

# Retrofit Your Home Programme

## Ratepayer Application



### Introduction

By completing this application and attached agreement, you are applying to the Auckland Council for assistance through the Retrofit Your Home (RYH) programme, to install the RYH solution(s) that are approved by the council for use within the programme and that have been specified for your property. As such, and for the purposes of this agreement, a RYH solution includes any work undertaken to improve the environmental or operational performance of a residential dwelling through installing or utilising any of the Auckland Council approved products and services made available through the RYH programme.

### Eligibility

To be eligible for this assistance all of the following must apply:

1. The property is located within the boundaries of the Auckland Council.
2. The RYH Solution(s) you have selected, and the suppliers of those Solutions, are approved for inclusion in the Auckland Council RYH Programme.
3. You are the legal owner(s), and ratepayer(s), of the property, and
4. All rates are up-to-date and there have been no arrears of payments within the previous three years.

Please note that a credit check may be required before Auckland Council proceeds with your application. By signing this form, you are agreeing to allow Auckland Council to undertake such a check. Auckland Council may also perform a title search as part of its approval process. For the avoidance of doubt, Auckland Council reserves all rights to approve or reject any application for any reason whatsoever. No legal or other obligations will arise between Auckland Council and the homeowner until the Ratepayer Agreement has been signed by both parties.

### Attach to this application:

- A signed copy of your selected quote(s) for installation of the RYH solution(s) in respect of which assistance is sought.

### Applicant details

Name(s): (Provide the full names of all registered owners of the property)

---

Address of property:

---

Daytime contact number:

---

Email address:

---

### \*Cost and funding of proposed solution(s)

---

### \*RYH solution(s) for which you seek assistance

- Insulation  Vapour Barrier  Hot water cylinder pipe wraps  Clean Heat  Mechanical Extractor  Rain Harvesting  Low Flow Toilets:

For clean heat applications confirm ceiling and underfloor insulation meets required standards. In the event insulation cannot be installed please specify why:

---

\*Amount of assistance you are applying for: \$

---

### \*Rates Assessment Number

---

## Demographic details

Demographic questions are designed to inform and develop the programme. Your answers will not affect the approval of your application.

Is the property that you are applying assistance for:  a rental property or  your own home

---

How many people permanently live in the household?

---

What age group(s) are the occupant(s) in the household (check as many as applicable)?

under 5yrs  5 – 20yrs  21 – 35yrs  36 – 50yrs  51 – 65yrs  66 – 80yrs  over 80yrs

---

What ethnicity group(s) are the occupants in the household?

---

New Zealand European  Other European  Māori  Pacific Peoples  Chinese  Korean  Indian  
 Other Asian  Middle Eastern  Latin American  African  Other

---

Do any of the occupants have health conditions related to cold, damp housing? If yes, please describe.

---

---

## Summary of the scheme

The amount of the assistance available from the Auckland Council is limited to the quoted cost of the solution(s), up to a maximum of \$5,000 inclusive of GST.

Auckland Council will contract with the approved supplier(s) to install the Retrofit Your Home solution(s) up to the amount of financial assistance approved and will pay the approved supplier directly for the work done under that contract.

If the total cost of the Solution(s) is in excess of the financial assistance available from Auckland Council you will need to contract directly with the approved supplier(s) for completion of installation and pay for the balance of the cost of that work.

Auckland Council will recover the approved financial assistance by means of a targeted rate levied against the property under the Local Government (Rating) Act 2002. The rate will be levied over a period of 9 years commencing from 1 July 2019 and will include provision for early repayment in the event you wish to pay the amount back more quickly. Early repayments will not incur any charges or penalties. The council will charge (as part of the targeted rate) interest on the outstanding amount. This is a daily compounding interest and is calculated at the end of each month. The interest will start accruing one month from the date the supplier is paid by the council. The ratepayer is encouraged to make payments to reduce the balance prior to 1 July 2019 to reduce the amount of interest charged on the outstanding balance.

At the date of this agreement, interest is expected to be about 7%. The interest rate will vary each year to reflect changes to Auckland Council's cost of borrowing and will include a 1% margin to cover administrative costs. A statement which will include a schedule of payments will be provided within one month of the supplier being paid by council. In addition statements will be provided every 6 months and will record the balance of the assistance still to be recovered and the current interest rate (which is applied to the current balance amount).

If rates, including a retrofit targeted rate, are not paid on due date usual rates penalties will accrue.

You acknowledge that the amount paid by Auckland Council will be equivalent to the GST inclusive amount which will be levied.

Auckland Council's policy for rates payments provides that in anticipation of rates for subsequent financial years, a ratepayer may prepay all or part of a rate for any financial year before it becomes due for payment. In the instance where early payment is made it is a requirement to contact the Retrofit Your Home Project administrator to identify the additional amount paid on what date. This is to avoid any overpayment and to ensure that the prepayment is correctly allocated in the council's records. Auckland Council will then credit the payment to the ratepayer's account as set out in the Ratepayer Agreement.

If the full allowance of \$5,000 is not utilised by an initial retrofit action, you will have the opportunity to approach the council for a further application up to the full amount provided that a satisfactory payment record has been maintained. The amount that can be borrowed in this instance will be the difference between the initial amount borrowed and the maximum allowable amount of \$5,000 per property for the programme. The difference will not take into account any other amounts that may have been settled in the interim.

**All legal owners of the property must sign this application form and any subsequent Ratepayer Agreement.**

### Further information

For further information contact Auckland Council on ph 09 890 7898 or email [retrofit@aucklandcouncil.govt.nz](mailto:retrofit@aucklandcouncil.govt.nz)

## Application

I/we apply for assistance under the Retrofit Your Home Programme. We agree, if the application is approved, to be bound by the attached agreement and acknowledge that the assistance provided by Auckland Council will be recovered under a targeted rate levied against the property over a period of 9 years commencing from 1 July 2019.

### Signed by applicant(s)

Signature: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

# Retrofit Your Home programme

## Ratepayer agreement



Date Day Month Year

Between \_\_\_\_\_  
(jointly and severally "Ratepayer")

And **Auckland Council**

### Terms of this agreement

1. Auckland Council agrees to provide to the Ratepayer the approved amount of assistance stated in the Retrofit Your Home Programme agreement towards the installation of the specified Retrofit Your Home Solution(s) ("Solution(s)") at the property described in the application (the "Property").
2. Within 7 working days of the date of the making of initial disclosure by Auckland Council to the Ratepayer the Ratepayer may elect to cancel or withdraw from this agreement. If the Ratepayer exercises this right neither party will have any further obligation to the other under this agreement.
3. Following expiry of the 7 working day period referred to in clause 2, Auckland Council will enter into a contract with the approved supplier(s) for the installation of the Solution(s), up to the amount of the financial assistance, and will pay the amount of the financial assistance to the approved supplier upon completion (subject to clause 12).
4. If there is an additional amount, the Ratepayer will enter into a contract with the approved supplier(s) for installation of the balance of the Solution(s) and will pay the balance of the quoted amount to the approved supplier upon completion.
5. The Ratepayer accepts responsibility for liaising with the approved suppliers(s) in relation to access to the Property to enable installation of the Solution(s).
6. If the Ratepayer is not satisfied with the Solution or the quality of the work undertaken in respect of a Solution by the approved supplier, the Ratepayer will take up the matter directly with the approved supplier and notify Auckland Council of the action being taken.

### Limitation on Auckland Council's liability

7. Auckland Council's obligations under this agreement to the Ratepayer are limited to payment of the amount of the financial assistance to the approved supplier(s) upon completion (subject to clause 12).
8. Without limiting the generality of clause 7, the Ratepayer agrees to release Auckland Council to the fullest extent permitted by law from, and to indemnify Auckland Council against, all or any liability and claims however arising out of the participation by the Ratepayer in the Retrofit Your Home Programme or the installation of the Solution(s) or Auckland Council making payment to the supplier.
9. The Ratepayer agrees that the Solution(s) have been selected by the Ratepayer solely in reliance upon the

Ratepayer's own judgment and not in reliance upon any warranty, express or implied, given by Auckland Council as to the suitability of the Solution(s) for their intended use.

10. Nothing in clauses 7, 8, or 9 affects any liability the approved suppliers(s) may have to the Ratepayer, in contract, tort or otherwise, arising from the installation of the Solution(s) or any damage caused to the Property in the course of installation of the Solution(s) and those clauses may not be relied on by the approved supplier(s) as limiting the liability of the approved suppliers(s) in anyway.

### Payments

11. Auckland Council will pay the amount of the financial assistance to the approved supplier(s) once all works have been completed and provided that the installation has been completed to the satisfaction of Auckland Council.
12. The Ratepayer will pay any further amounts owing to the approved suppliers(s) in relation to the installation of the Solution(s), over and above the amounts to be paid by the Auckland Council

### Targeted rate

13. The Ratepayer acknowledges that Auckland Council has agreed to provide the financial assistance on the basis that it will recover the amount of the assistance by levying a targeted rate against the Property under the Local Government (Rating) Act 2002. The rate will be levied over a period of nine (9) years, commencing on 1 July 2019.
14. The targeted rate will be set by Auckland Council at the start of each financial year (which currently runs from 1 July in one year to 30 June in the next year), and will be notified in the rates assessment issued for the Property for that financial year. The targeted rate for a particular financial year will be based on the outstanding balance at the end of the immediately preceding financial year, and will include provision for reimbursement (in the form of interest on the outstanding balance) of the average cost of borrowing incurred by Auckland Council to provide the financial assistance plus a margin for administrative costs.
15. The interest component included in the targeted rate will start accruing from when the supplier is paid by Auckland Council. The Ratepayer is encouraged to make payments to reduce the balance prior to 1 July 2019 to reduce the amount of interest charged on the outstanding balance. Not making payments prior to 1 July 2019 will result in interest being charged on the full outstanding amount.
16. The rates assessment issued in respect of each financial year

will specify the amount of the targeted rate for that financial year, the number of instalments which must be paid, and the amount and due date of each instalment. The payments required to be made (subject to the terms of this agreement, and subject to Auckland Council's rights and powers to set or vary the targeted rate amounts, the instalment periods and amounts, and the due dates under the Local Government (Rating) Act 2002) are specified in the schedule to this agreement.

17. The following provisions apply to early payments:
  - a. If the Ratepayer pays all or any part of a targeted rate instalment before its due date, Auckland Council will credit that payment to the targeted rate account on the due date for that instalment.
  - b. If the Ratepayer makes a payment in anticipation of a targeted rate to be levied in a subsequent financial year, Auckland Council will credit that payment to the targeted rate account: (i) as soon as practicable after receipt; or (ii) on the next instalment date specified in the most recent rates assessment (but in any event no later than 30 June in the year in which that payment is made), as Auckland Council may elect.
  - c. If the Ratepayer prepays the outstanding balance of the assistance (inclusive of the outstanding interest component and any outstanding late payment penalties) in full, Auckland Council will credit that payment to the targeted rate account as soon as practicable after receipt.
18. If any part of a targeted rate is not paid by its due date, the standard penalty rate of 10% for unpaid rates will accrue.
19. If the Ratepayer is unable reasonably to meet the instalment payments, the Ratepayer may apply for a Rates postponement, for all or part of their rates, for an agreed period of time. Information and criteria can be found on the Auckland Council website and applications sent to Private Bag 92300, Victoria Street 1142.
20. The terms of this agreement and the liability of the Property for a targeted rate under this agreement will be disclosed on

any Land or Property Information Memorandum issued by Auckland Council after the date of this agreement and so long as a targeted rate is being levied against the Property.

21. If the Ratepayer intends to sell the Property while a targeted rate is still being levied against the Property, (1) the Ratepayer must tell any prospective owner about the existence of the targeted rate, and include a written provision in any sale agreement recording that disclosure (2) the Ratepayer must notify the Retrofit Your Home programme coordinator of the change in ownership in writing.
22. If the ratepayer fails to comply with the obligations in clause 21 the ratepayer will be personally liable for the outstanding amount despite having sold the property and Auckland Council may demand the ratepayer must, within 21 days, pay all amounts that are unpaid or are still to be assessed in respect of the targeted rate (by any means available to Auckland Council).

**Information issues**

23. Any information which the Ratepayer supplies to Auckland Council for the purposes of this agreement may be disclosed to EECA and used by Auckland Council for research purposes.
24. In accordance with the Privacy Act 1993, the Ratepayer is entitled to have access to personal information held by Auckland Council in connection with this agreement and to request correction of that information.
25. Auckland Council's Dispute resolution service provider is: Financial Dispute Resolution Level 9, 109 Featherston Street, Wellington PO Box 5730, Wellington 6145 PH 0508 337 337
26. Council's financial service provider number is 128764

**Savings**

27. Nothing in this agreement excludes, limits, or otherwise prejudices Auckland Council's rights, powers, discretions, or duties under any applicable legislation (including without limitation the Local Government (Rating) Act 2002).

**Signed by Applicant(s)**

Signature: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Signed for and on behalf of the Auckland Council by:**

Name: Frances Hayton  
 Incentives Team Leader  
 Address Retrofit Your Home Programme  
 Auckland Council  
 Private Bag 92300  
 Auckland 1142  
 Phone: (09)8907898



## ACKNOWLEDGEMENT FORM



Please acknowledge that you have been informed of the following by ticking each box and signing in the space provided

1. Assistance provided by the Retrofit Your Home programme accrues interest.
2. If I/we sell my/our property I/we must notify the potential Purchaser (s) of the Retrofit rates attachment and include this fact in the Sales Agreement.

I/we acknowledge the above \_\_\_\_\_ Home owner signature

# Approval To Conduct A Personal Credit Check

Please complete this form to authorise that a personal credit check be carried out. The information you provide is in respect to applying for assistance from Auckland Council through the Retrofit Your Home Program and may be used for a credit and reference check. Your privacy is protected under the Privacy Act 1993.

Property Address	
Applicant details	
Full name:	Date of birth:     /     /
Phone number:	Mobile phone:
Email:	
Current address:	
How long have you lived there?	Years:                      Months:
Previous Address:	
Occupation:	
Employer:	
Identification	
Driver's licence or passport number:	Version no.
Car/vehicle registration number:	
Make and model:	
Alternative form of ID:	
Emergency contact	
Name:	
Address:	
Phone number:	Mobile phone:
Email:	

## Signature

I authorise Auckland Council to:

- collect, retain and use this information for the purpose of assessing my creditworthiness; and
- disclose information about me, whether collected from me directly or from any other source, to any other credit provider or any credit reporting agency for the purposes of providing or obtaining a credit reference.

Signature:.....

Signed by:.....	Date signed:.....
-----------------	-------------------







Under the Privacy Act 1993, you have the right to ask for a copy of all information held about you, and have the right to request the correction of any incorrect information.





### Retrofit Your Home Programme Preferred Suppliers List

Company Name	Contact Information	Product and Service Details
<p><b>Air Con New Zealand 2000 Limited</b></p> 	<p>Enquiries: 0800 161 162 Website: <a href="http://www.airconnz.co.nz">www.airconnz.co.nz</a> Email: <a href="mailto:admin@airconnz.co.nz">admin@airconnz.co.nz</a></p>	<p><b>Clean Heat</b> Heat pump <b>Insulation</b> Fibreglass, Polyester, Wool</p>
<p><b>Earth Insulation</b></p> 	<p>Enquiries: 09-2151479 or 09-2151478 Website: <a href="http://www.earthinsulation.co.nz">www.earthinsulation.co.nz</a> Email: <a href="mailto:admin@earthinsulation.co.nz">admin@earthinsulation.co.nz</a></p>	<p><b>Insulation</b></p>
<p><b>Eco Insulation</b></p> 	<p>Enquiries: 0800 400 ECO or 0800 400 326 Website: <a href="http://www.ecoinsulation.co.nz">www.ecoinsulation.co.nz</a> Email: <a href="mailto:AucklandRetrofit@ecoinsulation.co.nz">AucklandRetrofit@ecoinsulation.co.nz</a></p>	<p><b>Insulation</b> Wool, Glass wool, Polyester</p>
<p><b>EcoMatters Environment Trust</b></p> 	<p>Enquiries 09 826 4277 or 021 622 752 Website: <a href="http://www.ecomatters.org.nz">www.ecomatters.org.nz</a> Email: <a href="mailto:insulation@ecomatters.org.nz">insulation@ecomatters.org.nz</a></p>	<p><b>Insulation</b> <b>Water Efficient Devices</b></p>
<p><b>G Force Category Solutions</b></p> 	<p>Enquiries: 0508 088 888 Website: <a href="http://www.weinstallinsulation.co.nz">www.weinstallinsulation.co.nz</a> Email: <a href="mailto:sales@weinstall.co.nz">sales@weinstall.co.nz</a></p>	<p><b>Insulation</b></p>
<p><b>Greenstar Energy Solutions</b></p> 	<p>Enquiries: 0800 789 276 Website: <a href="http://www.greenstarenergy.co.nz">www.greenstarenergy.co.nz</a> Email: <a href="mailto:admin@greenstarenergy.co.nz">admin@greenstarenergy.co.nz</a> <b>Warmer Kiwi Home (EECA insulation grant)</b></p>	<p><b>Insulation</b> Ceiling fibre-glass, polyester Underfloor polyester Ground Moisture Barrier <b>Clean Heating</b> Heat pump <b>Mechanical Extraction</b> Bathroom and Kitchen</p>

Company Name	Contact Information	Product and Service Details
<p>Harrisons Home Energy Solutions Ltd</p> 	<p>Enquiries: 0800 00 33 55 Website: <a href="http://www.harrisonsathome.co.nz">www.harrisonsathome.co.nz</a> Email: <a href="mailto:customer.service@harrisonsathome.co.nz">customer.service@harrisonsathome.co.nz</a></p>	<p><b>Clean Heat</b> Heat pump <b>Insulation</b> Polyester Ground Vapour Barrier Hot water cylinder wraps</p>
<p>Heat and Cool Airconditioning Ltd</p> 	<p>Enquiries: 0800 482 665 Website: <a href="http://www.heatandcool.co.nz">www.heatandcool.co.nz</a> Email: <a href="mailto:sales@heatandcool.co.nz">sales@heatandcool.co.nz</a></p>	<p><b>Clean Heat</b> Heat pump</p>
<p>Heat Pump Doctors</p> 	<p>Enquiries: 0800 123 345 or 021 824 006 Website: <a href="http://www.heatpumpdoctors.co.nz">www.heatpumpdoctors.co.nz</a> Email: <a href="mailto:heatpumpdoctors@yahoo.com">heatpumpdoctors@yahoo.com</a></p>	<p><b>Clean Heat</b> Heat pump</p>
<p>Installed</p> 	<p>Enquiries: 0800 29 29 99 Website: <a href="http://www.installed.co.nz">www.installed.co.nz</a> Email: <a href="mailto:enquiries@installed.co.nz">enquiries@installed.co.nz</a></p>	<p><b>Insulation</b> Polyester Fibreglass</p>
<p>J.H. Brewster Ltd</p> 	<p>Enquiries: 09 2388037 Website: <a href="http://www.jhbrewsterltd.co.nz">www.jhbrewsterltd.co.nz</a> Email: <a href="mailto:info@jhbrewsterltd.co.nz">info@jhbrewsterltd.co.nz</a></p>	<p><b>Clean Heat</b> Flued gas, Heat pump, Wood burner <b>Fireplace</b> <b>Decommission</b></p>
<p>Kensair Limited</p> 	<p>Enquiries: 0800 000 798 Website: <a href="http://www.comfortmaster.co.nz">www.comfortmaster.co.nz</a> Email: <a href="mailto:Stacey@comfortmaster.co.nz">Stacey@comfortmaster.co.nz</a></p>	<p><b>Clean Heat</b> Heat pump, Wood burner <b>Insulation</b> Fibreglass, Polyester <b>Mechanical Extraction</b> Bathroom and Kitchen</p>

Company Name	Contact Information	Product and Service Details
<p>J Cotter Refrigeration and Air Conditioning T/A Perfect Air</p> 	<p>Enquiries: 0508 247 737 Website: <a href="http://www.perfectair.co.nz">www.perfectair.co.nz</a> Email: <a href="mailto:sales@perfectair.co.nz">sales@perfectair.co.nz</a></p>	<p><b>Clean Heat</b> Heat Pump <b>Mechanical Extraction</b> Kitchen and Bathroom</p>
<p>Premier A Grade Insulation Limited</p> 	<p>Enquiries: 0800 467 855 Website: <a href="http://www.premierinsulation.co.nz">www.premierinsulation.co.nz</a> Email: <a href="mailto:sales@premierinsulation.co.nz">sales@premierinsulation.co.nz</a></p>	<p><b>Clean Heat</b> Heat Pump <b>Insulation</b></p>
<p>Safe-R (NZ) Limited</p> 	<p>Enquiries: 0800 267 992 Website: <a href="http://www.saferinsulation.co.nz">www.saferinsulation.co.nz</a> Email: <a href="mailto:sales@saferinsulation.co.nz">sales@saferinsulation.co.nz</a></p>	<p><b>Insulation</b> Ground Vapour Barriers</p>
<p>Switched on Energy Ltd T/A SAYR</p> 	<p>Enquiries: 0800 729 748 Website: <a href="http://www.sayr.co.nz">www.sayr.co.nz</a> Email: <a href="mailto:office@sayr.co.nz">office@sayr.co.nz</a></p>	<p><b>Insulation</b> Ground Vapour Barrier <b>Clean Heating</b> Heat Pump <b>Mechanical Extraction</b> Bathroom and Kitchen</p>
<p>Smart Energy Solutions Limited</p> 	<p>Enquiries: 0800 888 766 Web: <a href="http://www.smartenergysolutions.co.nz">www.smartenergysolutions.co.nz</a> Email: <a href="mailto:info@smartenergysolutions.co.nz">info@smartenergysolutions.co.nz</a></p>	<p><b>Clean Heat</b> Heat pump, pellet fire, Wood burner <b>Insulation</b> Glass wool, Polyester, Wool <b>Fireplace</b> <b>Decommissioning</b> <b>Mechanical Extraction</b> Bathroom and Kitchen</p>
<p>The Insulation Warehouse Installers Limited</p> 	<p>Enquiries: 0800 222 299 Web: <a href="http://www.insulationwarehouse.co.nz">www.insulationwarehouse.co.nz</a> Email: <a href="mailto:elyse@insulationwarehouse.co.nz">elyse@insulationwarehouse.co.nz</a></p>	<p><b>Clean Heat</b> Heat pump <b>Insulation</b> Fibreglass, Polyester, Polystyrene</p>

Company Name	Contact Information	Product and Service Details
<p><b>Yates Corporation Limited</b></p> 	<p>Enquiries: 0800 888 646                      Website: <a href="http://www.mint-auckland.co.nz">www.mint-auckland.co.nz</a>                      Email: <a href="mailto:info@mintauckland.co.nz">info@mintauckland.co.nz</a></p>	<p><b>Insulation</b>                      Glass wool, Polyester</p>
<p><b>Davey Water Products NZ</b></p> 	<p>Enquiries: 09 570 9135                      Website: <a href="http://www.daveynz.co.nz">www.daveynz.co.nz</a>                      Email: <a href="mailto:mpachai@dwp.co.nz">mpachai@dwp.co.nz</a></p>	<p><b>Rainwater Harvesting</b>                      Controller (RainBank)</p>

## 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™ 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™ 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 three main 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.

**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 ratepayer 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, provided you don't exceed the total \$5000 owing on the rates.

**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 two or three quotes to ensure you get the best value for money.

**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 free home sustainability assessment, who will do this?**

Contact the Eco Design Advisor team at Auckland Council - phone 0508 326 337.

**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 at:**

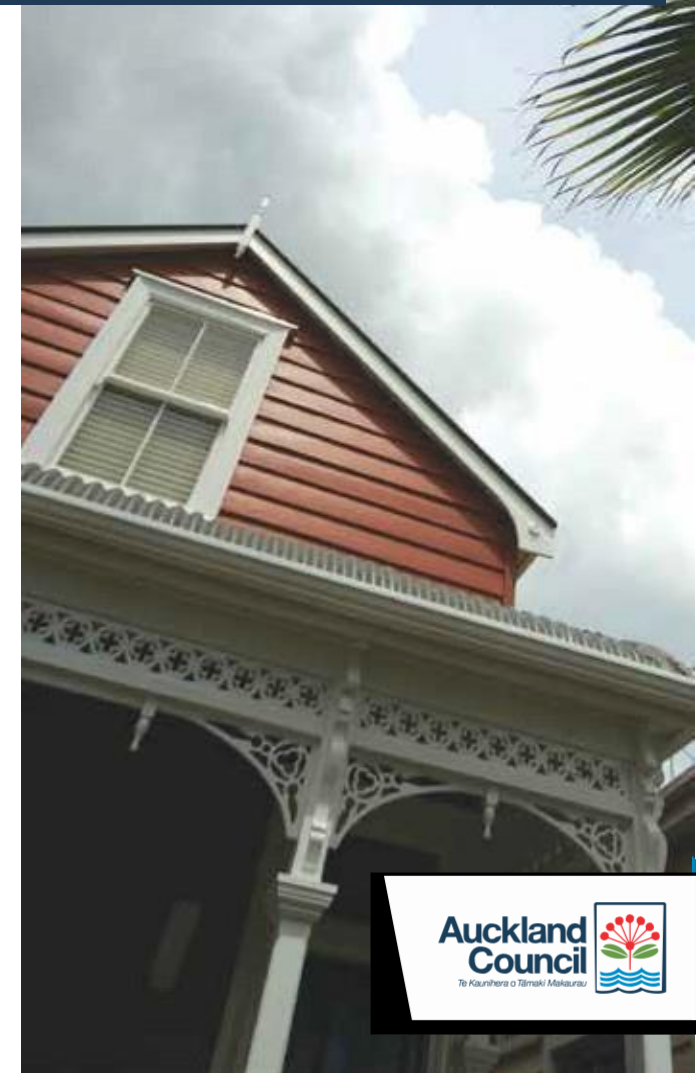
[aucklandcouncil.govt.nz/retrofityourhome](http://aucklandcouncil.govt.nz/retrofityourhome)

# Retrofit Your Home programme

## Make your house a healthier home

Find out more phone 09 301 0101

or visit [aucklandcouncil.govt.nz/retrofityourhome](http://aucklandcouncil.govt.nz/retrofityourhome)





Pellet fire - an example of low emission solid fuel burner

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

**You can retrofit your home to be more energy efficient and this can also reduce running costs. These measures may include insulation, clean heat or water conservation.**

**Our Retrofit Your Home programme is designed to help you deal with these problems by providing practical, expert assistance to 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 and meet eligibility criteria, the government's ENERGYWISE™ grants may be available to help with costs. These are provided through the Energy Efficiency and Conservation Authority (EECA).**

## 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

Auckland Council offers a free Eco Design advisory service that provides a personalised in-home consultation to assess your home's performance.

Speaking with an Auckland Council Eco Design Advisor 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.

For more details visit:  
[www.aucklandcouncil.govt.nz/ecodesign](http://www.aucklandcouncil.govt.nz/ecodesign)

### 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](http://energywise.govt.nz) or phone 0800 749 782.

### Current approved retrofit items:

- ceiling or under-floor insulation
- ground polythene vapour barrier
- hot water cylinder and pipe wraps
- efficient pellet or woodburner
- efficient flued gas heater
- heat pumps
- mechanical extraction for bathroom or kitchen

- 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.

Rental properties are eligible; however the property owner must make the application to Retrofit Your Home, 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 the 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 wish to book a Eco Design Assessment, call 0508 326 337.

## 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.