

Questions and answers

- 1. How much financial help is available?**
Through Auckland Council you can access up to \$5000 (including GST) for each rateable property. This is in addition to any central Government ENERGYWISE™ or clean air grants.
- 2. Do I have to pay it back?**
Council's financial assistance is not a grant - you pay it back through your rates over nine years. ENERGYWISE™ or clean air grants do not need to be paid back.
- 3. How do I repay the financial assistance?**
The financial assistance is repaid over nine years through a targeted rate included on your rates bill.
- 4. Do I have to have a Community Services Card to qualify?**
No. All ratepayers in the Auckland region are eligible.
- 5. Will the council charge interest on the financial assistance?**
Yes. The interest rate will be at the same rate the council pays for its own cost of borrowing plus a small administrative margin. For the next financial year the rate will be about seven per cent.
- 6. What if I want to repay the money early?**
Compulsory repayments start in the month of July each year (when rates are struck). If you want to repay it earlier, you will be able to make extra voluntary repayments.
- 7. Is anyone eligible for the Retrofit Your Home scheme?**
No. There are two main criteria and an additional criteria for rain water harvesting tanks:
 1. You must be an Auckland Council ratepayer;
 2. You must be up to date with your rate payments and have a good payment history.
 3. If you are applying for a rain water harvesting tank you must be on the urban water supply.
- 8. What if my property is a rental?**
All rental properties are still eligible for the financial assistance from council – as long as the criteria above are met. The property owner needs to make the application to the Retrofit Your Home programme.
- 9. What if I change my mind after signing up?**
After signing your rate payer agreement, you may cancel any time up until you are notified by the supplier that approval has been granted by council.

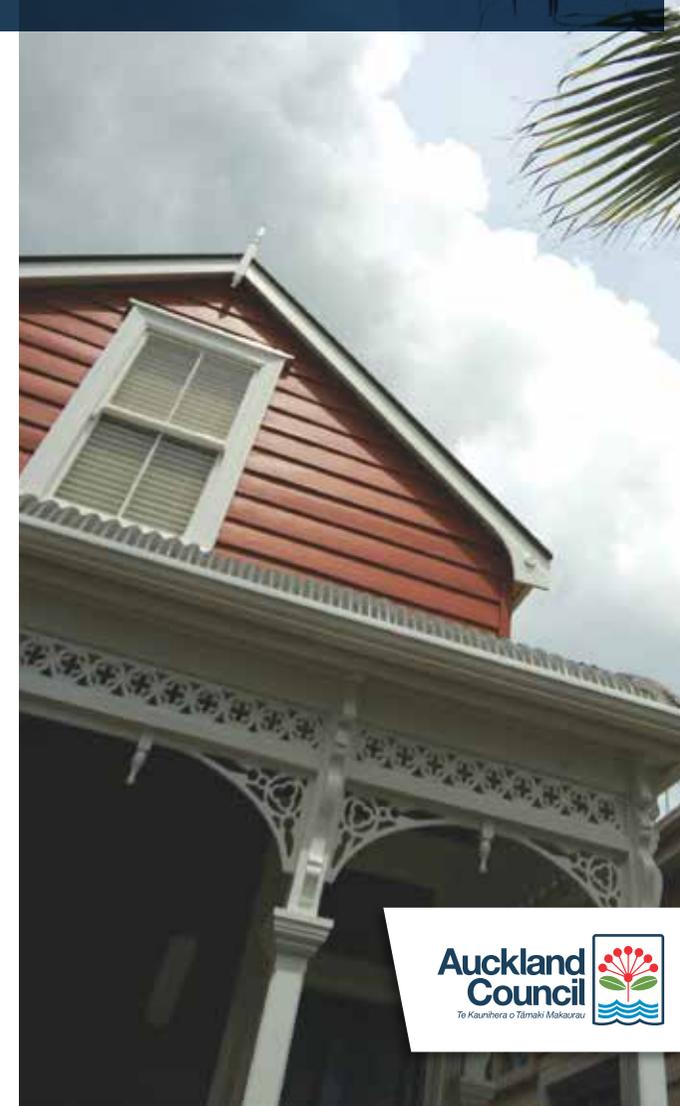
- 10. I've already had insulation installed in my home; can I now get clean heating added and repay it through my rates?**
Yes you can.
- 11. What if I sell my house? Do I have to pay off the financial assistance?**
No. Any financial assistance owing on the property does not need to be repaid when the property is sold, however you will have a legal requirement to inform any purchaser of the existence of the rate. Auckland Council will also note the debt on the property file (LIM or PIM). You must also include a written provision in any sale agreement recording your disclosure of the rate to the purchaser.
- 12. Besides the targeted rate, what other information goes on my property file?**
Council notes what actions have been taken to retrofit your home as well as the debt against the property.
- 13. Who can I get quotes from?**
You can use any of the suppliers on the council's accredited suppliers list. It is a good idea to get a few quotes, but you don't have to.
- 14. Can I do the retrofit myself?**
No. Because council wants to ensure safety and high-quality workmanship, it won't fund 'do it yourself' projects.
- 15. Does my house need both ceiling and under-floor insulation to qualify for clean heat?**
Yes. However, concrete floors and inaccessible ceiling areas don't have to be insulated.
- 16. If I want a home sustainability assessment, who will do this?**
Suppliers on the accredited suppliers list showing the  **homestar** logo can assist you with this.
- 17. If I have more than one house, can I get funding for each of them?**
Yes. The aim of Retrofit Your Home is to get as many Auckland houses as possible retrofitted to make them more energy efficient and sustainable.
- 18. What is clean heat?**
Clean heat is a heating method which does not produce the same levels of pollution. This programme covers heat pumps, modern wood burners and pellet burners, as well as flued gas heaters.

Further information available
aucklandcouncil.govt.nz/retrofityourhome

Retrofit Your Home programme

Make your house a healthier home

Find out more phone 09 301 0101
or visit aucklandcouncil.govt.nz/retrofityourhome





We all want warm, dry and healthy homes, but many houses are draughty, not well insulated and with Auckland's weather, damp as well. On top of this the longer drier summers mean less water supply and during winter, excess stormwater run-off.

Running a sustainable home is more energy efficient and can also reduce costs. These may be things such as insulation, clean heat or water conservation measures.

Our Retrofit Your Home programme is designed to help you deal with those problems by providing practical, expert assistance to help you ensure you have a more sustainable, healthier and warmer home.

Plus, if you meet eligibility criteria, you can apply for up to \$5000 in financial assistance through Auckland Council to get your home retrofitted to make it energy efficient and healthier to live in.

An extra bonus – if you're applying for insulation or clean heating items and meet eligibility criteria, the government's ENERGYWISE™ and Clean Air grants may be available to help with costs. These are provided through the Energy Efficiency and Conservation Authority (EECA) and will automatically be included on any quote for items.

Why retrofit?

You'll feel the benefit of your retrofit right from the start.

- Your home will be easier to heat and will stay warmer longer.
- Your family's health will be better protected.
- You will reduce your reliance on town supplied water.
- You will reduce your impact on the environment.

What's available through Retrofit Your Home?

Home performance/sustainability

Free  **homestar** home-coach assistance to assess your home's performance.

 **homestar** is the best place to start to find out how well your home is performing for you and your family in terms of energy, health and comfort, water, waste and more. Many Retrofit Your Home Suppliers are qualified Homestar coaches and can assist you with completing an online assessment.

For more details visit: homestar.org.nz

Financial assistance

You can apply for up to \$5000 financial assistance through council to help you get your home retrofitted. This assistance is repaid over nine years through a targeted rate included on your rates bill.

You may also be eligible for an EECA ENERGYWISE™ grant. For more details visit: energywise.govt.nz or phone 0800 749 782.

Current approved retrofit items:

- ceiling insulation
- under-floor insulation
- ground polythene vapour barrier
- hot water cylinder and pipe wraps
- efficient pellet or wood-burner
- efficient flued gas heater
- heat pumps

- rain water harvesting tanks
- low flow toilets
- water efficient tap ware and shower ware.

Eligibility criteria:

1. You must be an Auckland Council ratepayer
2. You must be up to date with your rate payments and have a good payment history
3. If you are applying for a rain water harvesting tank you must be on the urban water supply.

Rental properties are eligible; however the property owner must make the application for assistance to Retrofit Your Home programme, not the tenant.

Where to begin?

Two steps to a better home

1. If you're interested in insulation, clean heating or water conservation measures then visit our website or call us on 09 301 0101 and request a Retrofit Your Home information pack. This pack contains a list of council's pre-approved suppliers and ratepayer agreement forms. You can then get to work obtaining quotes for the work you want undertaken.
2. If you want assistance with a Homestar™ assessment, all approved suppliers showing a  **homestar** logo next to their name will be able to assist you with this.

Applying for financial assistance

When you have found a quote you are happy with, sign a copy of your selected quote and return to the supplier along with completed ratepayer agreement forms. Your supplier will then send this to council for processing.

Council will process your application and notify your chosen supplier so they can come and undertake the work.

Note: the insulation and clean heating installers will allow for any grants that are applicable in their quotes. The installers will invoice the council directly for the rates portion of the cost, so you don't need to pay any money up front.