

## URen, Rachel

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**From:** Drennan, Matthew  
**Sent:** Monday, 13 December 2021 9:47 AM  
**To:** Wiles, Perry  
**Cc:** Rajakariar, Sarah  
**Subject:** FW: Facebook comments: Minimum energy standards for rentals ads

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

OFFICIAL

Hey Perry,

Just thought we would pass on a copy of the Facebook comments that people have left on the ad.

Hoping that they have also completed the survey!

Thanks,

Matthew

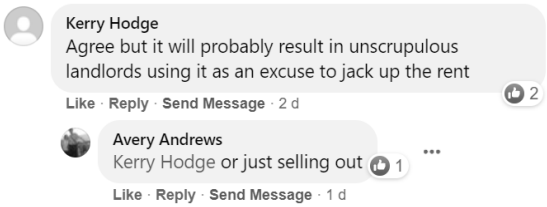
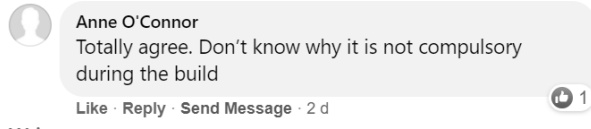
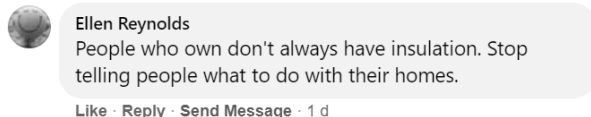
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**From:** Woodard, Scott <Scott.Woodard@act.gov.au>  
**Sent:** Monday, 13 December 2021 9:34 AM  
**To:** Drennan, Matthew <Matthew.Drennan@act.gov.au>  
**Subject:** Facebook comments: Minimum energy standards for rentals ads

OFFICIAL

Good morning, Matt! I hope you had a great weekend. 😊

We received some comments on the minimum energy standards ads over the weekend. Here they are as an FYI.

Reactive i.e. replying to messages/comments				
Channel	Content	Suggested response	Approved by	To be approved by
EPSDD Facebook ad (Minimum energy standards for rentals)	 <p>Kerry Hodge Agree but it will probably result in unscrupulous landlords using it as an excuse to jack up the rent Like · Reply · Send Message · 2 d</p> <p>Avery Andrews Kerry Hodge or just selling out Like · Reply · Send Message · 1 d</p>	Take as comment. NFA.	Blake	Blake
EPSDD Facebook ad (Minimum energy standards for rentals)	 <p>Anne O'Connor Totally agree. Don't know why it is not compulsory during the build Like · Reply · Send Message · 2 d</p>	Take as comment. NFA.	Blake	Blake
EPSDD Facebook ad (Minimum energy standards for rentals)	 <p>Ellen Reynolds People who own don't always have insulation. Stop telling people what to do with their homes. Like · Reply · Send Message · 1 d</p>	Take as comment. NFA.	Blake	Blake

Cheers,

Scott

Scott Woodard (he/him) | Digital Communications Officer

Phone: 02 6207 2017 | Email: Scott.Woodard@act.gov.au

Communications & Engagement | Environment, Planning and Sustainable Development Directorate | ACT Government

Level 4, 480 Northbourne Avenue, Dickson ACT 2602 | act.gov.au

Closed

Survey questions for rental providers and real estate agents  
[Minimum energy standards for rental properties](#)

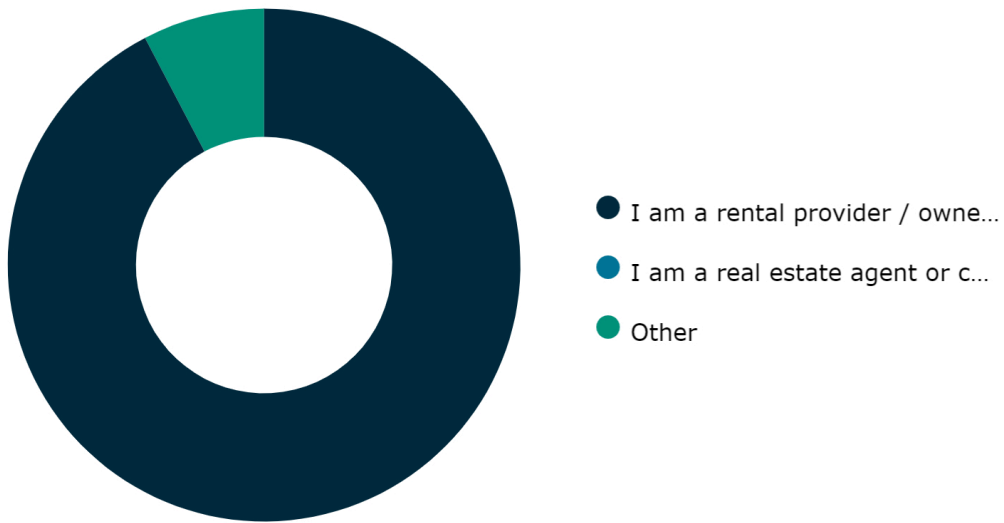
39  
Contributors

39  
Contributions

## Contribution summary

### 1. Which of the following applies to you? Required

Multi Choice | Skipped: 0 | Answered: 39 (100%)



Answer choices	Percent	Count
I am a rental provider / owner of a rental property	92.31%	36
I am a real estate agent or company	0%	0
Other	7.69%	3
Total	100.00%	39

2. Given the ACT Government is committed to introducing a minimum energy efficiency standard, do you support the proposed ceiling insulation option? Required

Multi Choice | Skipped: 0 | Answered: 39 (100%)



Answer choices	Percent	Count
Yes	58.97%	23
No	41.03%	16
Total	100.00%	39

### 3. Why or why not?

Long Text | Skipped: 2 | Answered: 37 (94.9%)

#### Sentiment

No sentiment data

#### Tags

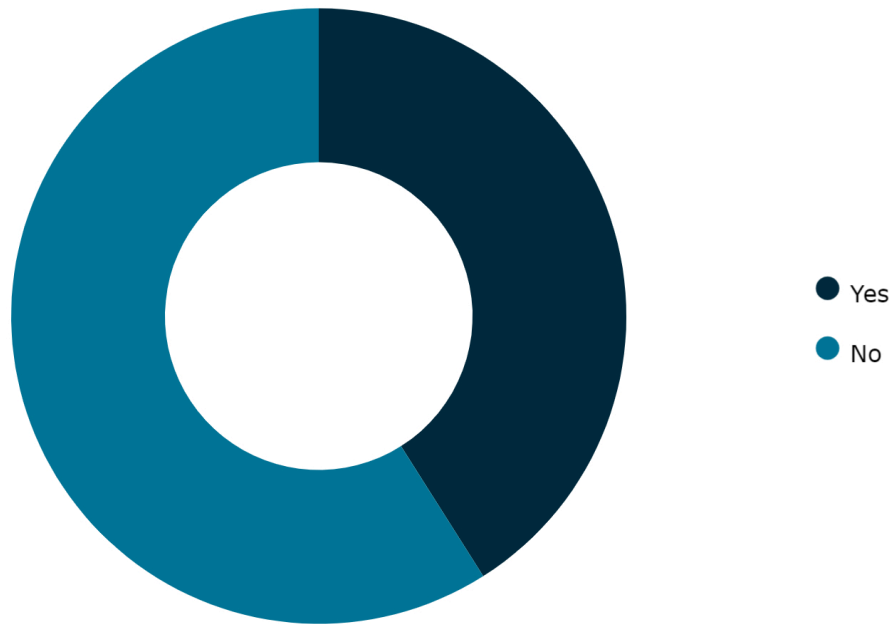
No tag data

#### Featured Contributions

No featured contributions

4. Do you anticipate you would need to install or upgrade ceiling insulation in your property/properties in order to meet the proposed standard? Required

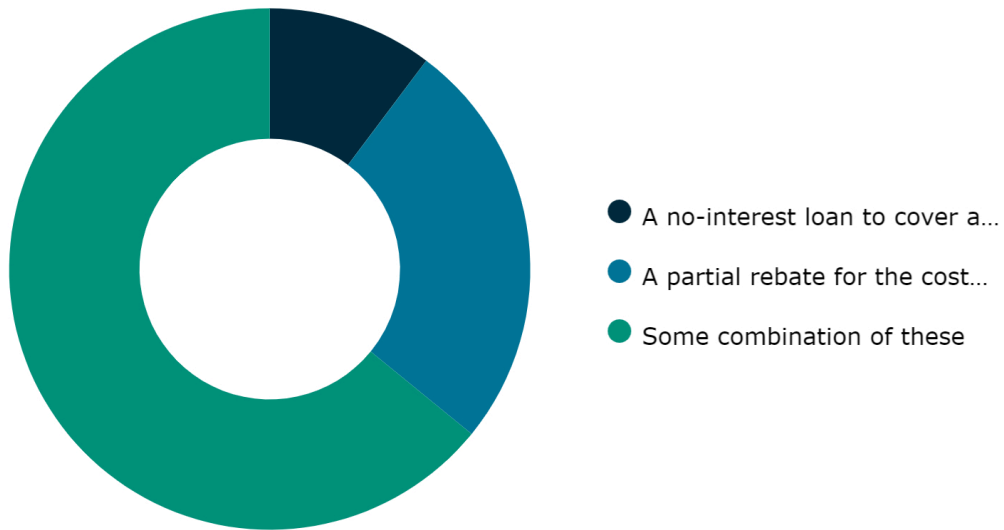
Multi Choice | Skipped: 0 | Answered: 39 (100%)



Answer choices	Percent	Count
Yes	41.03%	16
No	58.97%	23
Total	100.00%	39

### 5. What type of assistance would most help you support vulnerable and low-income renters? Required

Multi Choice | Skipped: 0 | Answered: 39 (100%)



Answer choices	Percent	Count
A no-interest loan to cover all or part of the cost of upgrades	10.26%	4
A partial rebate for the cost of upgrades	25.64%	10
Some combination of these	64.10%	25
Total	100.00%	39

## 6. How would this affect the rent that you would charge?

Long Text | Skipped: 1 | Answered: 38 (97.4%)

### Sentiment



● Positive  
36.8% (14)

● Mixed  
34.2% (13)

● Negative  
28.9% (11)

● Neutral  
0% (0)

● Unclassified  
0% (0)

### Tags

No tag data

### Featured Contributions

No featured contributions

**7. Are there types of other non-financial assistance that would be helpful?**

Long Text | Skipped: 8 | Answered: 31 (79.5%)

Sentiment

No sentiment data

Tags

No tag data

Featured Contributions

No featured contributions

**8. What exemptions to the minimum energy efficiency standard should be allowed?**

Long Text | Skipped: 9 | Answered: 30 (76.9%)

Sentiment

No sentiment data

Tags

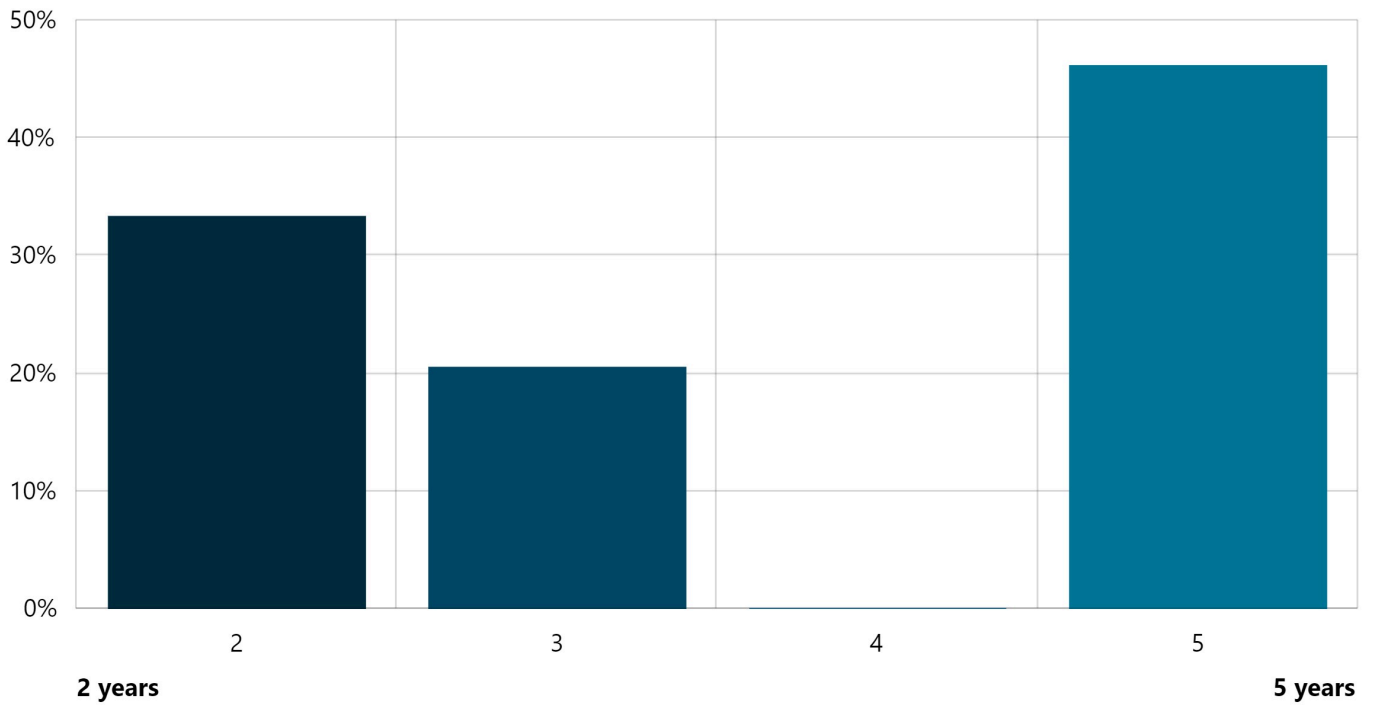
No tag data

Featured Contributions

No featured contributions

9. How long should the phase in period be? Required

Slider | Skipped: 0 | Answered: 39 (100%)

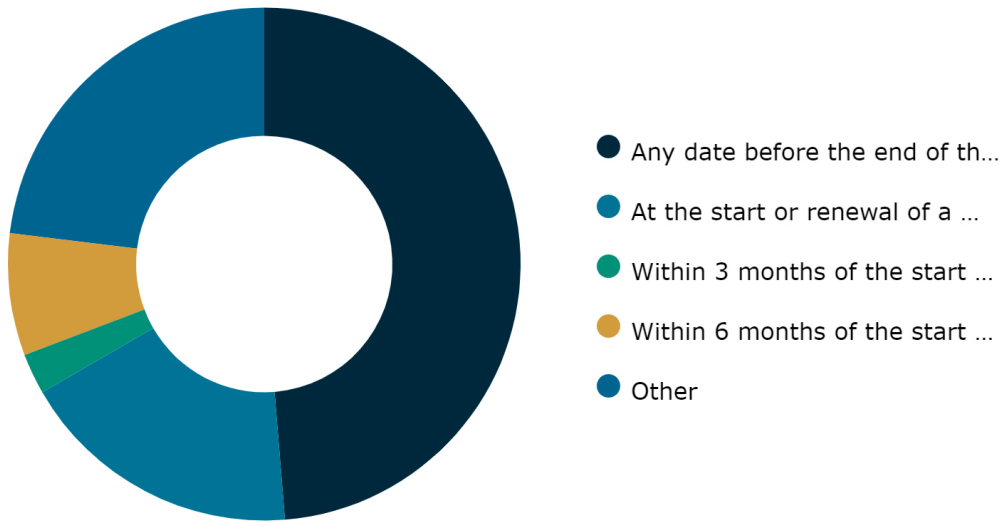


Count	Average	Median	Min	Max
39	3.59	3.00	2	5

2	3	4	5
33.33%	20.51%	0%	46.15%
13	8	0	18

10. When should rental properties be required to meet the standard? Required

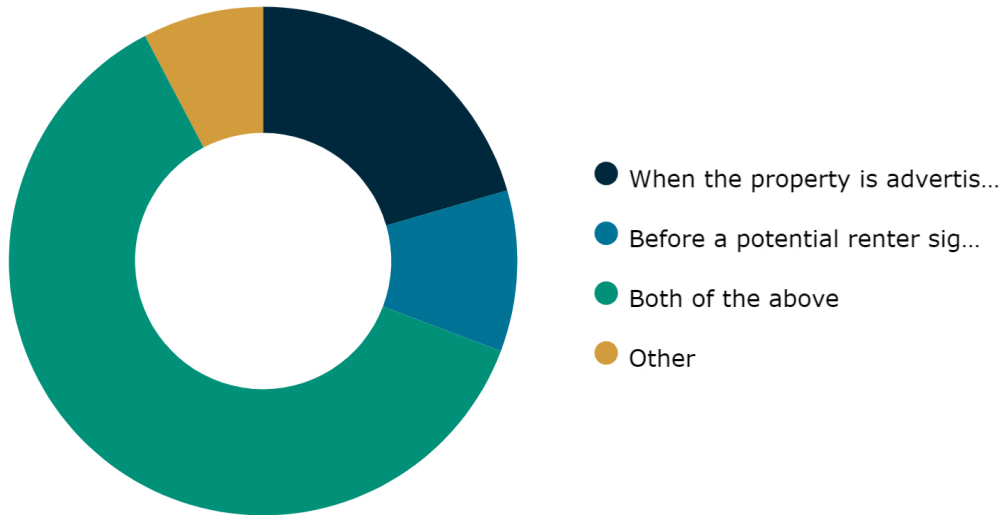
Multi Choice | Skipped: 0 | Answered: 39 (100%)



Answer choices	Percent	Count
Any date before the end of the phase in period	48.72%	19
At the start or renewal of a lease during the phase in period	17.95%	7
Within 3 months of the start or renewal of a lease during the phase in period	2.56%	1
Within 6 months of the start or renewal of a lease during the phase in period	7.69%	3
Other	23.08%	9
Total	100.00%	39

11. When should a rental provider or real estate agent disclose if the property meets the minimum standard (or has a valid exemption) to renters? Required

Multi Choice | Skipped: 0 | Answered: 39 (100%)



Answer choices	Percent	Count
When the property is advertised to the market	20.51%	8
Before a potential renter signs a lease	10.26%	4
Both of the above	61.54%	24
Other	7.69%	3
Total	100.00%	39

**12. What safety measures should be required?**

Long Text | Skipped: 5 | Answered: 34 (87.2%)

**Sentiment**

No sentiment data

**Tags**

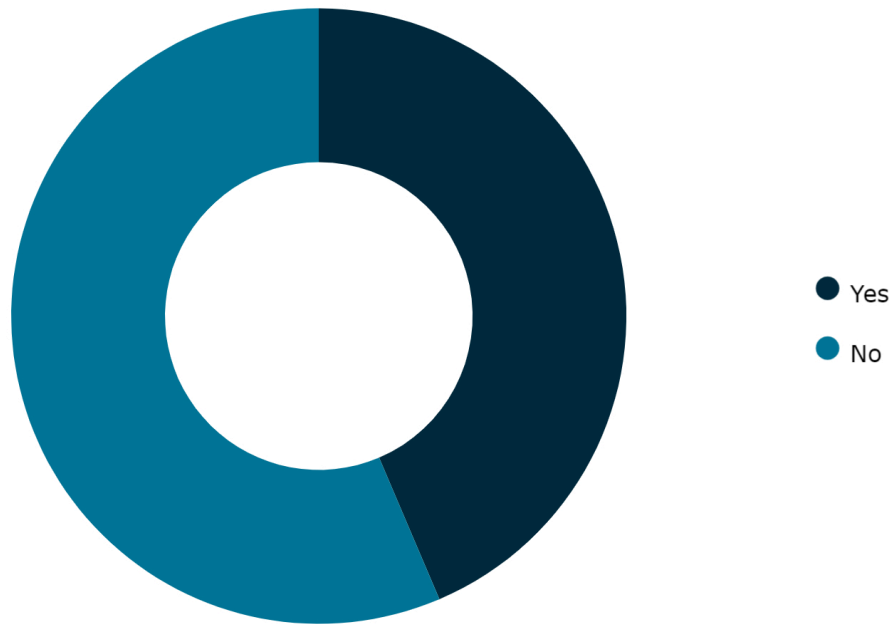
No tag data

**Featured Contributions**

No featured contributions

### 13. Should "DIY" or the use of unaccredited installers be disallowed?

Multi Choice | Skipped: 0 | Answered: 39 (100%)



Answer choices	Percent	Count
Yes	43.59%	17
No	56.41%	22
Total	100.00%	39

**14. How should the quality of installation of insulation be ensured?**

Long Text | Skipped: 5 | Answered: 34 (87.2%)

**Sentiment**

No sentiment data

**Tags**

No tag data

**Featured Contributions**

No featured contributions

15. What measures to monitor compliance of the regulation should be put in place?

Long Text | Skipped: 8 | Answered: 31 (79.5%)

Sentiment

No sentiment data

Tags

No tag data

Featured Contributions

No featured contributions

16. Are there any other issues that have not been covered that you would like to raise for consideration?

Long Text | Skipped: 13 | Answered: 26 (66.7%)

Sentiment

No sentiment data

Tags

No tag data

Featured Contributions

No featured contributions

Closed

Survey questions for renters  
[Minimum energy standards for rental properties](#)

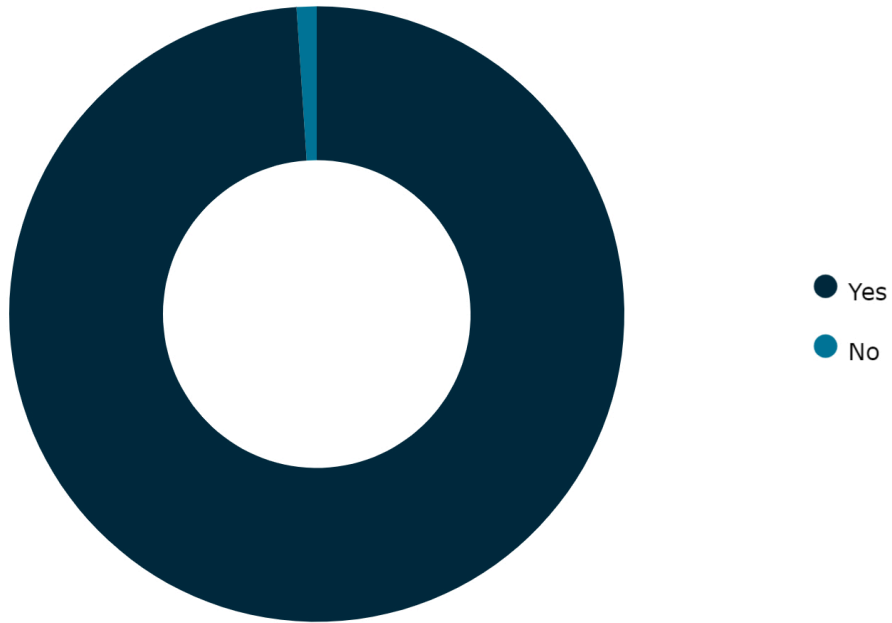
95  
Contributors

95  
Contributions

## Contribution summary

### 1. Are you currently renting a property in the ACT? Required

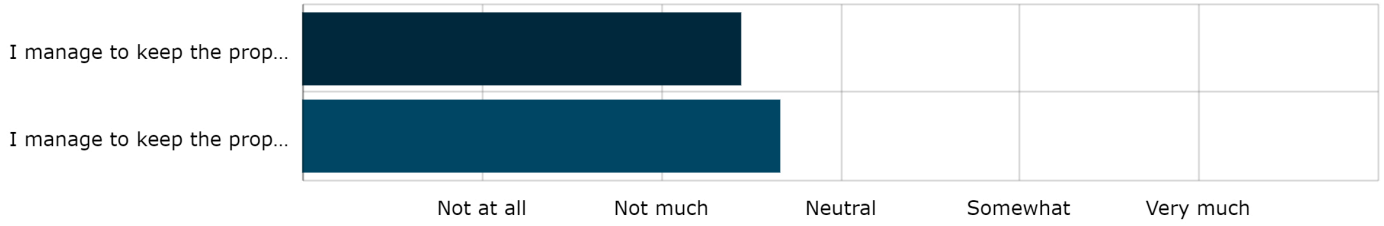
Multi Choice | Skipped: 0 | Answered: 95 (100%)



Answer choices	Percent	Count
Yes	98.95%	94
No	1.05%	1
Total	100.00%	95

2. Do you agree with the following statements? Required

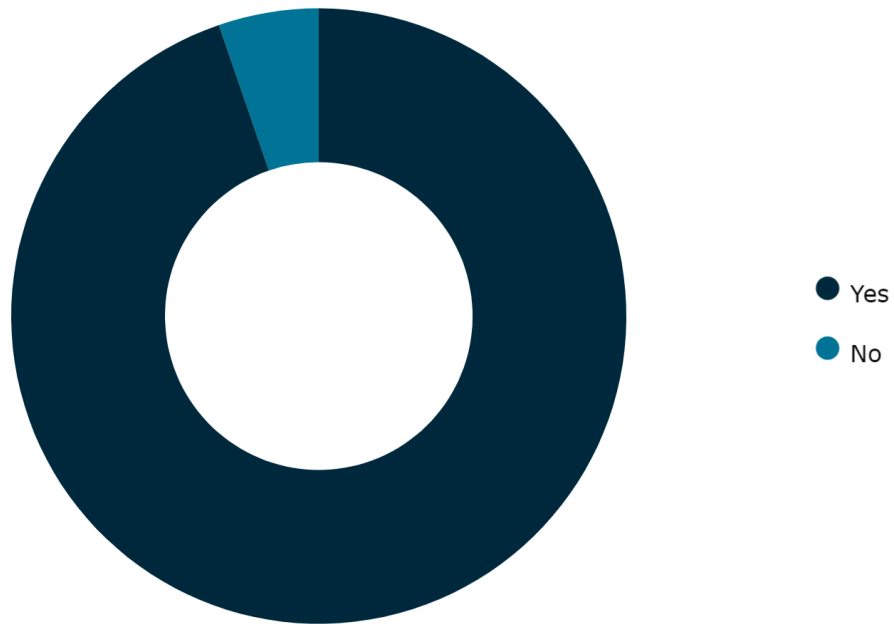
Matrix | Skipped: 0 | Answered: 95 (100%)



	Not at all	Not much	Neutral	Somewhat	Very much	Count	Score
I manage to keep the property I rent cool in summer	26.32% 25	35.79% 34	10.53% 10	22.11% 21	5.26% 5	95	2.44
I manage to keep the property I rent warm in winter	21.05% 20	35.79% 34	9.47% 9	23.16% 22	10.53% 10	95	2.66

3. Given the ACT Government is committed to introducing a minimum energy efficiency standard, do you support the proposed ceiling insulation option? Required

Multi Choice | Skipped: 0 | Answered: 95 (100%)



Answer choices	Percent	Count
Yes	94.74%	90
No	5.26%	5
Total	100.00%	95

#### 4. Why or why not?

Long Text | Skipped: 8 | Answered: 87 (91.6%)

##### Sentiment

No sentiment data

##### Tags

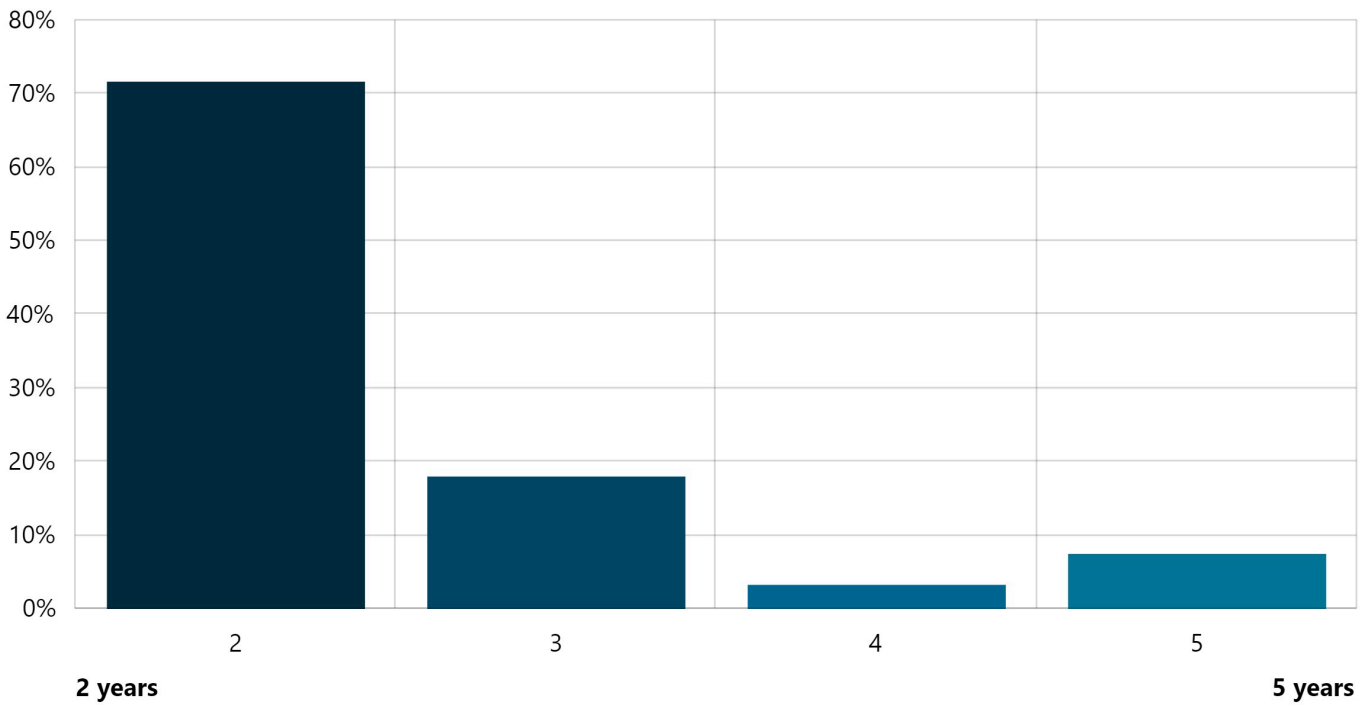
No tag data

##### Featured Contributions

No featured contributions

5. How long should the phase in period be? Required

Slider | Skipped: 0 | Answered: 95 (100%)

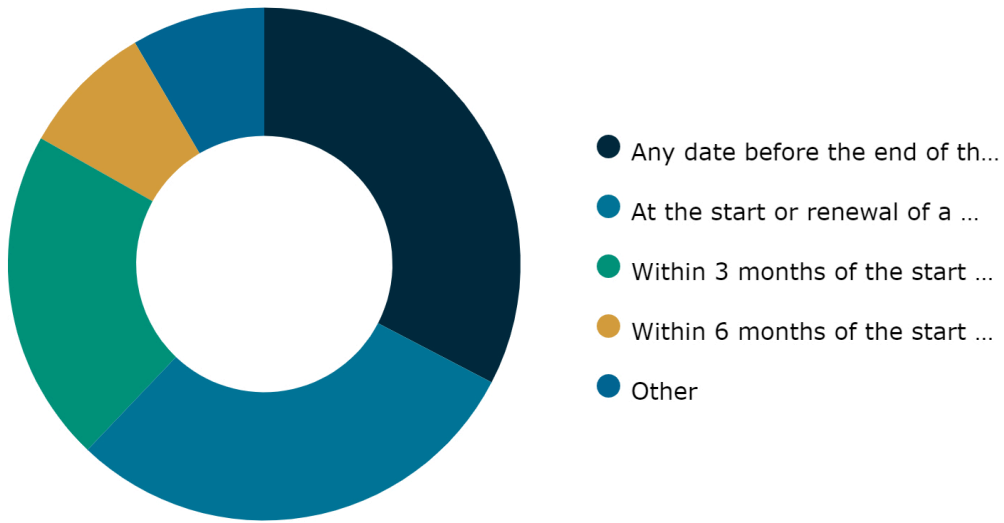


Count	Average	Median	Min	Max
95	2.46	2.00	2	5

2	3	4	5
71.58%	17.89%	3.16%	7.37%
68	17	3	7

## 6. When should rental properties be required to meet the standard?

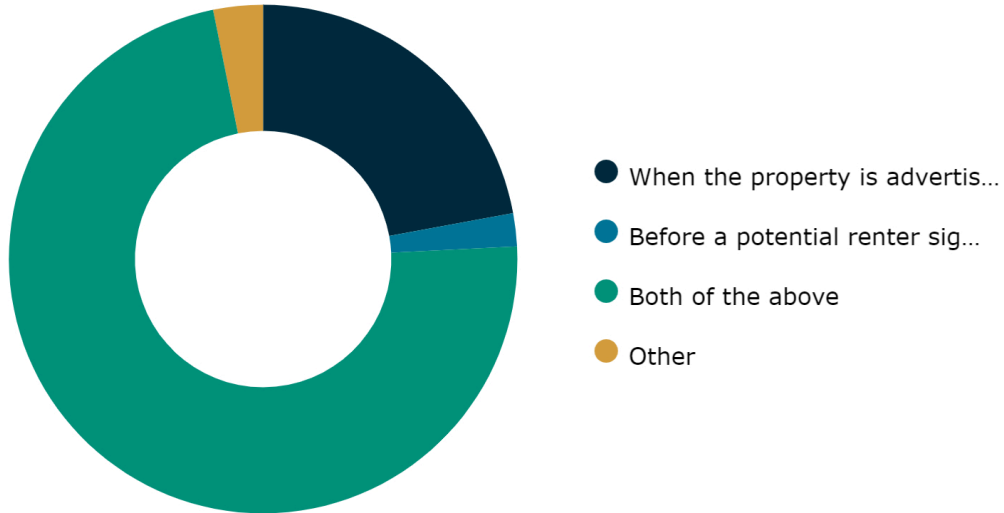
Multi Choice | Skipped: 0 | Answered: 95 (100%)



Answer choices	Percent	Count
Any date before the end of the phase in period	32.63%	31
At the start or renewal of a lease during the phase in period	29.47%	28
Within 3 months of the start or renewal of a lease during the phase in period	21.05%	20
Within 6 months of the start or renewal of a lease during the phase in period	8.42%	8
Other	8.42%	8
<b>Total</b>	<b>100.00%</b>	<b>95</b>

7. When should a rental provider or real estate agent disclose to renters if the property meets the minimum standard (or has a valid exemption)? Required

Multi Choice | Skipped: 0 | Answered: 95 (100%)



Answer choices	Percent	Count
When the property is advertised to the market	22.11%	21
Before a potential renter signs a lease	2.11%	2
Both of the above	72.63%	69
Other	3.16%	3
Total	100.00%	95

**8. What safety measures should be required?**

Long Text | Skipped: 13 | Answered: 82 (86.3%)

**Sentiment**

No sentiment data

**Tags**

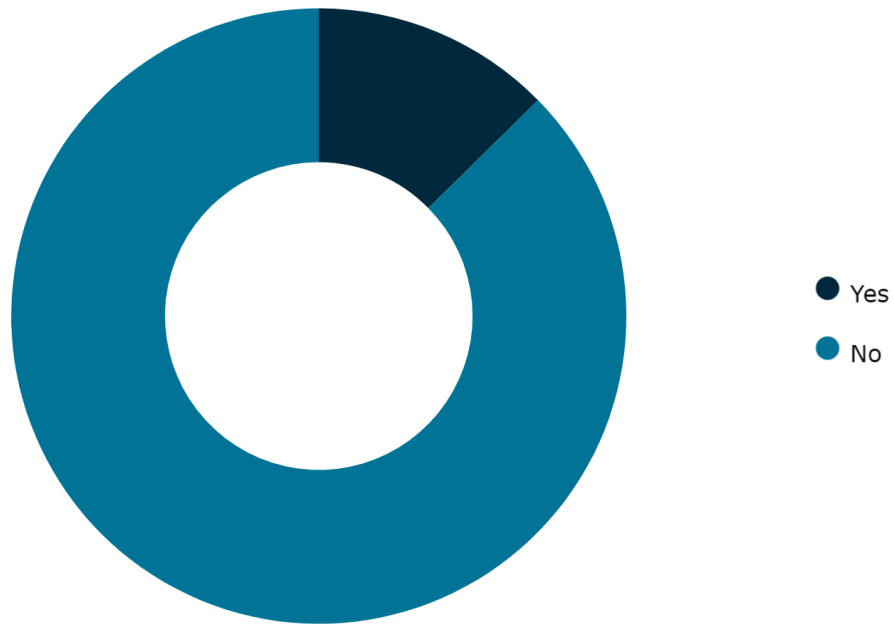
No tag data

**Featured Contributions**

No featured contributions

### 9. Should 'DIY' or the use of unaccredited installers be allowed?

Multi Choice | Skipped: 0 | Answered: 95 (100%)



Answer choices	Percent	Count
Yes	12.63%	12
No	87.37%	83
Total	100.00%	95

**10. How should the quality of the installation be ensured?**

Long Text | Skipped: 11 | Answered: 84 (88.4%)

**Sentiment**

No sentiment data

**Tags**

No tag data

**Featured Contributions**

No featured contributions

11. What measures to monitor compliance of the regulation should be put in place?

Long Text | Skipped: 15 | Answered: 80 (84.2%)

Sentiment

No sentiment data

Tags

No tag data

Featured Contributions

No featured contributions

12. Are there any other issues that have not been covered that you would like to raise for consideration? Required

Long Text | Skipped: 35 | Answered: 60 (63.2%)

Sentiment

No sentiment data

Tags

No tag data

Featured Contributions

No featured contributions

### 13. Were you aware of these ACT Government programs?

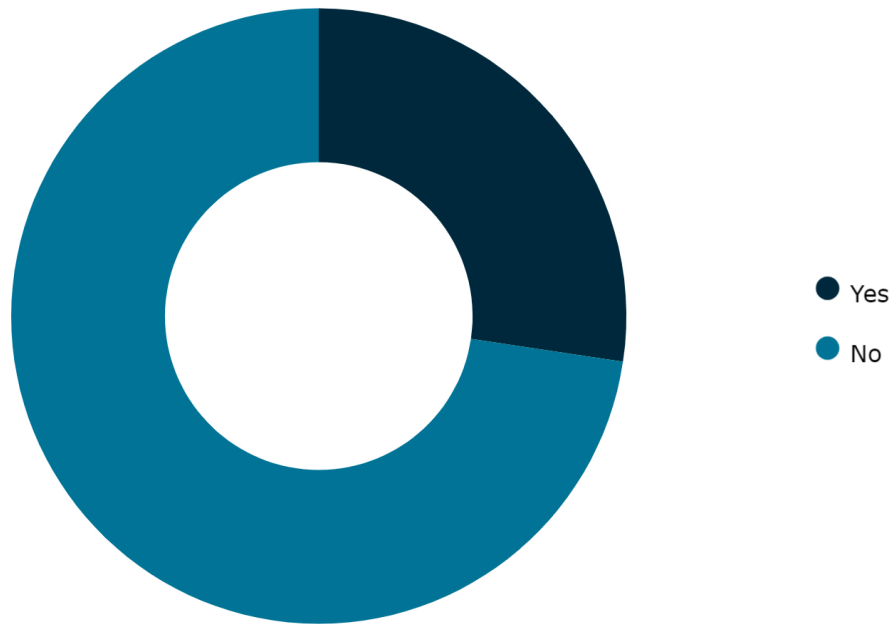
Multi Choice | Skipped: 0 | Answered: 95 (100%)



Answer choices	Percent	Count
Yes	47.37%	45
No	52.63%	50
Total	100.00%	95

#### 14. Have you used these programs previously?

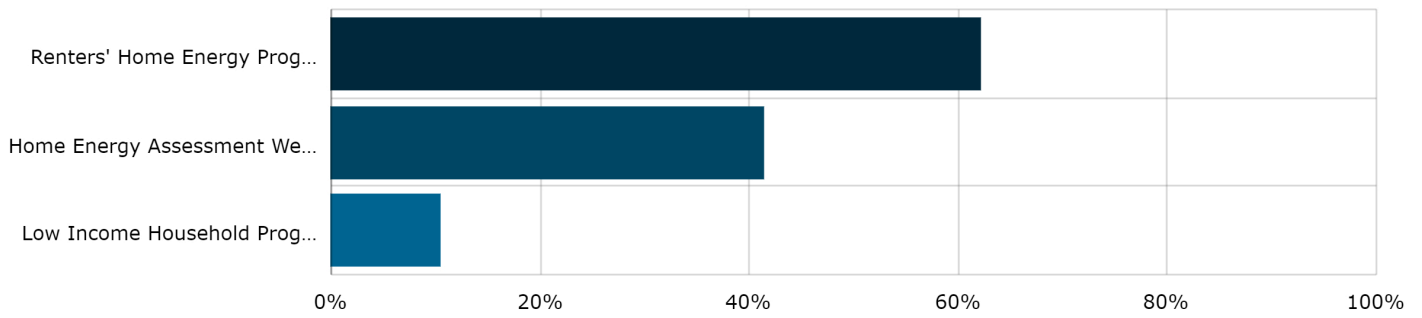
Multi Choice | Skipped: 0 | Answered: 95 (100%)



Answer choices	Percent	Count
Yes	27.37%	26
No	72.63%	69
Total	100.00%	95

### 15. What programs have you used?

Multi Choice | Skipped: 66 | Answered: 29 (30.5%)



Answer choices	Percent	Count
Renters' Home Energy Program	62.07%	18
Home Energy Assessment Webtool	41.38%	12
Low Income Household Program	10.34%	3