



**Further Guidance For Landlords  
Upgrading Properties That Don't  
Comply With The Minimum  
Insulation Standards.**

## Demonstrating Compliance with the Residential Tenancies Legislation.

Under the legislation, landlords are required to keep records about minimum housing standards. As a minimum, copies of the completed Electrical Safety Inspection Report (ESIR), Invoices from Licensed Electrician and Certified Installer's, Certificate of Electrical Safety. Landlords also have an obligation to demonstrate compliance with the legislation more generally in the event of an audit or information request from their tenant.

### Suggested further Evidence to ask for to easily demonstrate compliance with the Residential Tenancies Regulation

Requirements for Insulation Installers	Suggested Evidence
Residential Tenancies (Approved Installers) Determination 2023	Names of all installers on site and confirmation of EEC accreditation for all. At least one installer must hold full certification and all others hold a minimum of provisional certification.
R Value of Installed Insulation	System R Value Calculation Report. Note that the combined R Value of the installed insulation must be R5 or greater with the R Value calculated in accordance with AS 4859.1. The requirements of a combined R value calculation from As 4859.1 are defined in figure 1 below.
Installation of ceiling insulation to all required areas	Photos of completed works showing complete coverage of all required areas.

#### 1.3.7 Total thermal resistance ( $R_t$ )

A total resistance associated with a material, or a system or construction of materials, computed or measured over an area which is fully representative of the element of construction, and specified as a total-R value, including surface film resistances and thermal bridging. [Unit: (m<sup>2</sup>.K)/W]

**Figure 1:** AS 4859.1 defines the elements to be taken into consideration when determining combined R values. Note that this is different to the declared product R value so simply providing evidence of R5 batts being installed does not meet the requirement for a combined R value.

# Importance Of Using Only Certified Installers To Complete Insulation Works In Rental Properties

## Key Differences between Energy Efficiency Council accredited and non accredited installer

- ▶ **Training and experience:** Energy Efficiency Council accredited installers must complete a rigorous training program that covers all aspects of insulation installation, including safety, installation methods, working at heights, electrical compliance and material selection. Unaccredited installers may have less training and experience, which could lead to poor installation quality and workplace safety hazards.
- ▶ **Compliance with regulations:** Energy Efficiency Council accredited insulation installers must comply with all relevant regulations, such as those governing workplace health and safety and mandatory electrical compliance requirements. Unaccredited installers may not be aware of or comply with these regulations, which could put you and your property at risk.

In addition to these key differences, Energy Efficiency Council accredited installers are also subject to ongoing quality assurance requirements, which helps to ensure that they maintain a high standard of work. If you are considering having insulation installed, it is important to choose an Energy Efficiency Council accredited installer to ensure that you receive a quality installation that is safe and meets all relevant regulations.

## Additional details about the Energy Efficiency Council accreditation process:

- ▶ To become accredited, installers must complete a training program that covers all aspects of insulation installation, including safety, electrical compliance and working safely at heights, installation methods, and material selection.
- ▶ Installers must also pass a written exam and demonstrate their skills in a practical assessment.
- ▶ Installers are only fully certified once their work has been verified by the EEC's independent assessment panel who comprise of Cert IV Assessors with extensive industry experience.
- ▶ Energy Efficiency Council accredited installers must also maintain their accreditation by completing ongoing training and assessments.

The EEC accreditation program is designed to ensure that insulation installers have the knowledge, skills, and experience necessary to install insulation safely and correctly. By choosing an EEC accredited installer, you can be confident that your insulation will be installed to the highest standards.



### Choosing An Accredited Insulation Installer:

- ▶ Check for Energy Efficiency Council accreditation on the EEC Website.
- ▶ Ask for evidence of provisional certification for all installers who will be on site working under the supervision of the lead certified installer.



## Risks To Landlords When Using Unaccredited Insulation Installers:

- ▶ **Safety of Tenants:** Unaccredited installers are not properly trained or experienced in installing insulation, which could lead to safety hazards for tenants. For example, if the insulation installation or electrical compliance is not done correctly, it could create a fire hazard.
- ▶ **Property Damage:** If the insulation is not installed correctly and electrical compliance has not been adhered to, this could lead to fire and loss of the property.
- ▶ **Voiding Insurance:** If the insulation or electrical compliance is not completed correctly, and there is a fire or other damage as a result of a landlord not engaging suitably trained persons for the work, the landlord's insurance claim could be denied. This could leave the landlord responsible for the cost of repairs.
- ▶ **Fines For Non-compliance With Tenancy Regulations:** In the ACT there are regulations that landlords must comply with when it comes to insulation. For example, the insulation needs to be a certain R-value or it may need to be installed in a certain way. If the landlord uses an unaccredited installer and the insulation is not installed correctly, the landlord could be in violation of these regulations. Government audits are carried out to ensure compliance.
- ▶ **Financial Implications For Non Compliance:** Landlords that have properties that do not comply with the legislation as a result of using a non accredited installer face the risk of tenants requesting rent reductions and/or refunds via ACAT as well as the additional cost of remedying the work through an accredited installer.

To summarise, landlords who use unaccredited insulation installers face a number of risks, including safety risks, property damage, insurance claim denial, and non-compliance with tenancy regulations. To avoid these risks, it is important for landlords to use accredited insulation installers.

For more information about Professional Certification for Insulation Installers visit

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