

FAQS

Insulation

What is included in the new insulation standards under the Residential Tenancies Act?

From 1 July 2019, ceiling and underfloor insulation will be compulsory in all rental homes where it is reasonably practicable to install. It must comply with the regulations and be safely installed.

A landlord who fails to comply with the regulations will be committing an unlawful act and may be liable for a penalty of up to \$4,000.

Due to the design or construction constraints of some property types, they are considered compliant because they are exempt due to the construction or design type where it is not possible to install insulation.

What is the Insulation statement?

Under the regulations, a separately signed insulation statement must be included in all new tenancy agreements. Landlords must disclose whether there is insulation in the rental home, where it is, what type and what condition it is in, so tenants can make an informed decision. A landlord who does not make a complete insulation statement or includes anything they know to be false or misleading is committing an unlawful act and may be liable for a penalty of up to \$500.

Are all OCHT properties compliant with these regulations?

On 1 July 98.5% of OCHT managed properties are compliant with the new regulations.

Are all OCHT properties now insulated?

No. The regulations state that a property is compliant if insulation cannot be installed due to design or construction constraints.

What is OCHT doing to address the non-compliant properties?

Both OCHT and CCC have worked at pace on the insulation programme and we are disappointed that CCC were not able to meet the 1 July deadline. However, there were a range of reasons. In some cases, this was due to contractor delays and in other cases we were not able to reach agreement with the tenant for access to complete the work in time. CCC anticipate ensuring all properties are compliant by the end of July.

Is OCHT doing anything about those properties that cannot be insulated?

It is not ideal to have uninsulated properties. CCC are exploring other approaches to insulation where standard approaches are not possible due to the building design or construction.

Do those homes that have been insulated meet the standards?

Yes they do. Many properties have received an installation that is above the current required standards and will also meet the Healthy Homes guidelines.

Have tenants received their insulation statement?

Since OCHT took over management of the social housing properties we have provided tenants with insulation statements. In the interests of ensuring our tenants have accurate information we will send you a letter by the end of July about insulation standards and specific insulation in your property.

What should tenants do if they have questions about the insulation?

As always, we encourage tenants to talk to their tenancy manager in the first instance. You can call them on 0800 624 456