly three-quarters of tenants (74%) would consider information about Liveability Features™ when choosing the *next* property they buy or rent. This suggests that providing this information prior to a tenant signing the lease agreement would be more useful than providing this information after the tenant has moved into a property. One-third of landlords (31%) would be likely to install additional Liveability Features™, with just under half (47%) responding “neutral”.

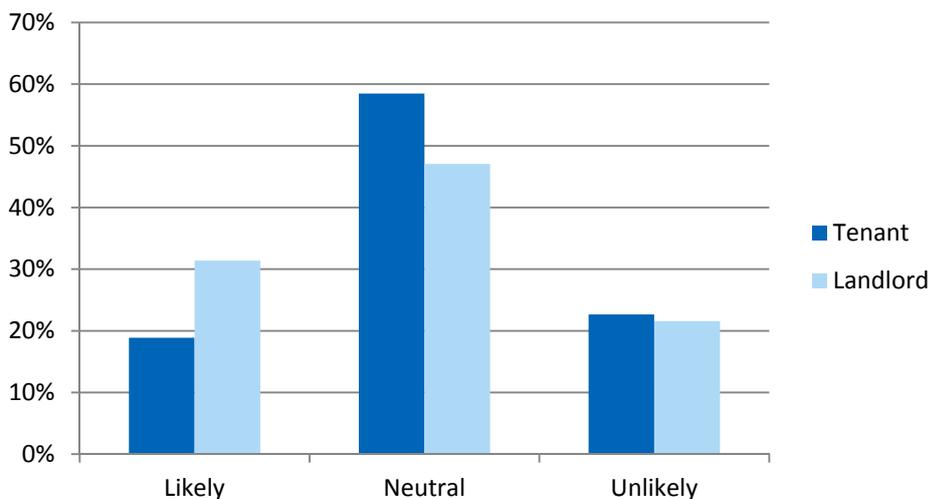


Figure 11. Likelihood of installing (or asking property manager to install) Liveability Features™ as a result of receiving The 17 Things™ checklist



Of the landlords that were “likely” or “neutral” on installing additional Liveability Features™ in their investment property, the most important reasons were to keep good tenants in the property (63%), to rent the property quicker (48%), to charge more rent for the property (45%) and to future-proof the property (45%). This suggests that there is an opportunity to encourage more landlords to upgrade their rental property if the right messaging and incentives are used.

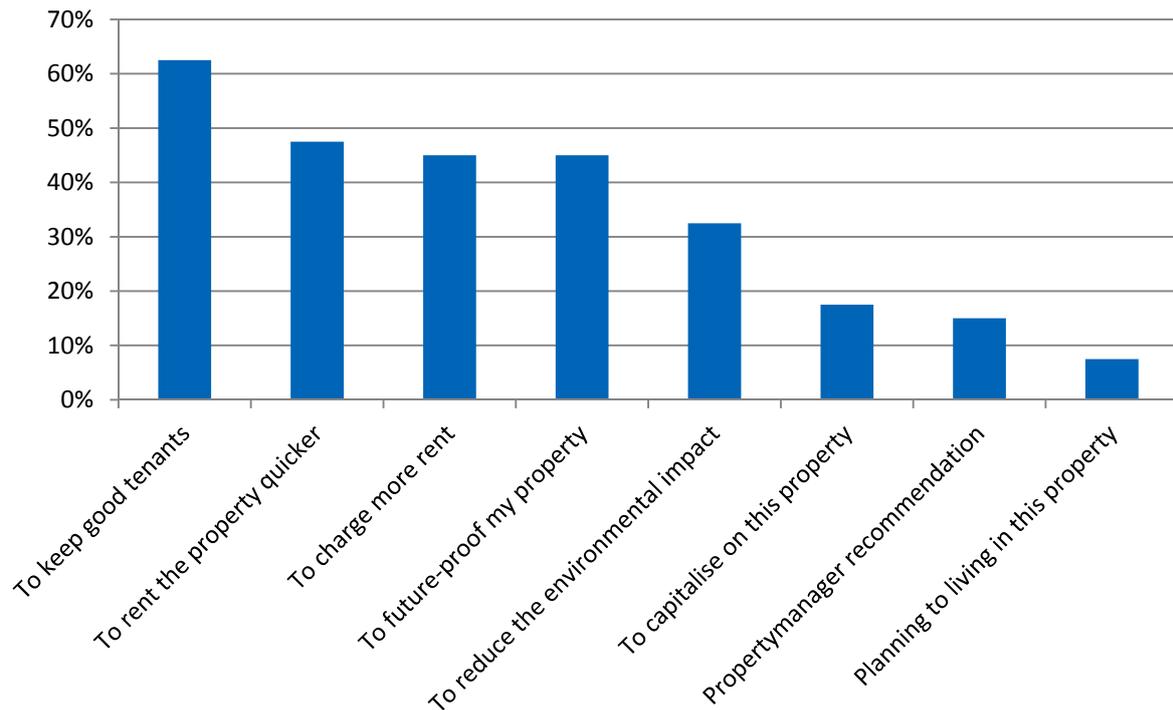


Figure 12. Reasons landlords would consider adding additional Liveability Features™ to their rental property

About the Liveability Real Estate Specialist Property Manager

Three-quarters of tenants (75%) and over four-fifths of landlords (84%) thought it was advantageous to have a specially trained Liveability Real Estate Specialist property manager identify the Liveability Features™ of the rental property and explain their benefits to tenants.

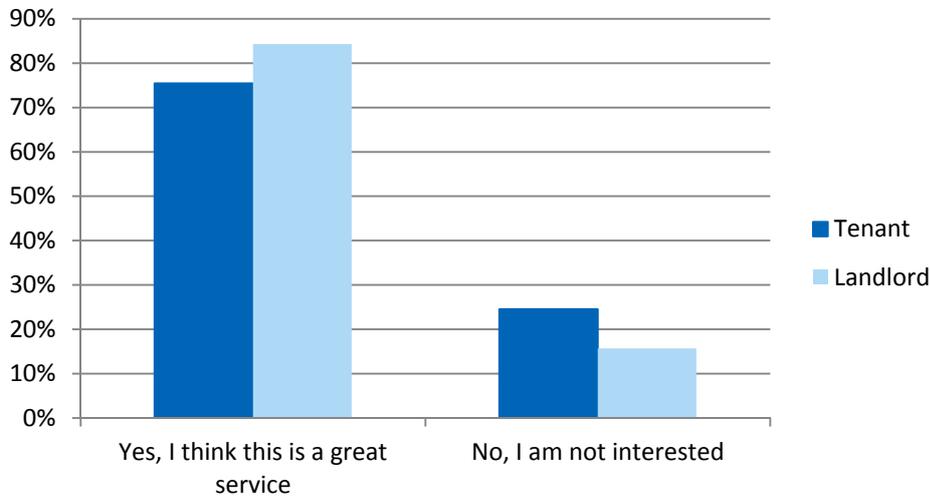


Figure 13. Percentage of tenants and landlords that thought it was advantageous to have a specially trained property manager identify the Liveability Features™ of their rental property

The majority of tenants (87%) and landlords (76%) thought that a Liveability Real Estate Specialist property manager was the most appropriate person to deliver information on the Liveability Features™ of a rental property. This indicates that trained property managers have an important role to play in delivering energy efficiency information to tenants about a rental property.

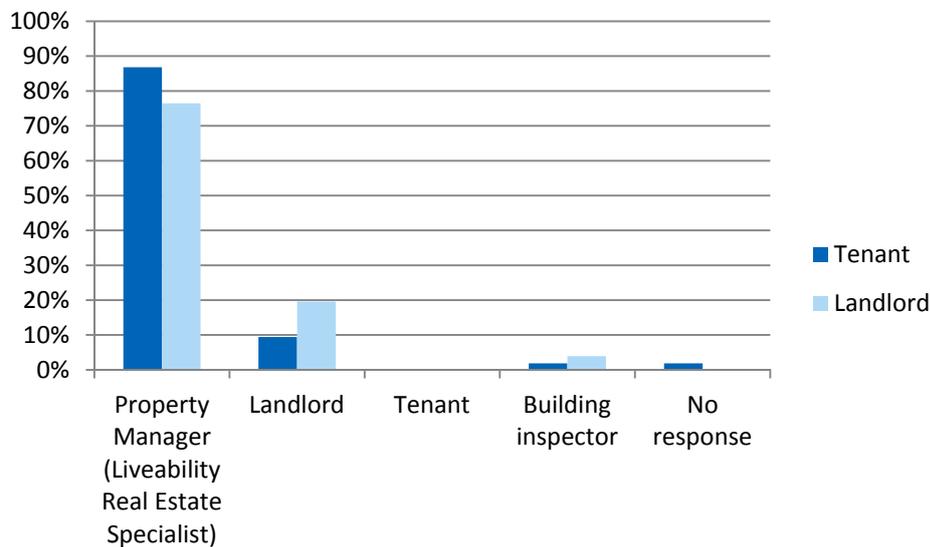


Figure 14. Preferred person to deliver information on the Liveability Features™ of a rental property



About finding a rental property through online and print marketing

Three-quarters of tenants (77%) and two-thirds of landlords (69%) liked the idea of having the Liveability Features™ icon on the online listing for the rental property. Of the remainder, most were neutral. Only a small number of landlords (6%) disliked the idea of having the Liveability Features™ icon on the online listing for the rental property.

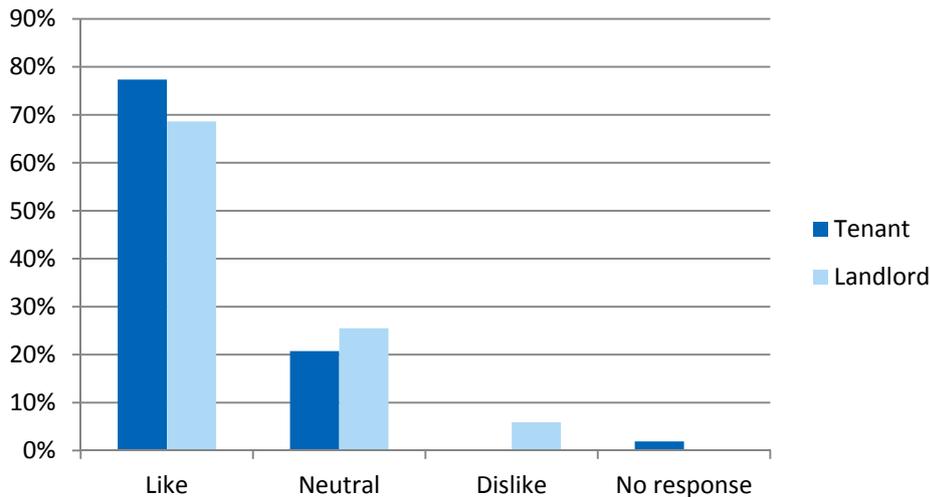


Figure 15. Support for having the Liveability Features™ icon on the online listing for the rental property

Tenants overwhelmingly (94%) thought it would be helpful to have the Liveability Features™ of a rental property individually identified by stand up cards during the open for inspection, with nearly three-quarters of landlords (73%) also supporting this service from their property manager.

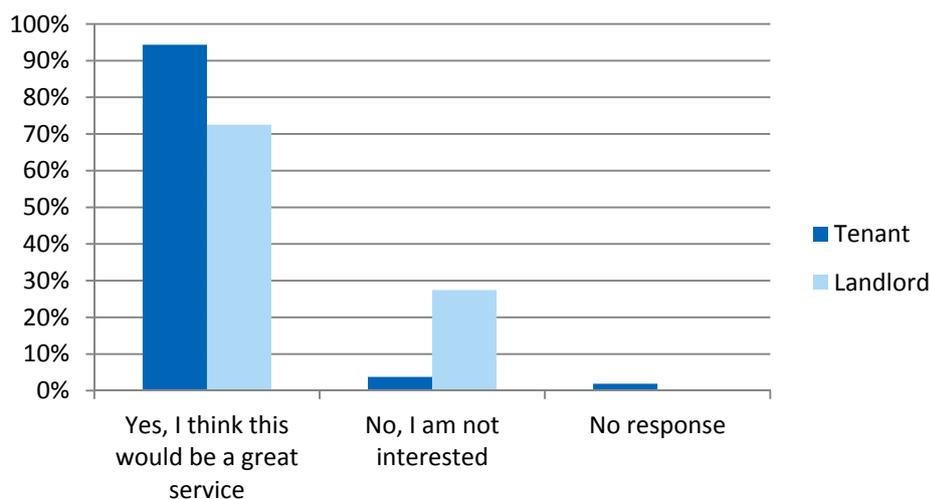


Figure 16. Support for having the Liveability Features™ in a rental property individually identified by stand-up cards during open homes



This suggests that the Liveability Features™ icon and marketing resources can empower prospective tenants to make decisions regarding the running cost potential of a property at the point of rent.

About the additional information

Two-thirds of tenants (68%) and landlords (63%) read the free *Rent Smart* guide that was sent with the Liveability Tenant/Landlords Packs. Three-quarters of tenants (74%) and three-quarters of landlords (76%) said that the *Rent Smart* guide was helpful to them. This suggests that the *Rent Smart* guide is effective in communicating the benefits of Liveability Features™ to tenants and landlords.

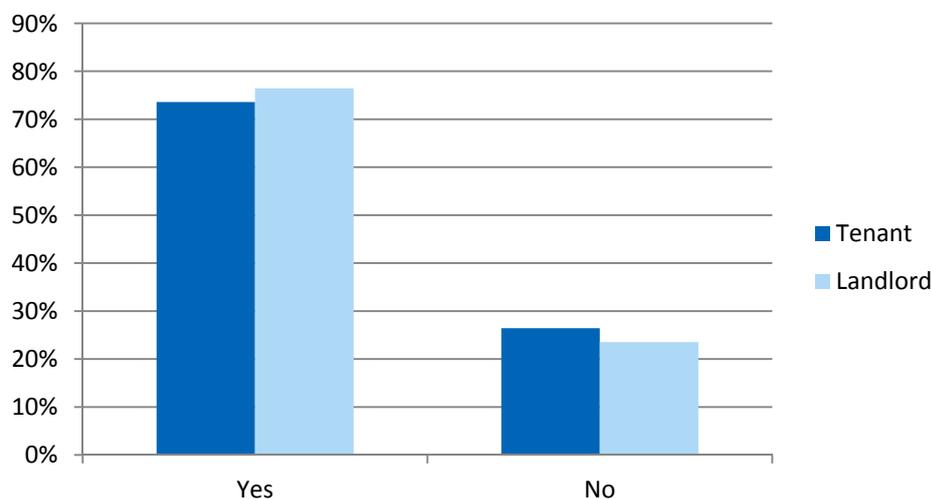


Figure 17. Percentage of tenants and landlords that reported the *Rent Smart* guide as helpful

Many of the features commonly identified in the Liveability appraisal (e.g. zoning, cross-ventilation, shading) may require action from the tenant to ensure they are used correctly (e.g. tenant needs to close windows/doors when using heating or cooling devices and open windows/doors to allow cooling breezes through the home) which suggests that there is an important role for information to educate tenants on how to maximise the effectiveness of Liveability Features™ that they do have in their rental property.

There were differences in how tenants and landlords would like to receive the information in the *Rent Smart* guide with tenants showing a higher preference for a printed guide (57%) compared to landlords (41%). Receiving the information by website was the second preference by both tenants (38%) and landlords (39%). Only a small number of tenants or landlords preferred to receive the information via a mobile phone app.

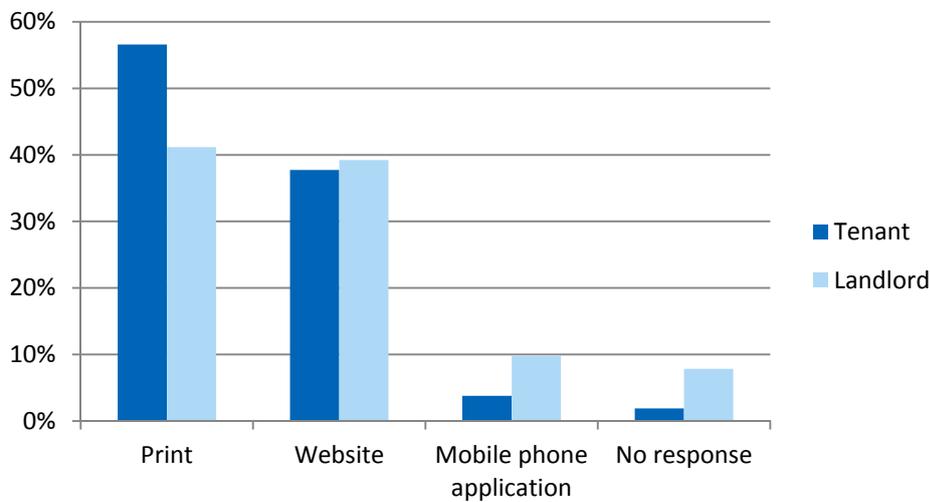


Figure 18. Preferred format for *Rent Smart* guide

Around two-fifths (42%) of tenants and two-fifths of landlords (43%) were likely to access the ACT Smart Energy Advice Service after receiving the brochure in the Liveability Tenant/Landlord Packs, with a further one-tenth of tenants (11%) and landlords (10%) reporting to have accessed the service since receiving the information.

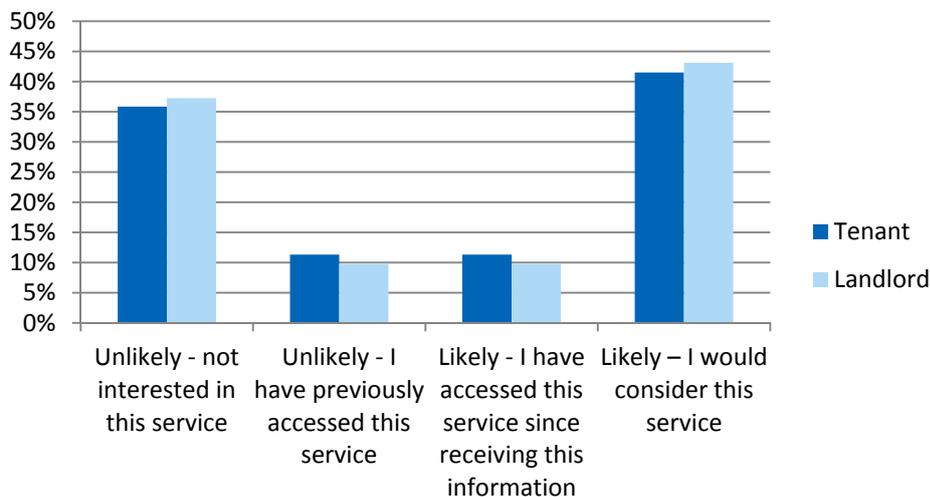


Figure 19. Likelihood of accessing ACT Smart Energy Advice Service

Finally, to provide insight into how best to communicate about Liveability Features™ tenants and landlords were asked to indicate how much they identified with three statements. Tenants and landlords identified strongly with each of the statements, most strongly with the statement about “comfort” followed by “running costs” and then “impact on the environment”. This suggests that any information provided to tenants and landlords about improving the energy efficiency of their rental property should include all three benefits.

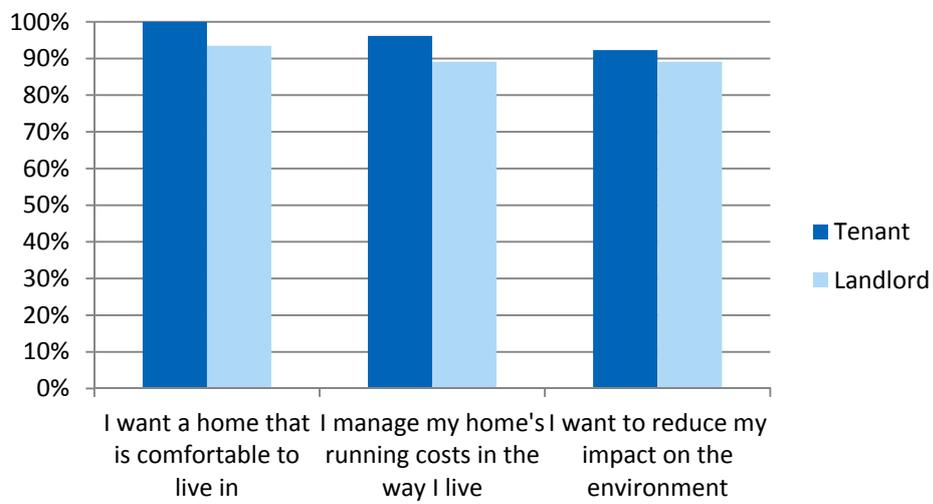


Figure 20. Interest in Liveability statements



4. Analysis

Is one checklist that can be filled out by Liveability Real Estate Specialists and disclosed to landlords and tenants alike an effective way to empower tenants to seek out rental properties with features which have the potential to reduce running costs and increase comfort? Is there any reason full disclosure should not be given to tenants and landlords at point of rent? If full disclosure is not given, what level of detail should the checklist show?

The survey results show that The 17 Things™ checklist is either ‘somewhat clear’ or ‘very clear’ to both tenants and landlords, suggesting that this checklist is a suitable disclosure tool.

Overwhelmingly, tenants and landlords agree that a Liveability Real Estate Specialist property manager is the most suitable person to complete The 17 Things™ checklist.

The majority of tenants and landlords were in support of sharing the results from The 17 Things™ checklist with both the tenant and the landlord; however, some thought that it should be up to the individual landlord to decide. This survey did not probe the reasons why respondents felt that disclosure should be voluntary.

The survey results indicate that The 17 Things™ checklist is an effective way to empower tenants to seek out a rental property with Liveability Features™. Nearly three-quarters of tenants said that they would consider Liveability Features™ when choosing their next property to buy or rent. This suggests that providing this information prior to a prospective tenant signing the lease agreement would be the most suitable timing for disclosure. Tenants want to receive this information before committing to a property (at the open home, in the online listing, with the lease agreement) rather than after the lease is signed.

What further support should be offered to tenants regarding how they use their home? What form should companion tenant information take? In particular what information is required by tenants to help inform their decision?

All tenants were provided with a printed copy of the *Rent Smart* guide and ACT Smart Energy Advice Service brochure with The 17 Things™ checklist for their rental property. The *Rent Smart* guide explains in detail what each of the items on The 17 Things™ checklist is and what tenants can do to maximise the effectiveness of each feature if it is in their rental property.

The survey results show that three-quarters of tenants thought the *Rent Smart* guide was useful to them. Tenants were asked in an open-ended question if there was any *additional* information that they would like to see included in the *Rent Smart* guide; however, no suggestions to this question were received from tenants.



The majority of tenants preferred to receive the *Rent Smart* guide in printed format; however, one-third also preferred to receive this information as a website. This suggests that it is important to make the companion information available in both printed and online formats as different people prefer to receive information in different ways. Only a small number of respondents expressed a preference for a mobile app, suggesting this would not be worth pursuing at this stage.

Half of tenants had accessed or were likely to access the ACT Smart Energy Advice Service after receiving the brochure. This suggests that there is also interest in receiving face-to-face personalised advice on how to improve the energy efficiency of their rental property.

[What further support should be offered to landlords regarding how they could improve their properties energy efficiency performance? What form should companion landlord information take? For disclosure of The 17 Things™ checklist, what level of detail should it show?](#)

All landlords were provided with a printed copy of the *Rent Smart* guide and ACT Smart Energy Advice Service brochure with The 17 Things™ checklist for their rental property, so that they could better understand the Liveability Features™ in their rental property and also so that they were fully aware of the information being provided to their tenants.

Similar to tenants, three-quarters of landlords thought the *Rent Smart* guide was useful to them. However, landlords were more likely to prefer to receive this information through a website. One possible reason for this is that the *Rent Smart* guide was specifically written for tenants therefore tenants may be more likely to use this as an ongoing reference that they can continually refer back to.

Similar to tenants, half of landlords had accessed or were likely to access the ACT Smart Energy Advice Service after receiving the brochure. This suggests that there is a strong interest from landlords in better understanding the energy use of their rental property, even though they typically don't pay this cost.

[What is the full-cycle cost associated with each assessment option \(i.e. training costs for agents or third parties, time taken to complete\)?](#)

Based on the previous experience of the Centre for Liveability Real Estate in delivering the training, a reasonable cost to provide this training to property managers is provided below⁵. These costs may decrease if the number of agents completing the training increases substantially.

⁵ Price assumptions based on experience training 450 agents within the LJ Hooker network (this represents a new continuous improvement 'specialist' pathway in residential real estate which gives exclusive access to marketing tools and resources). In the ACT 4 CPD points are available for the course.



Training - Option 1

\$795⁶ for the initial qualification (face-to-face training), plus an annual membership fee (to cover ongoing access to mandatory updates of The 17 Things™ checklist, Liveability Features™ icon and access to general marketing assets) of \$150.

Training - Option 2

\$495 for fully online course plus annual membership fee (to cover ongoing access to mandatory updates of The 17 Things™ checklist, Liveability Features™ icon and access to general marketing assets) of \$150.

Training – Time Commitment

For property managers in the ACT to complete the training involved an initial time investment of around 12 hours over 4 weeks period. This includes:

- One-day Liveability Real Estate Specialist training (8.5 hours including travel)
- Online training unit (3 hours)
- Graduation (0.5 hours)

Liveability Appraisal

A reasonable amount of time to complete a property appraisal is 0.5 hours. This would include:

- 17 Things™ appraisal (assumes property manager is already scheduled to conduct a regular appraisal of the property) (0.25 hours)
- Follow-up with tenant and landlord including seeking proof (0.25 hours)

Based on the expenses incurred during the pilot project, the cost per delivering each Tenant/Landlord Pack was \$10. This includes printing of the *Rent Smart* guide and other materials and postage to the tenant/landlord. It does not include the cost of content development or design for the *Rent Smart* guide, as this asset was already developed by the Centre for Liveability Real Estate. This cost could be reduced by printing larger quantities of the guide.

⁶ All prices are inclusive of GST.



Conclusions

This project involved the Liveability appraisal of 216 properties by LJ Hooker property managers that have completed the Liveability Real Estate Specialist training. The results of the Liveability appraisal were shared with tenants and landlords along with information about how to improve the energy efficiency of their rental property. Feedback from tenants and landlords was received through a follow-up survey.

For many of these rental properties, the built-in features make it hard for the majority to avoid high energy bills or to live comfortably in extreme weather, particularly in winter. While properties performed well in some areas such as cross-ventilation and shading, they did poorly in many other features, particularly those that most suited to cold winters which are characteristic of the climate zone of the ACT (such as insulation and windows).

Both tenants and landlords appreciated and valued the information that was provided to them by their property manager through the Liveability appraisal, *Rent Smart* guide and ACT Smart Energy Advice service brochure. Disclosure when delivered in this context and in unison with user-friendly information and property manager expertise represents a high level of customer service experience which has the potential to improve the energy efficiency of rental properties in the ACT.

The Liveability Real Estate Framework was developed **by** the residential real estate industry **for** the industry and represents an integration of energy, water and passive design features into existing property marketing processes. This has enabled CLRE to remove some of the barriers to property marketing engagement and deliver a new future-focussed specialist pathway for real estate agents which provides advocacy at point of rent to both the landlord and the tenant of each property. This efficiency of process and effectiveness of delivery has the potential to provide useful energy efficiency information to tenants and landlords and drive a new market in residential real estate.



Appendix 1 – Response Document: Energy Efficiency Information for Tenants Pilot



Response Document - Energy Efficiency Information for Tenants Pilot

Developed by the Centre for Liveability Real Estate

For the Environment and Planning Directorate, ACT Government

Background

The Centre for Liveability Real Estate (CLRE) understands that the Environment and Planning Directorate (EPD) is currently looking at the options to provide energy efficiency information to tenants in the ACT. This is in line with the Australian Capital Territory (ACT) Government's Climate Change Action Plan, AP2, which, amongst other things, identifies the need to improve and disclose the energy performance of buildings in the ACT. Action 3 of AP2 states:

Subject to a regulatory impact assessment, the ACT Government will introduce legislation to require landlords to provide information to tenants on the energy efficiency of homes and fixed appliances and major energy uses.

CLRE understands that EPD is interested in undertaking a pilot project with CLRE to test the usefulness of the full disclosure of a property's performance against a property features checklist for tenants (in this case the 17 benchmarked Liveability Property Features, The 17 Things™). The 17 Things™ Appraisal Checklist is completed and fully disclosed at point of rent to tenants and landlords by property managers who have up-skilled with award-winning Liveability Real Estate training (Liveability Real Estate Specialists).

This document has been prepared by CLRE in response to the Scope of Works prepared by EPD.



About the Centre for Liveability Real Estate

The Centre for Liveability Real Estate was established to address a significant shortfall of training and knowledge about renting environmentally sustainable homes within the residential real estate industry. Our mandate is to provide Liveability real estate training, research, strategy and communications services to the residential real estate industry.

Core to our specialisation is the Banksia award-winning Liveability Real Estate Framework that was developed in collaboration with the sustainable design, construction and assessment industries.

The framework was piloted and refined over a four-year period with the support of LJ Hooker Corporate and the national LJ Hooker franchise network.

It encompasses specialist liveability real estate training for existing sales people and property managers and exclusive property marketing tools and resources which are designed to simply and effectively deliver information to tenants about a property's potential for reduced running costs and increased comfort, in the most important moment – when they are looking for a home to rent.

The CLRE is now an established 'thought leader' in communicating sustainability within the residential market for both new and existing properties. We are research partners for the CSIRO EnergyFit research project that is addressing "Enhancing the market for low carbon homes at point of sale and lease" and have recently become partners of the CRC for Low Carbon Living Initiative.



Empowering tenants – the ‘other side’ of affordability

Tenant-assessed checklist vs agent-assessed checklist at ‘point of rent’: Searching for a rental property is often time-sensitive, highly competitive and emotionally stressful for the prospective tenant. Many properties often receive multiple rental applications. In this context it is the CLRE’s opinion that a tenant-assessed checklist may in fact prove counter productive as it would be difficult for tenants to complete with out any prior understanding in the time frame afforded rental property searches and may result in the prospective tenant ‘missing out’ on the rental property.

In addition, they will undoubtedly need to engage with the property manager at some point in order to complete the checklist. Without specialist training, appropriate marketing tools and appraisal checklist and integrated compliance management, the property manager may not be able to effectively answer their questions and help them identify the Liveability Property Features™ or understand why they are important to the potential for reduced running costs and increased comfort.

We believe the imperative to empower tenants to seek out information regarding the energy and water efficiency potential of rental properties is best served by **empowering trained agents**. This is a more **effective and efficient** way to empower consumers and landlords. Property managers with Liveability Real Estate training are able to identify Liveability Property Features™ via their online appraisal checklist, distribute the information to multiple tenants via icons on online listings and **via full disclosure of the appraisal checklist at open for inspections** or on request prior. This can be done quickly and easily in order to empower tenant decision-making at point of sale or rent. They are also able to **simultaneously** use the same property marketing tools to inform and engage the landlords on the importance of upgrading their properties to include these features. The agent checklist then becomes the tenant checklist and the landlord checklist.

Experience from the Queensland *Sustainability Declaration*

Experience from the Queensland *Sustainability Declaration* shows that not all sellers were confident in filling out the form highlighting the importance of having a trained property manager to complete the 17 Things™ Checklist. One-quarter of sellers (27%)¹ sought advice or help from someone in completing the form, mainly the real estate agent. One in five people left it blank because they were not sure of the information required. This highlights the importance of having someone with appropriate training complete the form to ensure the information is reliable and trusted.

Further, property managers are in a key position to advocate for the process and proactively market it. The *Sustainability Declaration* in Queensland was seen as a compliance tool that was made

¹ Winton Sustainable Research Strategies (2010), *Research to Inform the Queensland Sustainability Declaration Review*, Winton Sustainable Research Strategies, Sydney.

The Centre for Liveability Real Estate



Training, research, strategy and communications

available but only shown on request. Almost 40%² of the *Sustainability Declarations* completed by sellers were never provided to any potential buyer because no one asked for them. By empowering a property manager who is a trained Liveability Real Estate Specialist in this process they can proactively promote the 17 Things™ that are relevant to the property and create value for these features.

² Bryant, L. and Eves, C. (2012) *Home sustainability policy and mandatory disclosure: A survey of buyer and seller participation and awareness in Qld*, Emerald Group Publishing Limited, Queensland.



Methodology

Utilising the Liveability Real Estate Framework

LJ Hooker is the first national residential real estate brand to offer the Liveability Real Estate Specialist training to their salespeople and property managers. ACT offices within the LJ Hooker network were early adopters of this new real estate specialisation.

This provides a unique opportunity to assess the impact of specially trained agents and an appraisal checklist to disclose to tenants regarding the Liveability Features™ of the rental properties. Additional information can then be given to the tenant regarding how to effectively use these features to reduce running costs and increase comfort potential.

The Liveability Real Estate Framework will enable EPD to address:

- The state of rental properties in the ACT: how many ACT properties have Liveability Property Features™ and how many of them would be eligible for the Liveability Features™ icon at point of rent (must meet a minimum six specially selected features)

This will be addressed through a Liveability appraisal of 380 rental properties in the ACT by a trained Liveability Real Estate Specialist.

- The impact and influence of specially trained **Liveability property managers** on marketing **the importance and 'perceived value'** of Liveability Property Features™ inclusions in rental properties at point of rent.

This will be addressed through the tenant and landlord post-appraisal survey.

- The impact and influence of **exclusive Liveability property marketing online icons and resources** on **empowering prospective tenants to make decisions regarding the running cost** potential of a property at point of rent.

This will be addressed through the tenant and landlord post-appraisal survey.

- The impact and influence of specially trained Liveability sales/property managers and full disclosure on **real estate industry validation to investors/landlords of the importance and investment value** of liveability features inclusions in rental properties.

This will be addressed through the landlord post-appraisal survey.

- How to provide consistent transparent, simple and robust communication of the benefits of these features to tenants: "Liveability Property Features™ offer the potential for reduced running costs and increased comfort **if used correctly by the occupant**".

This will be addressed through distributing the Rent Smart Guide and ACT Smart Energy Efficiency Guide to tenants and subsequent tenant survey.



- Utilise property marketing which aligns with ACCC green marketing guidelines:
“A claim should
 - be honest and truthful
 - detail the specific part of the product or process it is referring to
 - use language which the average member of the public can understand
 - explain the significance of the benefit
 - be able to be substantiated”

The Liveability Real Estate Framework has been developed to align with the ACCC green marketing guidelines.

Pilot Project Stages

CLRE proposes that this project be completed in two stages:

- Internal review of the 17 Things™ Checklist by EPD
- Pilot project with ACT properties
 - a. Properties under management by LJ Hooker
 - b. Properties managed by private landlord
 - c. Properties managed by government landlord

Internal review of the 17 Things™ Checklist by EPD

This enabled EPD to conduct an initial assessment of the suitability of the 17 Things™ Checklist to their mandate ‘to improve and disclose the energy performance of buildings in the ACT’ prior to the commencement of the pilot project and identify additional indicators required for the pilot project.

- Additional features ‘Beyond the 17 Things™’ are currently addressed in the ‘Other Features Worth Noting’ field of the checklist. There is scope for draught-proofing to be customised for EPD in relation to this project and future disclosure for tenants.



Pilot project with ACT properties

Pilot project with ACT properties

- a. Properties under management by LJ Hooker
- b. Properties managed by private landlord
- c. Properties managed by government landlord

TENANT PILOT STUDY			
Properties to be included in pilot study			
Type of property	Split	Approx. no. of properties	Database sourced from
Agent managed	60%	(i) Properties under current lease agreement 208 properties	LJ Hooker database, identify properties within current lease term
		(ii) Properties due for new lease agreement 20-25 properties	LJ Hooker database, identify properties with lease up for renewal
Private*	20%	76 properties	Rental bond board information provided by EPD or by contacting stakeholder groups (e.g. Tenants Union, Property Council, Communities@Work and Care Inc.)
Government (ACT public housing and potentially Defence Housing)*	20%	76 properties	ACT Government contact provided by EPD
TOTAL	100%	380 properties	-

* If there are insufficient government or private property owners to cooperate then additional assessments will be done in agent-managed properties to maintain a total of 380 assessments.



Research touch points: Engaging tenants and landlords

Key questions to address:

- Is one checklist that can be filled out by Liveability Real Estate Specialists and disclosed to landlords and tenants alike an effective way to empower tenants to seek out rental properties with features which have the potential to reduce running costs and increase comfort? Is there any reason full disclosure should not be given to tenants and landlords at point of rent? If full disclosure is not given, what level of detail should the checklist show?

This question will be addressed through disclosure of the 17 Things Checklist to landlords/tenants and landlord/tenant responses to the post-appraisal survey.

- What further support should be offered to tenants regarding how they use their home? What form should companion tenant information take? In particular what information is required by tenants to help inform their decision?

This question will be addressed through providing the ACT Smart Energy Efficiency Guide and CLRE Rent Smart Guide to tenants and tenant responses to the post-appraisal survey.

- What further support should be offered to landlords regarding how they could improve their properties energy efficiency performance? What form should companion landlord information take? For disclosure of the 17 Things™ checklist, what level of detail should it show?

This question will be addressed through disclosure of the 17 Things Checklist to landlords and landlord responses to the post-appraisal survey.

- What is the full-cycle cost associated with each assessment option (i.e. training costs for agents or third-parties, time taken to complete).

This information will be provided by CLRE based on the current Liveability Real Estate Specialist training program and data from the pilot study.



Stage 2a) Properties under management with LJ Hooker property managers

1. Tenant groups and areas are identified by CLRE.
 - 228 properties under LJ Hooker management will be selected from the existing databases of LJ Hooker Property Managers. These properties will be targeted to seek a representative sample by postcode and dwelling type.
2. Landlord informed of project via email or phone or face-to-face landlord seminar.
3. Liveability appraisals are then conducted on these properties by trained Liveability Real Estate Specialist property managers.
4. Landlord is informed of Liveability 17 Things™ appraisal result.
5. With landlord's permission, the results of the Liveability appraisals are shared with tenants. The tenant will be sent a copy of the 17 Things™ appraisal result as well as companion information in the form of either the Liveability Rent Smart Guide or ACT Smart Energy Saving Guide.
6. Landlord survey (online or phone): Landlords are asked if this information, delivered in this way, was of value to them. Landlords are asked if they would make any changes as a result of this information.
7. Tenant survey (online or phone): The tenants are asked if this information, delivered in this way, was of value to them and how it would have influenced their choice of dwelling preference.

Stage 2b and 2c) Properties managed directly by private and government landlords (self-managed)

1. Tenant groups and areas are identified by CLRE.
2. Landlord informed of project (opt-in) via online form.
3. Liveability Real Estate Specialist makes contact with landlords and tenant.
4. Current tenants are asked if they would be interested in knowing about the features of their home which have the potential for reduced running costs and increased comfort and any information regarding involvement with the pilot project.
5. Liveability appraisals are conducted on these properties by trained Liveability Real Estate Specialist property managers.
6. Landlord is informed of Liveability 17 Things™ appraisal result.
7. The results of the Liveability appraisals are shared with tenants. The tenant will be sent a copy of the 17 Things™ appraisal result as well as companion information in the form of either the Liveability Rent Smart Guide or ACT Smart Energy Saving Guide.
8. Landlord survey (online or phone): Landlords are asked if this information, delivered in this way, was of value to them. Landlords are asked if they would make any changes as a result of this information.
9. Tenant survey (online or phone): The tenants are asked if this information, delivered in this way, was of value to them and how it would have influenced their choice of dwelling preference.



Stage 2) Pilot project with ACT properties

Activity	Responsibility	Timing	Funding required (\$) (inc GST)
<p>ACT Liveability Real Estate Specialist training to be customised to include:</p> <p>1. Information about pilot program and policies and procedures for conducting the pilot study</p> <p>2. If required any 'additional features worth noting' required for ACT property managers</p>	CLRE	By 17 th July	<p>1. Creation of additional training material for face-to face-training, including training manual and code of conduct for liaising with landlords who self-manage their tenants Total \$8000</p> <p>2. For draught-proofing customisation point to be added to the 'other features worth noting' field of the online 17 Things appraisal checklist (benchmarks to be supplied by EPD) Total \$1000</p>
Conduct training to up-skill remaining 30 property investment managers ³	CLRE	3 rd August – 3 rd September (fast-tracked 4 week training program)	<p>Training is currently \$350 per person we recommend a 50% subsidy of \$175 per person so the agents also has investment in the specialisation. Total for 30 property managers is \$5250</p>
Print 190 copies of Rent Smart Guide for distribution to tenants (190 tenants to receive ACT Smart Energy Saving Guide provided by EPD)	CLRE	3 rd September	\$1600

³ There are currently 39 LJ Hooker Property Investment Managers in the ACT, across 9 LJ Hooker offices. 9 Property Investment Managers (from 7 offices) have previously completed the training. See page 14.



<p>Begin Liveability Appraisal of 380 rental properties with the property data captured via online 17 Things™ Checklist.</p> <ul style="list-style-type: none"> a. 228 properties under management by LJ Hooker b. 76 properties managed by private landlord c. 76 properties managed by government landlord 	CLRE	4th September – 4th October	<ul style="list-style-type: none"> a. Properties under management by LJ Hooker managed properties: Covered by CLRE Management Fee b. Properties managed by private landlord: \$9500 (\$125⁴ per property for all research touch points) c. Properties managed by government landlord: \$9500 (\$125 per property for all research touch points)
<p>Provide raw data (CSV file) from appraisal checklist to EDP showing Liveability Property Features™ present in each property</p>	CLRE	4 th October	Covered by CLRE Management Fee
<p>Develop 3 variations of post-appraisal survey for tenants and landlords</p> <ul style="list-style-type: none"> a. Properties under management by LJ Hooker b. Properties managed by private landlord c. Properties managed by government landlord 	To be developed by CLRE with input from EPD	4 th October	Covered for CLRE Management Fee
<p>For Tenants: Distribute link to online survey or drop off printed post-appraisal survey with tenants.</p>	EDP, CLRE TBC	5 th October – 5 th November	<p>Covered by CLRE Management Fee for online or printed survey.</p> <p>If face-to-face interview then nominal fee</p>

⁴ Based on current market rates for property inspections.



Distribute completed 17 Things™ checklist information and information about how to use features.			\$50/interview (assuming 20 minutes duration) which is recorded.
For landlords: Distribute link to online survey or drop off printed post-appraisal survey for landlords. Survey to investigate whether the process has influenced them to make changes to the dwelling and what comments they have regarding the requirement for them to provide disclosure.	CLRE	5 th October – 5 th November	Covered by CLRE Management Fee for online or printed survey. If face-to-face interview then nominal fee \$50/interview (assuming 30 minutes duration) which is recorded.
Provide raw data regarding tenant and landlord feedback to EPD	CLRE	19 th November	Covered by CLRE Management Fee
Assemble information of draft findings and provide to EPD to provide comments.	CLRE	3 rd December	Covered by CLRE Management Fee
Make comments on draft report	EPD	17 th December	NA
Provide a final report to EPD (in word) outlining the results of the pilot with respect to the project aims and key questions outlined in this proposal.	CLRE	By 17th January	Covered by CLRE Management Fee



Costing (detail contained in previous tables)

All figures quotes are including GST

1	CLRE Management Fee to manage and coordinate pilot project requirements in relation to trained property managers, tenant, property and landlord engagement and final report	\$25,000
2	Customisation of appraisal checklist, training program, training manuals, pilot guidelines	\$9000
3	Subsidy for remaining property managers to be up skilled with Liveability Real Estate Specialist training.	\$5250
4	Print 190 copies of Rent Smart Guide for distribution to tenants	\$1600
5	Properties managed by private landlord for all research touch points	\$9500* (\$125/property)
6	Properties managed by government landlord for all research touch points	\$9500* (\$125/property)

* Items 5 and 6 will be charged based on the actual number of properties assessed, at a rate of \$125/property. The total cost for this component will decrease if less than the budgeted number of property appraisals is completed.

Total budget for pilot project \$59,850 (inc GST).

Additional costs not included above

1	Face-to-face tenant/landlord interviews	\$50/interview
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Face-to-face tenant/landlord interviews will take place if requested by EPD. The number of tenant/landlord interviews will be agreed on in writing by EPD and CLRE before this work is undertaken.



Meeting/communication frameworks

CLRE will be available for weekly phone calls to discuss the progress of the project and answer any questions arising.

Cecille Weldon will also be available to meet in person at the EPD offices at the following points in the project:

- Mid-project (to coincide with agent training, currently week 3rd – 7th August)
- Upon project completion (Jan or Feb 2016)

The contacts at the Centre for Liveability Real Estate are:

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CEO

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0414 700 909

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0437 013 537

The Centre for Liveability Real Estate

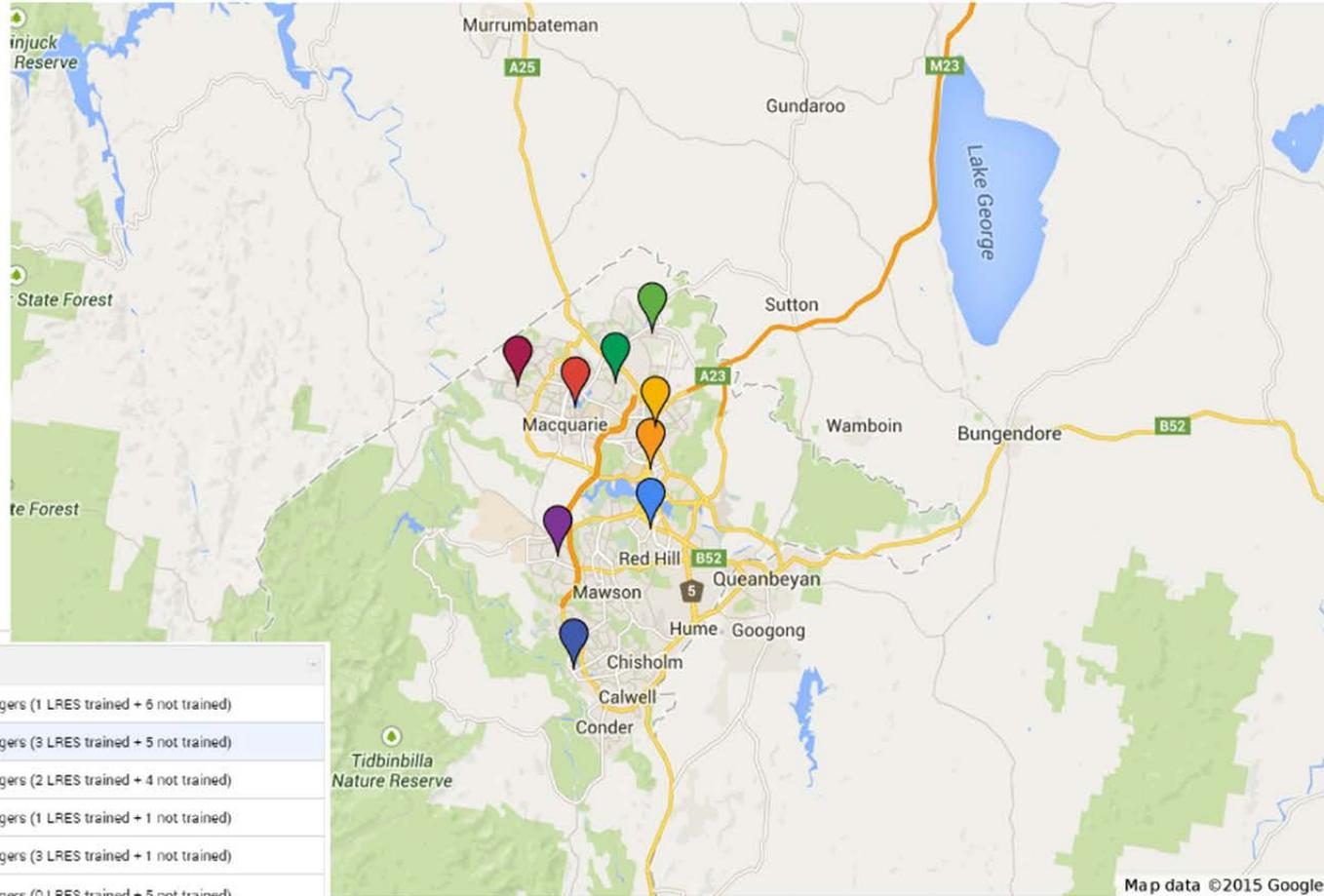
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ACT Property Managers

LJ Hooker Offices

-  LJ Hooker Belconnen (2617)
-  LJ Hooker Canberra City (2601)
-  LJ Hooker Dickson (2602)
-  LJ Hooker Gungahlin (2912)
-  LJ Hooker Kaleen (2617)
-  LJ Hooker Manuka (2603)
-  LJ Hooker Tuggeranong (2900)
-  LJ Hooker Weston Creek (2611)
-  LJ Hooker Kippax (2615)



	name	description
1	LJ Hooker Belconnen (2617)	7 Property Managers (1 LRES trained + 6 not trained)
2	LJ Hooker Canberra City (2601)	8 Property Managers (3 LRES trained + 5 not trained)
3	LJ Hooker Dickson (2602)	6 Property Managers (2 LRES trained + 4 not trained)
4	LJ Hooker Gungahlin (2912)	2 Property Managers (1 LRES trained + 1 not trained)
5	LJ Hooker Kaleen (2617)	4 Property Managers (3 LRES trained + 1 not trained)
6	LJ Hooker Manuka (2603)	5 Property Managers (0 LRES trained + 5 not trained)
7	LJ Hooker Tuggeranong (2900)	7 Property Managers (0 LRES trained + 7 not trained)
8	LJ Hooker Weston Creek (2611)	2* Property Managers (2* LRES trained + 0 not trained) (*shared with LJH Canberra City)
9	LJ Hooker Kippax (2615)	1* Property Manager (1* LRES trained + 0 not trained) (*shared with LJH Kaleen)



Appendix 2 – Liveability Real Estate Specialist Course Overview

Timeline	Component	Description
Week 1	One day course	<p>Six hours face-to-face training course facilitated by Cecille Weldon. This ensures that agents understand that the training knowledge is a collaboration of sustainable design, construction and real estate knowledge.</p> <p>Agents are given a copy of the Liveability Real Estate Specialist Manual, a comprehensive reference guide to The 17 Things™.</p> <p>Key content areas include:</p> <ul style="list-style-type: none"> - Repositioning of ‘sustainability’ to ‘liveability’ - Responsible marketing (how to avoid green-washing) - The 17 Things™ in detail - Important customer profiles - Marketing tools <p>Assessment: Short written assessment to test understanding of key concepts.</p>
Week 2 to Week 4	Probation period	<p>Three week probation period before agents complete their specialisation.</p> <p>Assessment:</p> <ul style="list-style-type: none"> • Practical assessments: Agents apply their knowledge of The 17 Things™ checklist to real life scenarios. They complete two practical exercises – one is a case study which enables them to conduct a virtual ‘appraisal walkthrough’ on a typical property from their region with these features, the other exercise for them to ‘appraise’ their own home. They are required to complete The 17 Things™ checklist and produce a short marketing script each. • Video review sessions: Agents are required to watch six short videos to consolidate their understanding of The 17 Things™ and customer profiles. <p>Note: we have a high pass mark of 75% and above for all assessments, to ensure that all graduating agents are competent and confident in their specialisation.</p>
After 6 months	Masterclass	<p>In order to facilitate continual learning within a constantly innovating industry, the training is followed up six months later with a two hour Masterclass.</p> <p>Key content areas include:</p>



		<ul style="list-style-type: none"> - Important updates to The 17 Things™ checklist - Trouble-shooting (based on agent feedback gained through pre-class survey) - New initiatives that may be of value to consumers - New marketing tools available -
After 12 months	Refresher course	Agents are required to refresh their specialisation.
Ongoing	Continual learning	<p>Specialists are part of an alumni group.</p> <p>Specialists have ongoing access to the Liveability Real Estate Team to support their learning journey.</p>



Appendix 3 – The 17 Things™

The 17 Things are:

- Climate Zone for this Property
- Living Locally
- Orientation 
- Cross-Ventilation 
- Zoning 
- Insulation* 
- Density of Building Materials
- Windows (Glazing)* 
- Shading or Sun Control 
- Efficient Heating and Cooling Devices 
- Energy Efficient Lighting 
- Efficient Hot Water System 
- Solar Photovoltaic (PV) System* 
- Low Water Garden 
- Water Efficiency Devices 
- Rainwater Tanks
- Energy Rating* 

*** Vendor must provide proof for these items before they can be marketed as a Liveability Property Feature™.**

If the property has six or more of the features with the  symbol then the real estate agent is able to use the Liveability Features™ icon (shown below) in all of the marketing material for the property.

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**This property
has Liveability
Features™**

LJ Hooker

the 17 Things™

- Climate Zone for this Property
- Living Locally
- Orientation
- Cross Ventilation
- Zoning
- Insulation
- Density of Building Materials
- Windows (Glazing)
- Shading or Sun Control
- Efficient Heating and Cooling Devices
- Energy Efficient Lighting
- Efficient Hot Water System
- Solar Photovoltaic (PV) System
- Low Water Garden
- Water Efficiency Devices
- Rainwater Tanks
- Energy Rating



Appendix 4 – Other Features Worth Noting: Draught Proofing (for ACT Government Pilot)

Other Features Worth Noting: DRAUGHT PROOFING (for ACT Govt Pilot)

The Facts About Draughts

Draughts can be a real problem for many rental properties in summer and winter, particularly if heating and cooling devices are used.

Air leakage can account for 15–25% of heat loss/gain in windy locations.

Draught-proofing the home is one of the easiest and cheapest ways of reducing energy bills and making the home more comfortable. Draught-proofing can stop heated or cooled air from escaping through gaps and air vents.

To do minimum draught-proofing in the property:

- Seal gaps around windows.
- Install draught-stoppers on the bottom of doors

Sealing Windows and Doors

When replacing windows:

Choose well made windows and doors with tight air seals. Window manufacturers are required to have their products tested to this standard and register them with the Windows Energy Rating Scheme (WERS).

Making existing windows and doors more airtight

Talk to your landlord: draught sealing is a simple solution to a big problem

More comfortable property = greater tenant retention and higher rents

Sealing holes and gaps can reduce heat loss, improve comfort, reduce moisture problems, save money and provide a quieter indoor environment.

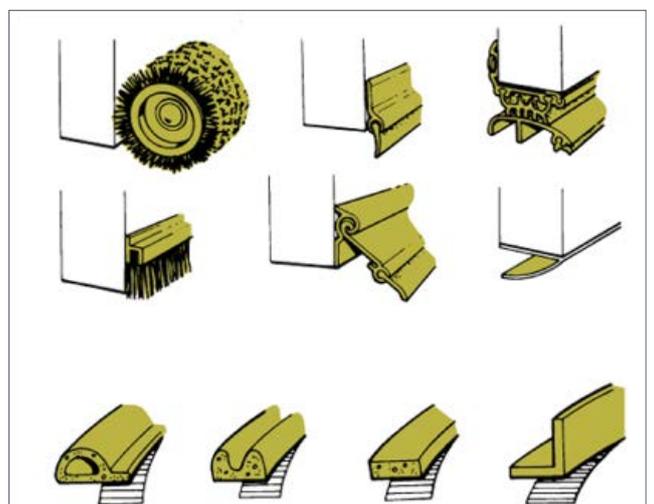
Script: Did you know that all of the small cracks and holes in a home combined can amount to the equivalent energy loss of leaving a window open year round?

Many products are available for draught proofing.

You can improve the performance of existing windows and doors by using proprietary draught-proofing strips, ensuring they are appropriate for the window style, i.e. maintain easy operation. You can also fit retractable draught seals at the bottom of hinged doors.

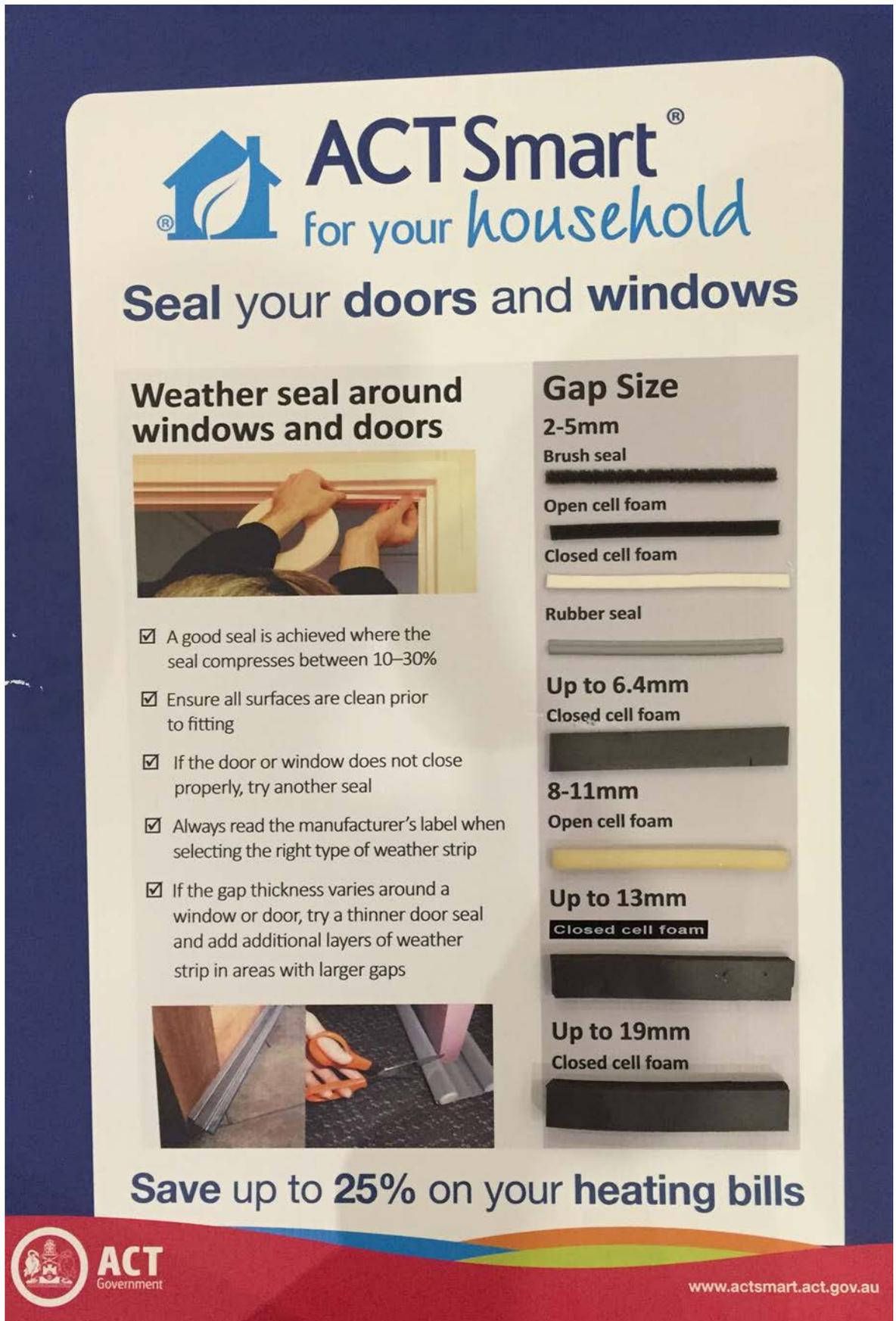
Overlapping brush seals can allow full movement of sliding or double hung windows while making an excellent seal. Self-adhesive neoprene pillow or foam strip seals are effective on hinged doors and casement and awning windows.

You can also fit automatic door closers to external doors and doors leading to unheated areas.



How To: Draught Sealing

Must do: cleanly and professionally seal doors and windows



ACT Smart[®]
for your *household*

Seal your doors and windows

Weather seal around windows and doors



- A good seal is achieved where the seal compresses between 10–30%
- Ensure all surfaces are clean prior to fitting
- If the door or window does not close properly, try another seal
- Always read the manufacturer's label when selecting the right type of weather strip
- If the gap thickness varies around a window or door, try a thinner door seal and add additional layers of weather strip in areas with larger gaps



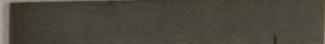
Gap Size

2-5mm
Brush seal

Open cell foam

Closed cell foam


Rubber seal


Up to 6.4mm
Closed cell foam


8-11mm
Open cell foam


Up to 13mm
Closed cell foam


Up to 19mm
Closed cell foam


Save up to 25% on your heating bills



ACT
Government

www.actsmart.act.gov.au

Then keep going: cleanly and professionally seal cracks and ventilated openings



Seal your gaps and stop air leakage

Seal Cracks and Gaps

- ☑ Use a caulking gun to apply sealant
- ☑ Always read the manufacturer's label and wear gloves and eye protection where required

Control Ventilated Openings

- ☑ Cover evaporative cooler ducts in winter to reduce heat loss
- ☑ Fit draught excluder to exhaust fan or replace with a self-sealing model
- ☑ Always follow the manufacturer's instructions



Sealant

- Skirting boards
- Architraves
- Cracks in walls
- Window frames
- General gaps

Expandable foam

- Large gaps
- Hollows
- Cavities

Foam core rod

- Large gaps
- Vents

Duct cover

- Evaporative coolers

Draught excluder

- Ceiling exhaust

Save up to 25% on your heating bills



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Government

www.actsmart.act.gov.au

Assistance with draught sealing is available

There are a number of free programs available in the ACT which can help households improve the energy and water efficiency of their program, including through the installation of draught-sealing.

Energy Saving House Calls

What is it? A free energy efficiency program which provides and installs free energy saving products into the homes of ACT residents.

Who provides the service? ActewAGL

Who is eligible to participate? This program is available to all residential premises in the ACT. Rental properties are eligible to participate in the program.

What does the household receive?

- Energy efficient light bulbs
- Door seals
- Standby power controllers

For more information: To find out more visit:

<http://www.actewagl.com.au/Save-energy/Free-energy-services/Energy-saving-house-calls.aspx>

Outreach Energy and Water Efficiency Program

What is it? The program offers practical ways for low-income households in the ACT to reduce energy and water bills. It includes a visit from an energy efficiency assessor.

Who provides the service? Funded by the ACT Government and delivered through various community organisations.

Who is eligible to participate? This program is available to low income households. Rental properties are eligible to participate in the program.

What does the household receive?

- An objective view of the households energy and water needs
- Advice and education on how to save energy and water
- Information kit with energy saving tips
- Shower timer
- Thermometer
- Draught excluders

For more information: To find out more about the program including details for the community organisations delivering the program visit:

<http://www.actsmart.act.gov.au/what-can-i-do/homes/outreach-energy-and-water-program>

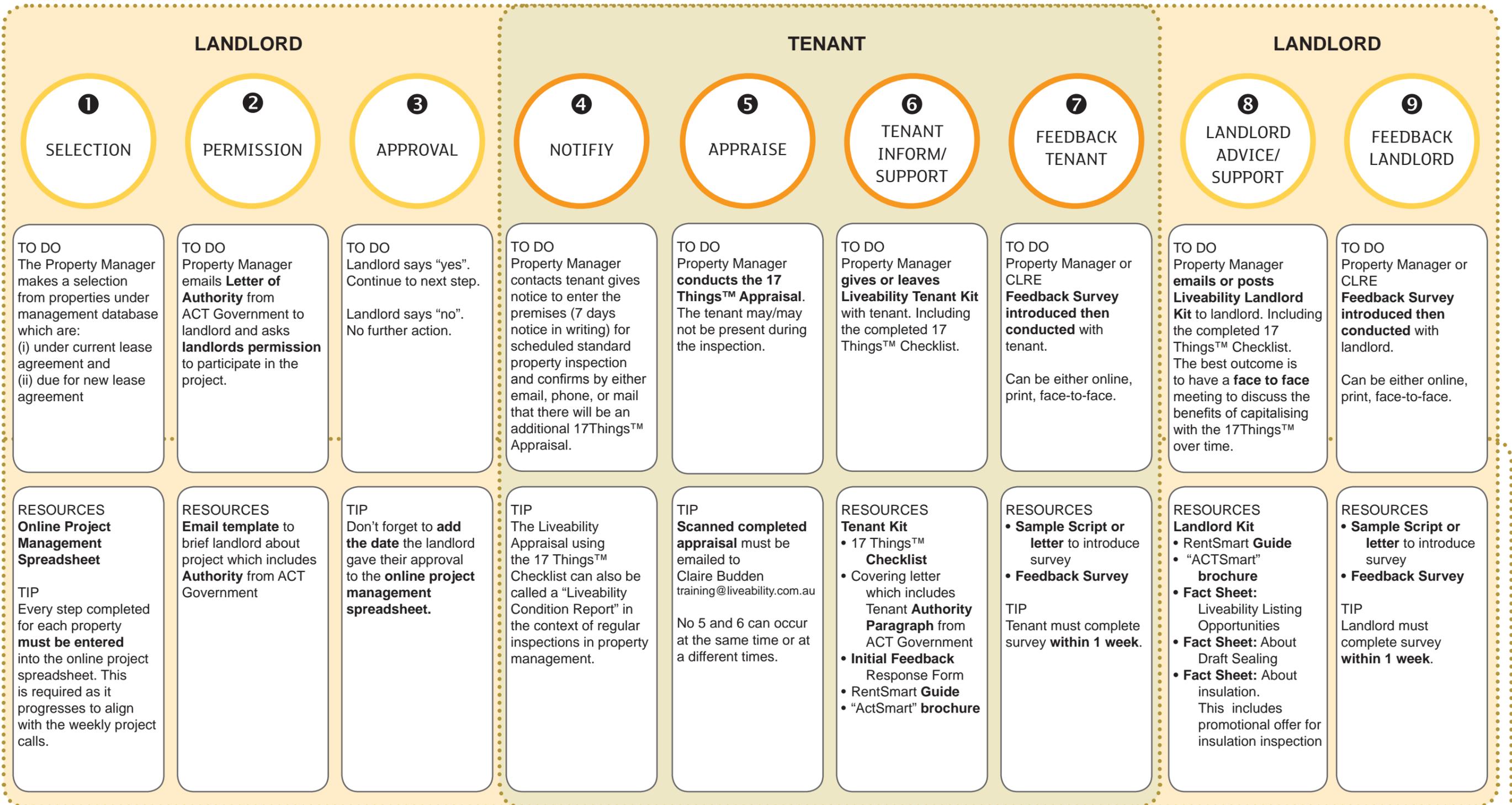




Appendix 5 – Process Diagrams for Pilot Project

ACT Govt Tenant/Landlord Pilot Study

Utilising the Liveability Real Estate Framework

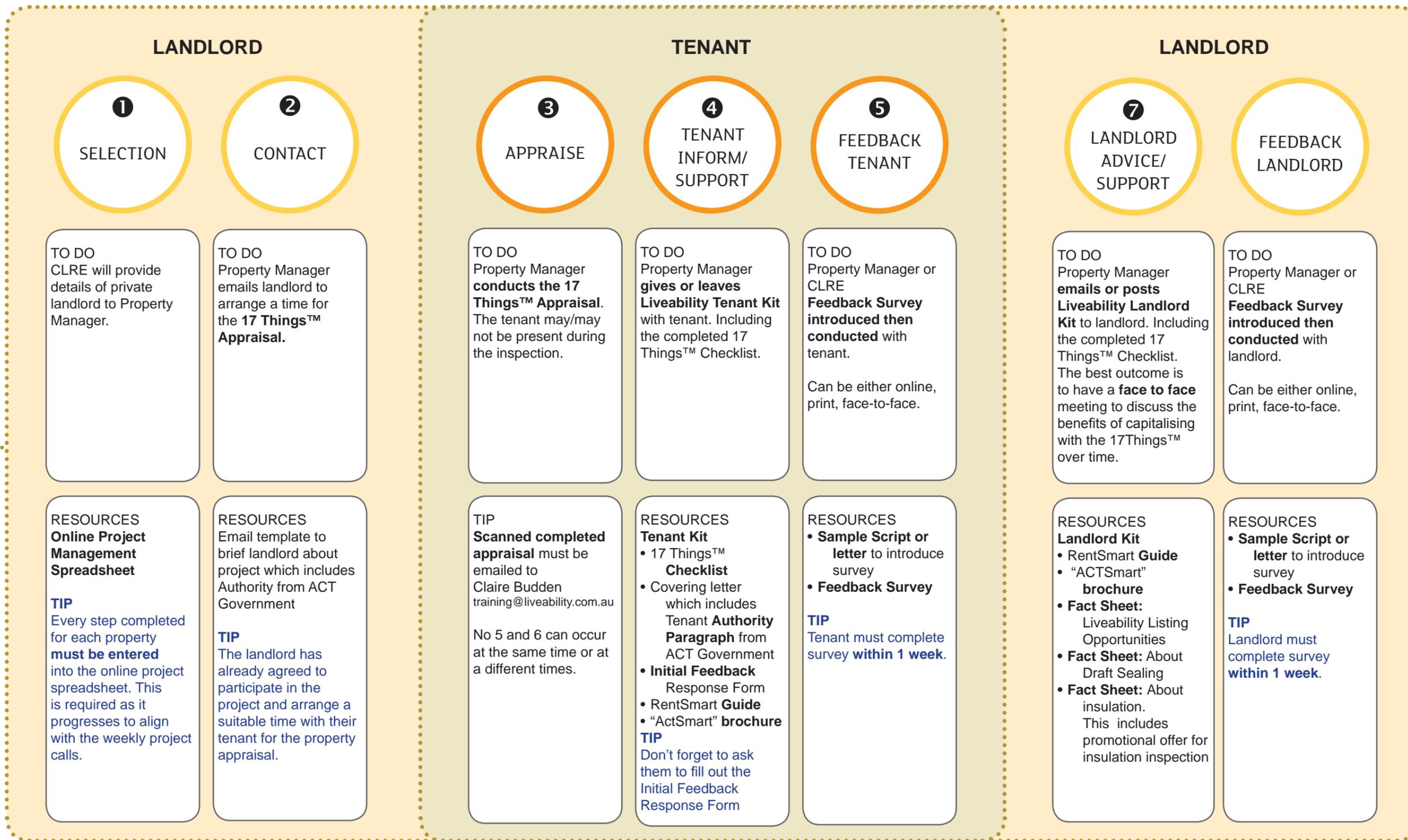


CLRES write report

CLRES collate data

ACT Govt Tenant/Landlord Pilot Study

Utilising the Liveability Real Estate Framework for **PRIVATELY MANAGED PROPERTIES**



CLRES write report

CLRES collate data



Appendix 6 – Tenant and Landlord Capitalisation Scripts

Script to use with tenants – “I want the landlord to do more!”

As a Liveability Real Estate Specialist I’m trained to have an ongoing conversation with your landlord regarding the benefits of upgrading this rental property with more Liveability features.

These decisions can take time as they require a real investment by the landlord.

We can make Liveability recommendations and pass on your specific wishes; however, ultimately the landlord is free to choose how and when they want to capitalise on their property investment.

The best result is when we can all work together to get the best result for everyone. We’ll update you on your specific request once we have spoken to the landlord.

In the meantime, the free *Rent Smart* guide which we have given you is full of information to help you to understand the things that you can do RIGHT NOW to help reduce your running costs and increase the comfort of your rental property. Features are one thing but understanding how to use them is what really matters.



Script to use with landlords – Having a capitalisation conversation

As part of our service to you as an LJ Hooker property manager, it's important that from time to time we discuss with you how best to "future proof" or capitalise on your property.

LJ Hooker is **leading the real estate industry** in providing property managers like me important training **to identify and effectively rent homes with Liveability Features.**

As part of our high quality property management service we have conducted a **liveability condition/appraisal report to identify how many of these features your investment property has.**

This will enable us to take advantage of this new market in residential real estate that can deliver to you greater retention of tenants, less rent default and the ability to charge more over time.

Also as an investor it's reassuring to know which features you can add to capitalise your investment property that will also be recognised and effectively marketed when you are ready to sell, in order to maximise the selling process for you.

You may be interested to note that insulation is a really important feature in delivering comfort and the potential for reduced running costs for your tenants.

If you have any receipts from the insulation installer then these are really important as we need independent proof that the insulation has been correctly installed.

If you don't have proof and you know the insulation is there, we can arrange a special discounted insulation inspection for this pilot study (only \$150) to enable you to receive a certificate which can be used when we rent and sell the property to optimise the rental and or sale price for you. Let us know if you would like to take this offer up.



Appendix 7 – Tenant Survey Questions

A few facts about you

1. Postcode(s) of your rental property that is part of this pilot project.
2. What is the highest level of education you have completed?
 - a. Less than Year 12 secondary school
 - b. Year 12 secondary school
 - c. TAFE diploma or certificate
 - d. University undergraduate degree
 - e. University postgraduate degree
3. Which of the following age groups do you fit into?

18–24	50–54
25–29	55–59
30–34	60–64
35–39	65–69
40–44	70–74
45–49	75 or above

4. Gender Male Female Prefer not to answer
5. What is your approximate household income before tax?
 - a. Less than \$199 per week (\$10,399 per year)
 - b. \$200–\$299 per week (\$10,400–\$15,599 per year)
 - c. \$300–\$399 per week (\$15,600–\$20,799 per year)
 - d. \$400–\$599 per week (\$20,800–\$31,199 per year)
 - e. \$600–\$799 per week (\$31,200–\$41,599 per year)
 - f. \$800–\$999 per week (\$41,600–\$51,999 per year)
 - g. \$1000–\$1249 per week (\$52,000–\$64,999 per year)
 - h. \$1250–\$1499 per week (\$65,000–\$77,999 per year)
 - i. \$1500–\$1999 per week (\$78,000–\$103,999 per year)
 - j. \$2000 or more per week (\$104,000 or more per year)

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About the 17 THINGS™ CHECKLIST

The one-page 17 Things™ checklist shows how many Liveability Features™ your rental property has to reduce running costs and increase comfort if used correctly by the tenant. In thinking about the features that are identified in this checklist...

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Liveability Property Features™ Appraisal Input Form. 6 or more required to for

<p>1. CLIMATE ZONE FOR THIS PROPERTY (using WERS climate zones)</p> <p>Cooling Climate - cooling is more important <input type="checkbox"/></p> <p>Mixed Climate - heating and cooling both important <input type="checkbox"/></p> <p>Heating Climate - heating is more important <input type="checkbox"/></p> <p>2. LIVING LOCALLY</p> <p>A vibrant community living experience close by: <input type="checkbox"/></p> <p>Farmers markets and community gardens, close to public transport, well maintained walkways and bikeways <input type="checkbox"/></p> <p>3. ORIENTATION </p> <p>Living rooms face true north or between 20° west of true north and 30° east of true north <input type="checkbox"/></p> <p>4. CROSS-VENTILATION At least 1 of these</p> <p>Through the house <input type="checkbox"/></p> <p>Between floors <input type="checkbox"/></p> <p>5. ZONING At least 1 of these</p> <p>Areas can be zoned off for heating and cooling <input type="checkbox"/></p> <p>Rooms can be closed off <input type="checkbox"/></p> <p>Each floor can be closed off <input type="checkbox"/></p> <p>6. INSULATION (proof of rating required, refer #) ⓘ</p> <p>Must have</p> <p>Ceiling Insulation:</p> <p>Type <input type="text"/> R value: <input type="text"/> Must be min. 3 <input type="checkbox"/></p> <p><i>In addition, can also have:</i></p> <p>Wall insulation: Type <input type="text"/> R value: <input type="text"/> Must be min. 2 <input type="checkbox"/></p> <p>Floor insulation: Type <input type="text"/> R value: <input type="text"/> Must be min. 1 <input type="checkbox"/></p> <p>7. DENSITY OF BUILDING MATERIALS</p> <p>Light materials + insulation</p> <p>Timber or steel frame with light weight cladding <input type="checkbox"/></p> <p>Heavy materials</p> <p>Internal masonry walls: brick, concrete, stone etc. <input type="checkbox"/></p> <p>Concrete slab on ground <input type="checkbox"/></p> <p>Heavy materials + insulation</p> <p>External masonry walls (<i>insulation on the outside</i>): brick, concrete, stone etc <input type="checkbox"/></p> <p>Suspended concrete slab (<i>insulation under slab</i>) <input type="checkbox"/></p> <p>8. WINDOWS (GLAZING) At least 1 of these</p> <p>Double-glazed Windows OR <input type="checkbox"/></p> <p>WERS rated windows appropriate to your region's climate zone: (proof required) <input type="checkbox"/></p> <ul style="list-style-type: none"> • Cooling Climate = 3 Cooling Stars • Mixed Climate = 4 combined Heating & Cooling Stars • Heating Climate = 3 Heating Stars <p>9. SHADING OR SUN CONTROL At least 1 of these ⓘ</p> <p>On North Side of Property</p> <p>Fixed horizontal eave overhanging windows: 450-800 mm <input type="checkbox"/></p> <p>Fixed shading (external) awnings, louvres, large deciduous trees <input type="checkbox"/></p> <p>Adjustable shading (external): awnings, louvres, anchored sails <input type="checkbox"/></p> <p>On East/West Side of Property</p> <p>Fixed shading (external): louvres, deep verandah, pergola, large deciduous or evergreen trees <input type="checkbox"/></p> <p>Adjustable shading (external): louvres, roller shutters, blinds <input type="checkbox"/></p>	<p>10. EFFICIENT HEATING AND COOLING DEVICES </p> <p>At least 1 of these</p> <p>Combined Heating and Cooling</p> <p>New (post 2010) split system with min. 3.6 star rating <input type="checkbox"/></p> <p>Heating</p> <p>Flued gas space heater min. 3 star rating <input type="checkbox"/></p> <p>Hydronic radiators if powered by gas/solar/heat pump <input type="checkbox"/></p> <p>In-slab hydronic heating if powered by gas/solar/heat pump <input type="checkbox"/></p> <p>Heat recovery ventilation system <input type="checkbox"/></p> <p>Cooling</p> <p>Ceiling fans <input type="checkbox"/> Whole of house fans <input type="checkbox"/></p> <p>11. ENERGY EFFICIENT LIGHTING </p> <p>LED lighting throughout interior <input type="checkbox"/></p> <p>12. EFFICIENT HOT WATER SYSTEM At least 1 of these</p> <p>Solar hot water <input type="checkbox"/></p> <p>Gas storage min. 5 star rating <input type="checkbox"/></p> <p>Instantaneous gas min. 5 star rating <input type="checkbox"/></p> <p>Electric heat pump system <input type="checkbox"/></p> <p>13. SOLAR PHOTOVOLTAIC (PV) SYSTEM </p> <p>All of these (proof required)</p> <p>Capacity of the system is 1.6kW peak or more <input type="checkbox"/></p> <p>Solar system manuals available <input type="checkbox"/></p> <p>Panel are easily accessible for maintenance <input type="checkbox"/></p> <p>Details recorded as follows (this must be filled out)</p> <p>Date installed: <input type="text"/> Age of Inverter: <input type="text"/> years old</p> <p>Contact details of Installer: <input type="text"/></p> <p>14. LOW WATER GARDEN </p> <p>All of these</p> <p>Irrigation: No Irrigation or drip Irrigation <input type="checkbox"/></p> <p>Plants such as: <input type="checkbox"/></p> <ul style="list-style-type: none"> • Local native vegetation • Xerophytes - plants adapted to living in dry conditions such as succulents and drought tolerant grasses <p>15. WATER EFFICIENCY DEVICES All of these</p> <p>Showerheads min 3 star rating <input type="checkbox"/></p> <p>Dual flush toilets <input type="checkbox"/></p> <p>16. RAINWATER TANKS</p> <p>Connected to house <input type="checkbox"/> Connected to garden <input type="checkbox"/></p> <p>Details recorded as follows (this must be filled out)</p> <p>Capacity (L) <input type="text"/> Pump type: <input type="text"/></p> <p>17. 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6. How well did you understand the information in The 17 Things™ checklist you were provided with?
 - a) It was very clear
 - b) It was somewhat clear
 - c) It was unclear

7. Do you think it's a good idea for you and your landlord to receive The 17 Things™ checklist in order to find out how many Liveability Features™ your rental property has?
 - a) Yes, I think every rental property should have access to this information
 - b) Yes, but I think it should be up to each particular landlord to decide if this information is made available
 - c) No, I do not support this information being given to tenants in property marketing and at open homes

8. What is the most useful time to receive this information about the Liveability Features™ of a rental property?
 - a) At the open home
 - b) On the online property listing
 - c) In the print property advertisement
 - d) With the lease agreement
 - e) After the lease is signed

9. How likely are you to ask your property manager to install any additional Liveability Features™ in your investment property as a result of receiving The 17 Things™ checklist?
 - a) **Likely** – I am very likely to ask for additional features
 - b) **Neutral** – I may consider asking for additional features
 - c) **Unlikely** – I am not interested in asking for additional features

10. How likely would you be to now consider the Liveability Features™ in a property when choosing your next property to rent or buy?
 - a) I would consider these features when choosing a place to rent or buy
 - b) These features would not have a big impact on my decision; other things are more important

11. Would you welcome follow-up discussions with your trained Liveability Real Estate Specialist Property Manager about Liveability Features™ for your investment property?
 - **Yes**, I think this would be a great service from my property manager
 - **No**, I am not interested in this information



About the Liveability Real Estate Specialist PROPERTY MANAGER

In thinking about the role a property manager plays in marketing the features of a rental property to prospective tenants...

12. Is it advantageous to have a specially trained **Liveability Real Estate Specialist Property Manager** identify the additional Liveability Features™ in your rental property and explain their benefits to you?

- **Yes**, I think this is a great service from my property manager
- **No**, I am not interested in this information

13. Would it be helpful to have the Liveability Features™ in a rental property identified for you during the Open for Inspection?

- **Yes**, I think this would be a great service from my property manager
- **No**, I am not interested in this information

14. Who do you think is the best person to deliver information on the Liveability Features™ of a rental property at the time of rent?

- a) Property manager (Liveability Real Estate Specialist)
- b) Landlord
- c) Tenant
- d) Building inspector

The Centre for Liveability Real Estate

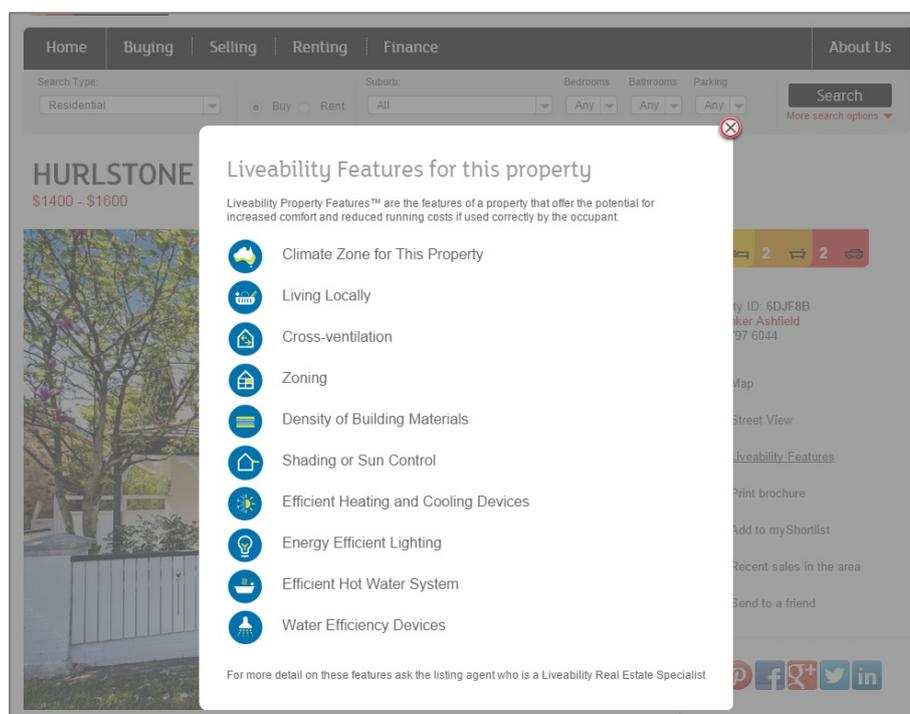
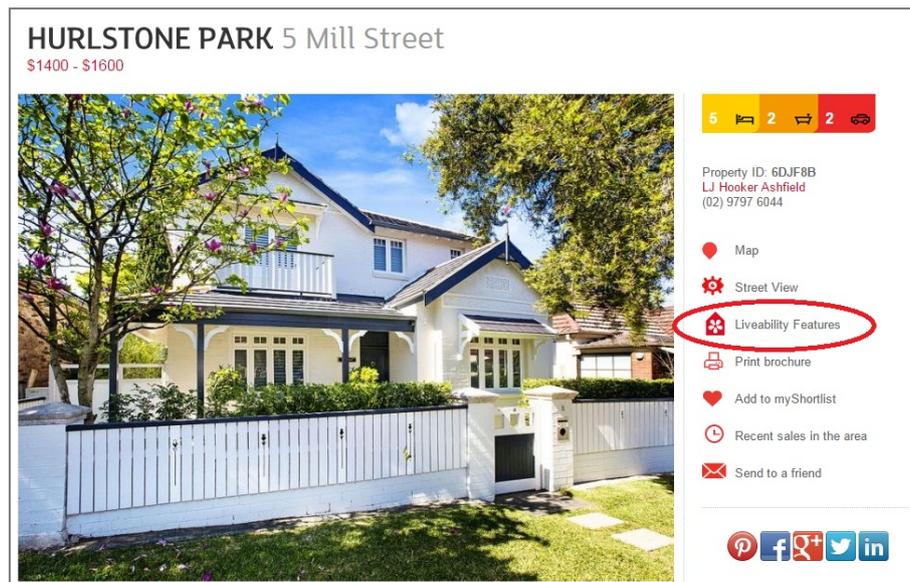


Training, research, strategy and communications

About finding a Rental Property through **MARKETING** online and print

In thinking about the features that are identified when rental properties are marketed online or in printed papers or local magazines...

Consider the following images, which are screenshots of an online listing for a rental property.



The **Liveability Features™ icon** indicates that a rental property has features which offer the potential for reduced running costs and increased comfort if you use them correctly.



15. How would you feel about having the Liveability Features™ icon on the online listing for a rental property? (see a sample listing above)

- a) Like
- b) Neutral
- c) Dislike

16. Do you think it would be helpful to have the Liveability Features™ in a rental property individually identified by stand up cards (see image below) during the Open for Inspection?

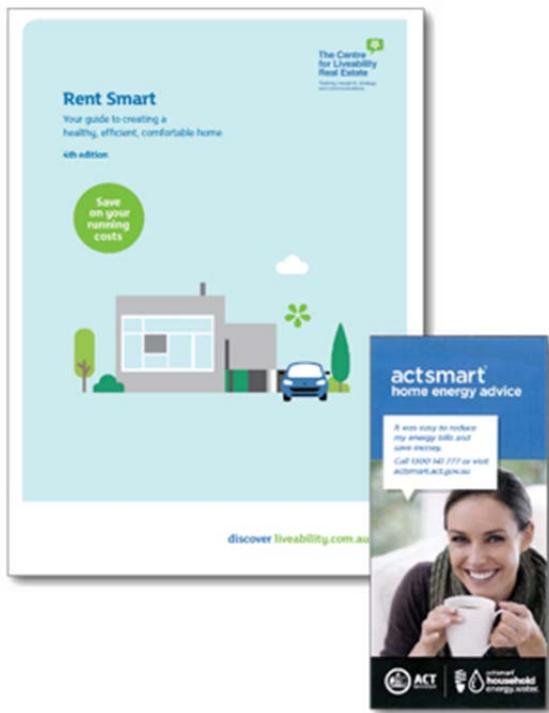
- **Yes**, I think this would be a great service from my property manager
- **No**, I am not interested in this information





About the *Rent Smart* guide and ACT Smart brochure INFORMATION

In thinking about these free resources for you and your tenant providing information about what can be done to reduce running costs and still maintain comfort in the rental property...



17. Did you read the free printed *Rent Smart* guide that we sent to you?

- **Yes**
- **No**, I have not read it.

18. How do you prefer receive such information?

- print (i.e. the guide you received)
- website
- mobile phone application

19. Was the *Rent Smart* guide helpful to you? **Yes** **No**

20. Is there other information that you wish was included in the *Rent Smart* guide?



21. We also provided you with a brochure about the ACT Smart Energy Advice Service. This service provides FREE advice on reducing your energy use from an experienced energy expert. How likely are you to use this service for your rental property?
- a) **unlikely** – not interested in this service
 - b) **unlikely** – I have previously accessed this service
 - c) **likely** – I have accessed this service since receiving this information
 - d) **likely** – I would consider this service

What is important to me?

In thinking about what is important to me...

22. Indicate your interest in the following for the home that you live in.

- | | | | |
|----|--|------------|-----------|
| a) | I want a home that is comfortable to live in | Yes | No |
| b) | I manage my home's running costs in the way I live | Yes | No |
| c) | I want to reduce my impact on the environment | Yes | No |

23. Do you wish to provide any additional feedback about the ACT Liveability Pilot Project?



Appendix 8 – Landlord Survey Questions

A few facts about you

1. Postcode(s) of your investment property that is part of this pilot project.
2. As a landlord, which best describes you and this property?
 - a. property that I previously lived in
 - b. property that I am using for retirement income
 - c. property that I would like to retire to
 - d. property that I have purchased in a more affordable suburb while I rent in the location that suits my lifestyle
 - e. property is one of my multiple rental properties
3. What is the highest level of education you have completed?
 - a. Less than Year 12 secondary school
 - b. Year 12 secondary school
 - c. TAFE diploma or certificate
 - d. University undergraduate degree
 - e. University postgraduate degree
4. Which of the following age groups do you fit into?

18–24	50–54
25–29	55–59
30–34	60–64
35–39	65–69
40–44	70–74
45–49	75 or above

5. Gender Male Female Prefer not to answer
6. What is your approximate household income before tax?
 - a. Less than \$400 per week (\$20,800 per year)
 - b. \$400–\$599 per week (\$20,800–\$31,199 per year)
 - c. \$600–\$799 per week (\$31,200–\$41,599 per year)
 - d. \$800–\$999 per week (\$41,600–\$51,999 per year)
 - e. \$1000–\$1249 per week (\$52,000–\$64,999 per year)



- f. \$1250–\$1499 per week (\$65,000–\$77,999 per year)
- g. \$1500–\$1999 per week (\$78,000–\$103,999 per year)
- h. \$2000 or more per week (\$104,000 or more per year)

About the 17 THINGS™ CHECKLIST

The one-page 17 THINGS™ CHECKLIST shows how many Liveability Features your rental property has to reduce running costs and increase comfort if used correctly by the tenant. In thinking about the features that are identified in this checklist...



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LJ Hooker Liveability Property Features™ Appraisal Input Form. 6 or more required to for

<p>1. CLIMATE ZONE FOR THIS PROPERTY (using WERB climate zones)</p> <p>Cooling Climate - cooling is more important <input type="checkbox"/></p> <p>Mixed Climate - heating and cooling both important <input type="checkbox"/></p> <p>Heating Climate - heating is more important <input type="checkbox"/></p> <p>2. LIVING LOCALLY A vibrant community living experience close by: <input type="checkbox"/></p> <p>Farmers markets and community gardens, close to public transport, well maintained walkways and bikeways</p> <p>3. ORIENTATION Living rooms face true north or between 20° west of true north and 30° east of true north <input type="checkbox"/></p> <p>4. CROSS-VENTILATION At least 1 of these</p> <p>Through the house <input type="checkbox"/></p> <p>Between floors <input type="checkbox"/></p> <p>5. ZONING At least 1 of these</p> <p>Areas can be zoned off for heating and cooling <input type="checkbox"/></p> <p>Rooms can be closed off <input type="checkbox"/></p> <p>Each floor can be closed off <input type="checkbox"/></p> <p>6. INSULATION (proof of rating required, refer #) <input type="checkbox"/></p> <p>Must have</p> <p>Ceiling Insulation:</p> <p>Type <input type="text"/> R value: <input type="text"/> Must be min. 3 <input type="checkbox"/></p> <p>In addition, can also have:</p> <p>Wall insulation: Type <input type="text"/> R value: <input type="text"/> Must be min. 2 <input type="checkbox"/></p> <p>Floor insulation: Type <input type="text"/> R value: <input type="text"/> Must be min. 1 <input type="checkbox"/></p> <p>7. DENSITY OF BUILDING MATERIALS</p> <p>Light materials + insulation</p> <p>Timber or steel frame with light weight cladding <input type="checkbox"/></p> <p>Heavy materials</p> <p>internal masonry walls: brick, concrete, stone etc. <input type="checkbox"/></p> <p>Concrete slab on ground <input type="checkbox"/></p> <p>Heavy materials + insulation</p> <p>External masonry walls (insulation on the outside): brick, concrete, stone etc <input type="checkbox"/></p> <p>Suspended concrete slab (insulation under slab) <input type="checkbox"/></p> <p>8. WINDOWS (GLAZING) At least 1 of these</p> <p>Double-glazed Windows OR <input type="checkbox"/></p> <p>WERB rated windows appropriate to your region's climate zone: (proof required)</p> <ul style="list-style-type: none"> • Cooling Climate = 3 Cooling Stars • Mixed Climate = 4 combined Heating & Cooling Stars • Heating Climate = 3 Heating Stars <p>9. SHADING OR SUN CONTROL At least 1 of these <input type="checkbox"/></p> <p>On North Side of Property</p> <p>Fixed horizontal eave overhanging windows: 450-600 mm <input type="checkbox"/></p> <p>Fixed shading (external) awnings, louvres, large deciduous trees <input type="checkbox"/></p> <p>Adjustable shading (external): awnings, louvres, anchored sails <input type="checkbox"/></p> <p>On East/West Side of Property</p> <p>Fixed shading (external): louvres, deep verandah, pergola, large deciduous or evergreen trees <input type="checkbox"/></p> <p>Adjustable shading (external): louvres, roller shutters, blinds <input type="checkbox"/></p>	<p>10. EFFICIENT HEATING AND COOLING DEVICES At least 1 of these</p> <p>Combined Heating and Cooling</p> <p>New (post 2010) split system with min. 3.6 star rating <input type="checkbox"/></p> <p>Heating</p> <p>Flued gas space heater min. 3 star rating <input type="checkbox"/></p> <p>Hydronic radiators if powered by gas/solar/heat pump <input type="checkbox"/></p> <p>In-slab hydronic heating if powered by gas/solar/heat pump <input type="checkbox"/></p> <p>Heat recovery ventilation system <input type="checkbox"/></p> <p>Cooling</p> <p>Ceiling fans <input type="checkbox"/> Whole of house fans <input type="checkbox"/></p> <p>11. ENERGY EFFICIENT LIGHTING LED lighting throughout interior <input type="checkbox"/></p> <p>12. EFFICIENT HOT WATER SYSTEM At least 1 of these</p> <p>Solar hot water <input type="checkbox"/></p> <p>Gas storage min. 5 star rating <input type="checkbox"/></p> <p>Instantaneous gas min. 6 star rating <input type="checkbox"/></p> <p>Electric heat pump system <input type="checkbox"/></p> <p>13. SOLAR PHOTOVOLTAIC (PV) SYSTEM All of these (proof required)</p> <p>Capacity of the system is 1.5kW peak or more <input type="checkbox"/></p> <p>Solar system manuals available <input type="checkbox"/></p> <p>Panels are easily accessible for maintenance <input type="checkbox"/></p> <p>Details recorded as follows (this must be filled out)</p> <p>Date installed: <input type="text"/> Age of inverter: <input type="text"/> years old</p> <p>Contact details of installer: <input type="text"/></p> <p>14. LOW WATER GARDEN All of these</p> <p>Irrigation: No irrigation or drip irrigation <input type="checkbox"/></p> <p>Plants such as:</p> <ul style="list-style-type: none"> • Local native vegetation • Xerophytes - plants adapted to living in dry conditions such as succulents and drought tolerant grasses <p>15. WATER EFFICIENCY DEVICES All of these</p> <p>Showerheads min 3 star rating <input type="checkbox"/></p> <p>Dual flush toilets <input type="checkbox"/></p> <p>16. RAINWATER TANKS</p> <p>Connected to house <input type="checkbox"/> Connected to garden <input type="checkbox"/></p> <p>Details recorded as follows (this must be filled out)</p> <p>Capacity (L) <input type="text"/> Pump type: <input type="text"/></p> <p>17. ENERGY RATING (proof required)</p> <p>Energy Rating Certificate must be provided as follows:</p> <p>NatHERS Certificate or ABSA Certificate (at least 5 stars) <input type="checkbox"/></p> <p>ACT only, EER (at least 6 stars) <input type="checkbox"/></p> <p>NSW only, council approved BASIX Certificate <input type="checkbox"/></p> <p>OTHER FEATURES WORTH NOTING:</p> <p>ACT Govt PIM Pilot</p> <p>Draft seals: on doors <input type="checkbox"/> on windows <input type="checkbox"/></p> <p><small># All fields must be filled in. Proof of insulation: An invoice from an accredited installer or ICANZ approved inspection report from approved building inspector</small></p> <p><small>Ⓜ Ceiling insulation and shading are the most important and easiest to add</small></p>
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7. How well did you understand the information in The 17 Things™ checklist you were provided with?

- a) It was very clear
- b) It was somewhat clear
- c) It was unclear



8. Do you think it's a good idea for you and your tenant to receive The 17 Things™ checklist in order to find out how many Liveability Features™ your investment property has?
 - a) Yes, I think every rental property should have access to this information
 - b) Yes, but I think it should be up to each particular landlord to decide if this information is made available
 - c) No, I do not support this information being given to tenants in property marketing and at open homes

9. How likely are you to install any additional Liveability Features™ in your investment property as a result of receiving The 17 Things checklist?
 - a) **Likely** – I am very likely to install additional features *go to Q11*
 - b) **Neutral** – I may consider installing additional features *go to Q11*
 - c) **Unlikely** – I am not interested in installing additional features *go to Q12*

10. Select which of the following reasons you would consider in adding additional Liveability Features™ to your investment property?
 - a) To charge more rent for the property
 - b) To keep good tenants in the property for longer
 - c) To rent the property quicker
 - d) To future-proof my property for the new market in properties with the potential for reduced running costs and increased comfort
 - e) I am planning to living in this property myself in the future
 - f) I understand I have to capitalise on this property to keep its investment potential
 - g) I want to reduce the environmental impact of my investment property
 - h) My property manager has recommended that I undertake these upgrades over time to increase the property's rental value.

11. Would you welcome follow up discussions with your trained Liveability Real Estate Specialist Property Manager about Liveability Features™ for your investment property?
 - **Yes**, I think this would be a great service from my property manager
 - **No**, I am not interested in this information



About the Liveability Real Estate Specialist PROPERTY MANAGER

In thinking about the role a property manager plays in marketing the features of your property to prospective tenants....

12. Is it advantageous to have a specially trained **Liveability Real Estate Specialist Property Manager** identify the additional Liveability Features™ in your rental property and explain their benefits to prospective tenants?
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 - **No**, I am not interested in this information
13. Is it helpful to find out how many Liveability Features™ your investment property has?
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 - **No**, I am not interested in this information
14. Who do you think is the best person to deliver information on the Liveability Features™ of a rental property at the time of rent?
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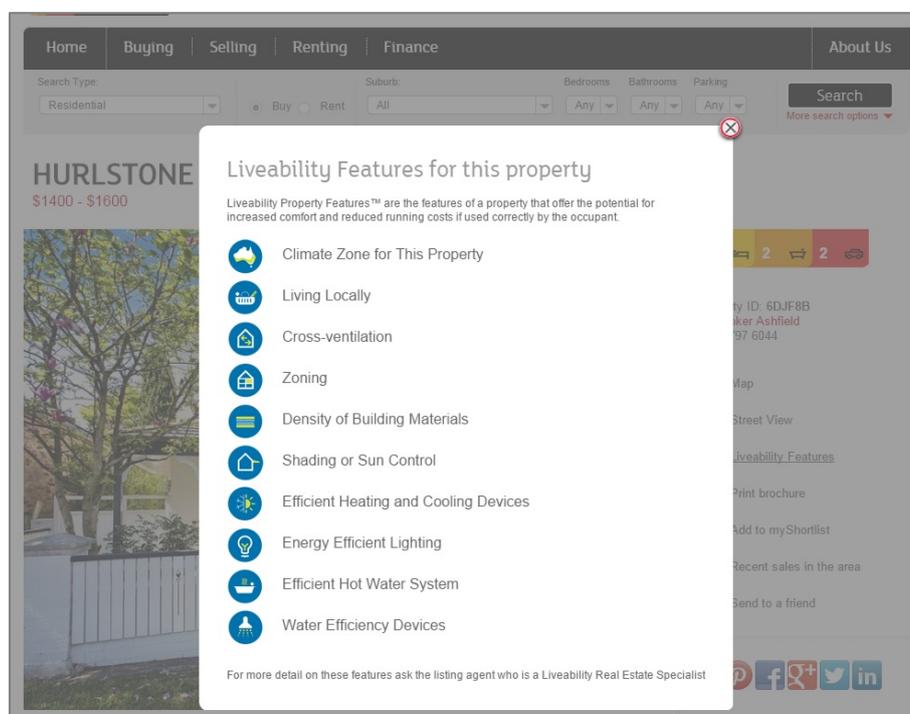
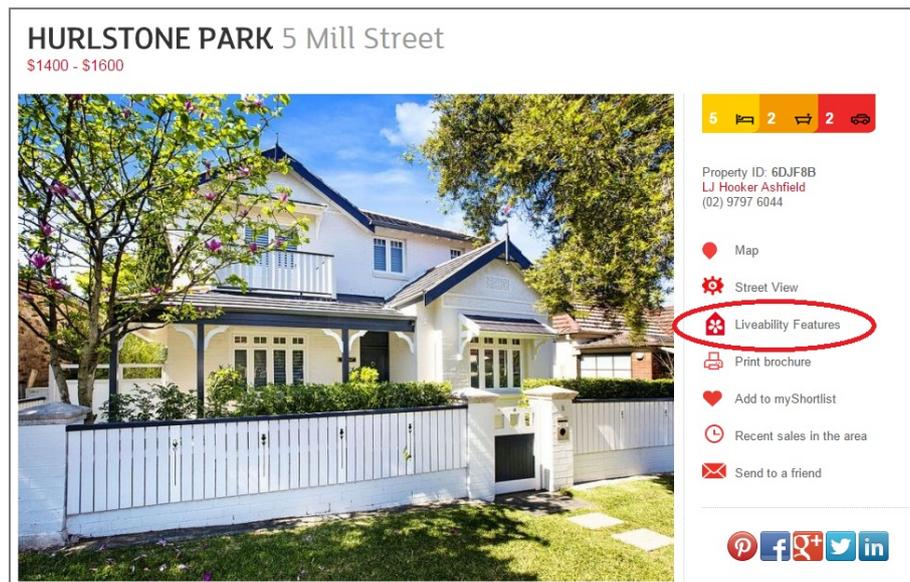


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The **Liveability Features™ icon** indicates that a rental property has features which offer the potential for reduced running costs and increased comfort if you use them correctly.



15. How would you feel about having the Liveability Features™ icon on the online listing for your investment property? (see a sample listing previous page)

- a) Like
- b) Neutral
- c) Dislike

16. Do you think the Liveability Features™ icon being shown when your investment property is advertised for rent would be helpful to you? **Yes No**

17. Do you think the Liveability Features™ icon being shown when you are ready to sell your investment property would be helpful to you? **Yes No**

18. Do you think it would be helpful to have the Liveability Features™ in your investment property individually identified by stand up cards (see image below) during the Open for Inspection?

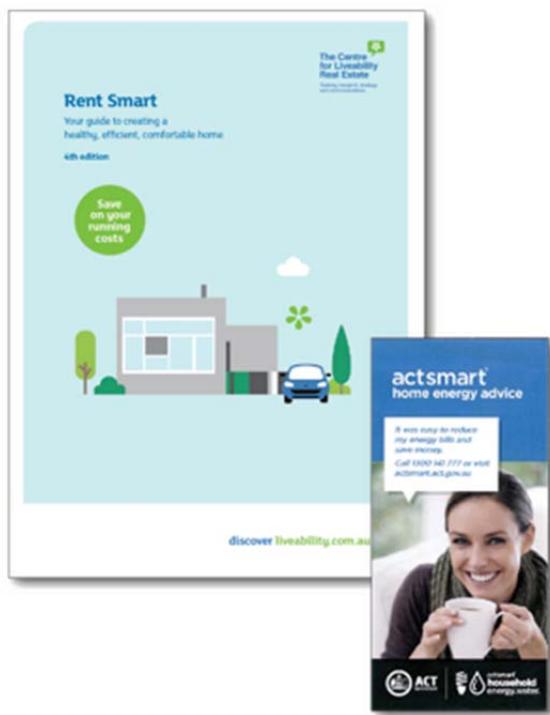
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In thinking about these free resources for you and your tenant providing information about what can be done to reduce running costs and still maintain comfort in the rental property....



19. Did you read the free printed *Rent Smart* guide that we sent to you?

- **Yes**
- **No**, I have not read it.

20. How do you prefer receive such information?

- print (i.e. the guide you received)
- website
- mobile phone application

21. Was the *Rent Smart* guide helpful to you? **Yes** **No**

22. Is there other information that you wish was included in the *Rent Smart* guide?



23. We also provided you with a brochure about the ACT Smart Energy Advice Service. This service provides FREE advice on reducing your energy use from an experienced energy expert. How likely are you to use this service for your investment property?
- a) **unlikely** – not interested in this service
 - b) **unlikely** – I have previously accessed this service
 - c) **likely** – I have accessed this service since receiving this information
 - d) **likely** – I would consider this service

What is important to you?

In thinking about what is important to you...

24. Indicate your interest in the following for the home that you live in.

- | | | |
|---|------------|-----------|
| a) I want a home that is comfortable to live in | Yes | No |
| b) I manage my home's running costs in the way I live | Yes | No |
| c) I want to reduce my impact on the environment | Yes | No |

25. Do you wish to provide any additional feedback about the ACT Liveability Pilot Project?



Appendix 9 – Additional data tables (Tenant)

Demographics

Postcode	Number	Percentage
2600, ACT	0	0%
2601, ACT	2	4%
2602, ACT	7	13%
2603, ACT	0	0%
2604, ACT	0	0%
2605, ACT	1	2%
2606, ACT	0	0%
2607, ACT	0	0%
2609, ACT	0	0%
2611, ACT	0	0%
2612, ACT	4	8%
2614, ACT	0	0%
2615, ACT	5	9%
2617, ACT	6	11%
2900, ACT	0	0%
2902, ACT	2	4%
2903, ACT	0	0%
2904, ACT	0	0%
2905, ACT	0	0%
2906, ACT	1	2%
2911, ACT	1	2%
2912, ACT	5	9%
2913, ACT	12	23%
2914, ACT	5	9%
Invalid response	2	4%
TOTAL	53	100%

Table 9. Respondents' postcode

	Number	Percentage
Less than Year 12 Secondary School	2	4%
Year 12 Secondary School	14	26%
TAFE diploma or certificate	16	30%
University undergraduate degree	13	25%
University postgraduate degree	8	15%
TOTAL	53	100%

Table 10. Respondents' level of education



	Number	Percentage
18-24	5	9%
25-29	10	19%
30-34	15	28%
35-39	6	11%
40-44	8	15%
45-49	2	4%
50-54	5	9%
55-59	1	2%
60-64	1	2%
65-69	0	0%
70-74	0	0%
75 or above	0	0%
Prefer not to answer	0	0%
TOTAL	53	100%

Table 11. Respondents' age

	Number	Percentage
Male	21	40%
Female	31	58%
Prefer not to answer	1	2%
TOTAL	53	100%

Table 12. Respondents' gender

	Number	Percentage
Less than \$199 per week (\$10,399 per year)	1	2%
\$200 - \$299 per week (\$10,400 - \$15,599 per year)	0	0%
\$300 - \$399 per week (\$15,600 - \$20,799 per year)	1	2%
\$400 - \$599 per week (\$20,800 - \$31,199 per year)	4	8%
\$600 - \$799 per week (\$31,200 - \$41,599 per year)	5	9%
\$800 - \$999 per week (\$41,600 - \$51,999 per year)	2	4%
\$1000 - \$1249 per week (\$52,000 - \$64,999 per year)	6	11%
\$1250 - \$1499 per week (\$65,000 - \$77,999 per year)	9	17%
\$1500 - \$1999 per week (\$78,000 - \$103,999 per year)	8	15%
\$2000 or more per week (\$104,000 or more per year)	8	15%
Prefer not to answer	9	17%
TOTAL	53	100%

Table 13. Respondents' household income

About The 17 Things checklist

	Number	Percentage
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It was very clear	33	62%
It was somewhat clear	17	32%
It was unclear	3	6%
TOTAL	53	100%

Table 14. How well did you understand the information in The 17 Things™ checklist you were provided with?

	Number	Percentage
Yes, I think every rental property should have access to this information	40	75%
Yes, but I think it should be up to each particular landlord to decide	12	23%
No, I do not support this information being given to tenants	1	2%
TOTAL	53	100%

Table 15. Do you think it's a good idea for you and your landlord to receive The 17 Things™ checklist in order to find out how many Liveability Features™ your rental property has?

	Number	Percentage
At the open home	19	36%
On the online property listing	16	30%
In the print property advertisement	6	11%
With the lease agreement	11	21%
After the lease is signed	1	2%
TOTAL	53	100%

Table 16. What is the most useful time to receive this information about the Liveability Features of a rental property?

	Number	Percentage
Likely	10	19%
Neutral	31	58%
Unlikely	12	23%
TOTAL	53	100%

Table 17. How likely are you to ask your property manager to install any additional Liveability Features™ in your rental property as a result of receiving The 17 Things™ checklist?

	Number	Percentage
I would consider these features	39	74%
These features would not have a big impact on my decision	14	26%
TOTAL	53	100%

Table 18. How likely would you be to now consider the Liveability Features™ in a property when choosing your next property to rent or buy?

	Number	Percentage
--	--------	------------



Yes, I think this is a great service	31	58%
No, I am not interested	22	42%
TOTAL	53	100%

Table 19. Would you welcome follow up discussions with your trained Liveability Real Estate Specialist Property Manager about Liveability Features™ for your rental property?

	Number	Percentage
Yes, I think this is a great service	40	75%
No, I am not interested	13	25%
TOTAL	53	100%

Table 20. Is it advantageous to have a specially trained Liveability Real Estate Specialist Property Manager identify the additional Liveability Features™ in your rental property and explain their benefits to you?

	Number	Percentage
Yes, I think this is a great service	47	89%
No, I am not interested	6	11%
TOTAL	53	100%

Table 21. Would it be helpful to have the Liveability Features™ in a rental property identified for you during the Open for Inspection?

	Number	Percentage
Property Manager (Liveability Real Estate Specialist)	46	87%
Landlord	5	9%
Tenant	0	0%
Building inspector	1	2%
No response	1	2%
TOTAL	53	100%

Table 22. Who do you think is the best person to deliver information on the Liveability Features™ of a rental property at the time of rent?

About finding a rental property through online and print marketing

	Number	Percentage
Like	41	77%
Neutral	11	21%
Dislike	0	0%
No response	1	2%
TOTAL	53	100%

Table 23. How would you feel about having the Liveability Features™ icon on the online listing for a rental property?



	Number	Percentage
Yes, I think this would be a great service	50	94%
No, I am not interested	2	4%
No response	1	2%
TOTAL	53	100%

Table 24. Do you think it would be helpful to have the Liveability Features™ in a rental property individually identified by stand up cards during the Open for Inspection?

About the additional information

	Number	Percentage
Yes	36	68%
No	17	32%
TOTAL	53	100%

Table 25 Did you read the free Rent Smart Guide that we sent to you?

	Number	Percentage
Print	30	57%
Website	20	38%
Mobile phone application	2	4%
No response	1	2%
TOTAL	53	100%

Table 26. How do you prefer to receive such information?

	Number	Percentage
Yes	39	74%
No	14	26%
TOTAL	53	100%

Table 27. Was the Rent Smart Guide helpful to you?

	Number	Percentage
Unlikely – not interested in this service	19	36%
Unlikely – I have previously accessed this service	6	11%
Likely – I have accessed this service since receiving this information	6	11%
Likely – I would consider this service	22	42%
TOTAL	53	100%

Table 28. How likely are you to use the ACT Smart Energy Advice Service for your rental property?

About what is important to the tenant



	Number	Percentage
I want a home that is comfortable to live in	52	100%
I manage my home's running costs in the way I live	50	96%
I want to reduce my impact on the environment	48	92%

Table 29. Indicate your interest in the following for the home that you live in.



Appendix 10 – Additional data tables (Landlord)

	Number	Percentage
2600, ACT	1	2%
2601, ACT	1	2%
2602, ACT	6	11%
2603, ACT	1	2%
2604, ACT	0	0%
2605, ACT	2	4%
2606, ACT	1	2%
2607, ACT	1	2%
2609, ACT	0	0%
2611, ACT	0	0%
2612, ACT	10	19%
2614, ACT	1	2%
2615, ACT	1	2%
2617, ACT	6	11%
2900, ACT	0	0%
2902, ACT	1	2%
2903, ACT	0	0%
2904, ACT	0	0%
2905, ACT	2	4%
2906, ACT	1	2%
2911, ACT	2	4%
2912, ACT	1	2%
2913, ACT	7	13%
2914, ACT	9	17%
TOTAL	54	100%

Table 30. Respondents' postcode

	Number	Percentage
Property is one of my multiple rental properties	21	41%
Property that I previously lived in	19	37%
Property that I am using for retirement income	6	12%
Property that I would like to retire to	3	6%
Property that I have purchased in a more affordable suburb while I rent in the location that suits my lifestyle	2	4%
TOTAL	51	100%

Table 31. As a landlord, which best describes you and this property?

	Number	Percentage
Less than Year 12 Secondary School	2	4%



Year 12 Secondary School	11	22%
TAFE diploma or certificate	10	20%
University undergraduate degree	14	27%
University postgraduate degree	12	24%
No response	2	4%
TOTAL	51	100%

Table 32. Respondents' level of education

	Number	Percentage
18-24	0	0%
25-29	3	6%
30-34	5	10%
35-39	6	12%
40-44	11	22%
45-49	8	16%
50-54	7	14%
55-59	3	6%
60-64	4	8%
65-69	1	2%
70-74	0	0%
75 or above	1	2%
Prefer not to answer	2	4%
TOTAL	51	100%

Table 33. Respondents' age

	Number	Percentage
Male	27	53%
Female	21	41%
Prefer not to answer	3	6%
TOTAL	51	100%

Table 34. Respondents' gender

	Number	Percentage
Less than \$400 per week (\$20,800 per year)	0	0%
\$400 - \$599 per week (\$20,800 - \$31,199 per year)	0	0%
\$600 - \$799 per week (\$31,200 - \$41,599 per year)	1	2%
\$800 - \$999 per week (\$41,600 - \$51,999 per year)	1	2%
\$1000 - \$1249 per week (\$52,000 - \$64,999 per year)	0	0%
\$1250 - \$1499 per week (\$65,000 - \$77,999 per year)	4	8%
\$1500 - \$1999 per week (\$78,000 - \$103,999 per year)	19	37%
\$2000 or more per week (\$104,000 or more per year)	17	33%
Prefer not to answer	9	18%



TOTAL	51	100%
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Table 35. Respondents' household income

About The 17 Things checklist

	Number	Percentage
It was very clear	30	59%
It was somewhat clear	18	35%
It was unclear	3	6%
TOTAL	51	100%

Table 36. How well did you understand the information in The 17 Things™ checklist you were provided with?

	Number	Percentage
Yes, I think every rental property should have access to this information	25	49%
Yes, but I think it should be up to each particular landlord to decide	24	47%
No, I do not support this information being given to tenants	2	4%
TOTAL	51	100%

Table 37. Do you think it's a good idea for you and your tenant to receive The 17 Things™ checklist in order to find out how many Liveability Features™ your investment property has?

	Number	Percentage
Likely	16	31%
Neutral	24	47%
Unlikely	11	22%
TOTAL	51	100%

Table 38. How likely are you to install any additional Liveability Features™ in your investment property as a result of receiving The 17 Things™ checklist?

	Number	Percentage
To keep good tenants	25	63%
To rent the property quicker	19	48%
To charge more rent	18	45%
To future-proof my property	18	45%
To reduce the environmental impact	13	33%
To capitalise on this property	7	18%
Property manager recommendation	6	15%
Planning to living in this property	3	8%

Table 39. Select which of the following reasons you would consider in adding additional Liveability Features™ to your investment property



	Number	Percentage
Yes, I think this is a great service	32	63%
No, I am not interested	15	29%
No response	4	8%
TOTAL	51	100%

Table 40. Would you welcome follow up discussions with your trained Liveability Real Estate Specialist Property Manager about Liveability Features™ for your investment property?

About the Liveability Real Estate Specialist Property Manager

	Number	Percentage
Yes, I think this is a great service	43	84%
No, I am not interested	8	16%
TOTAL	51	100%

Table 41. Is it advantageous to have a specially trained Liveability Real Estate Specialist Property Manager identify the additional Liveability Features™ in your rental property and explain their benefits to prospective tenants?

	Number	Percentage
Yes, I think this is a great service	42	82%
No, I am not interested	9	18%
TOTAL	51	100%

Table 42. Is it helpful to find out how many Liveability Features™ your investment property has?

	Number	Percentage
Property Manager (Liveability Real Estate Specialist)	39	76%
Landlord	10	20%
Tenant	0	0%
Building inspector	2	4%
TOTAL	51	100%

Table 43. Who do you think is the best person to deliver information on the Liveability Features™ of a rental property at the time of rent?

About finding a rental property through online and print marketing

	Number	Percentage
Like	35	69%
Neutral	13	25%
Dislike	3	6%
TOTAL	51	100%



Table 44. How would you feel about having the Liveability Features™ icon on the online listing for your investment property?

	Number	Percentage
Yes	45	88%
No	6	12%
TOTAL	51	100%

Table 45. Do you think the Liveability Features™ icon being shown when your investment property is advertised for rent would be helpful to you?

	Number	Percentage
Yes	45	88%
No	6	12%
TOTAL	51	100%

Table 46. Do you think the Liveability Features™ icon being shown when you are ready to sell your investment property would be helpful to you?

	Number	Percentage
Yes, I think this is a great service	37	73%
No, I am not interested	14	27%
TOTAL	51	100%

Table 47. Do you think it would be helpful to have the Liveability Features™ in your investment property individually identified by stand up cards during the Open for Inspection?

About the additional information

	Number	Percentage
Yes	32	63%
No	19	37%
TOTAL	51	100%

Table 48. Did you read the free Rent Smart Guide that we sent to you?

	Number	Percentage
Print	21	41%
Website	20	39%
Mobile phone application	5	10%
No response	5	10%
TOTAL	51	100%

Table 49. How do you prefer to receive such information?



	Number	Percentage
Yes	39	76%
No	12	24%
TOTAL	51	100%

Table 50. Was the Rent Smart Guide helpful to you?

	Number	Percentage
Unlikely – not interested in this service	19	37%
Unlikely – I have previously accessed this service	5	10%
Likely – I have accessed this service since receiving this information	5	10%
Likely – I would consider this service	22	43%
TOTAL	51	100%

Table 51. How likely are you to the ACT Smart Energy Advice Service for your rental property?

	Number	Percentage
I want a home that is comfortable to live in	43	93%
I manage my home's running costs in the way I live	41	89%
I want to reduce my impact on the environment	41	89%

Table 52. Indicate your interest in the following for the home that you live in.