

Certified



Corporation

This company meets high standards of social and environmental impact.

the **SOCIALDECK**

Focus group 2 summary report: Complex buildings

Pathway to Electrification Integrated Energy Plan

31 August



This artwork was designed and produced by Gubbi Gubbi and Githabul artist, Shauna Hill for The Social Deck.

Acknowledgement of Country

This report was compiled on the unceded lands of First Nations peoples. The Social Deck acknowledges the traditional custodians who have lived on and cared for Country for thousands of generations, and recognises their continuing connection to land, waters and community. We pay our respects to them and their cultures, and to Elders past and present.

Commented [BM1]: See comment on webinar doc

Contents

Acknowledgement of Country	2
Event overview	4
Current awareness and general concerns about the IEP	5
Current use of gas in homes	5
Awareness of the ACT's plan to electrify and/or the Integrated Energy Plan	6
Views on the ACT moving to 100% renewable energy by 2045	6
IEP Principles.....	9
IEP stages.....	11
Views on whether the 3 IEP stages are the best way to move the ACT away from fossil fuel gas 11	
IEP key focus areas.....	13
Barriers for people who live in apartments and townhouses to transition away from fossil fuel gas.....	13
Ways to support people living in apartments and townhouses to prepare their buildings to be electrified	15
Ways body corporates/strata managers and/or executive committees can help to get complex buildings ready to transition	18

Event overview

Date:	17 August 2023
Time:	6:30pm – 8:30pm AEDT
Location:	Online (Teams)
Type of event:	Focus group
Purpose of event:	This focus group provided information, in a focussed setting, about the Integrated Energy Plan (IEP). Focus group participants were asked for feedback on particular areas of the IEP Position Paper that will impact complex buildings. The focus group format allowed facilitated discussion and interaction between participants, with data captured through verbal discussion and using the chat function in Teams. A discussion guide was used to ask focus group participants about: • their current awareness and general concerns about the IEP • the IEP principles, stages and key focus areas • the IEP key focus areas, with a particular focus on the challenges and opportunities associated with electrifying complex buildings • other ideas, thoughts and concerns about the IEP.
Social Deck presenter:	Steven Speldewinde, Director Digital and Innovation
Participant/s:	Focus group participants were recruited through a panel. 10 Registrations 10 participants living in complex buildings, including: • 6 homeowners (5 apartments and 1 house) • 3 renters • 1 person who lives in community or social housing

Current awareness and general concerns about the IEP

Current use of gas in homes

Focus group participants were asked how they currently use gas in their homes. **About 50% of participants reported using electricity and 50% reported using gas.**

A summary of individual participant responses is provided below.

Participant 1

- Lives in an electrified apartment.

Commented [BM2]: Where is this electrified apartment and can we use for a case study?

Participant 2

- Lives in an apartment and uses gas for hot water and heating.
- Apartment complex explored electric options, but structural limitations prevent viable transition.
- Proposed solutions involve structural changes and costly upgrades.
- Suggested solutions involve solar panel-enclosed balconies.

Participant 3

- Lives in a small block of electrified units.

Participant 4

- Lives in a townhouse with gas heating, cooking, and hot water.
- Gas heating is the most significant contributor to their energy usage.

Participant 5

- Lives in an apartment with gas heating, cooking, and hot water.
- Gas heating is the most significant contributor to their energy usage.

Participant 6

- Lives in an apartment and uses gas for most things.

Participant 7

- Lives in a townhouse that is connected to gas but fully electrified when they renovated.
- Was able to do so without the consensus of other owners.

Participant 8

- Lives in an electrified apartment.



- Has a strong preference for gas cooking and will actively seek it out in their next home.

Participant 9

- Lives in an apartment and uses gas for hot water and heating only.
- Solar panels have been installed in common areas, but there is limited rooftop space/capacity, so the benefits are reduced.

Participant 10

- Lives in government housing connected to gas.

Awareness of the ACT's plan to electrify and/or the Integrated Energy Plan

While there were mixed levels of awareness about the ACT's plans to electrify, most participants reported that they had heard about them in broad terms. Specifically:

- some participants had heard about it in the context of electric vehicle promotion.
- one participant had become aware of the plans through their research to electrify their home.
- another participant was aware of the plans because they had taken advantage of an interest free loan.
- some participants had heard about the plans through personal contacts and in the media.
- others couldn't recall where they had heard about the plans, but they had some awareness.

Views on the ACT moving to 100% renewable energy by 2045

Overall, focus group participants were very supportive of the ACT Government's plans to move to 100% renewable energy by 2045, particularly for the environmental benefits. Participants raised concerns about costs implications and equity issues, as well as structural and administrative issues associated with complex buildings.

Benefits

Participants strongly emphasised the urgent need to transition away from fossil fuels, and highlighted the environmental benefits associated with the transition to 100% renewable energy by 2045. Participants also agreed that the ACT has a significant opportunity to lead by example by taking strong action on climate change and encouraging other to make similar transitions.

'Some of the benefits I could see is obviously cleaner air due to the fact we got a lot of cars driving around at the moment with petrol.'

'The evidence for climate change is not just theoretical. Now you just have to look out the window, look on the news. -We have to peel the band-aid off, and the question is how quickly we peel the band-aid off. The ACT is probably one of the cities in the world that is positioned to just get on with it. It's a luxury a lot of other places don't have.'

'We just have to start somewhere. We can't leave it forever. Like our planet is not going to survive. We can't keep going the way we're going, and I feel I've got to do something, I've got three grown up children and a four year old foster son. I wonder how they ever going to be able to afford a house or afford a, you know, a home. I'm not sure they ever will. And I think about their future. But then I also think, well, they've got to have a planet to live on too. And they've got to have a planet for their children and their grandchildren. So, let's just start.'

Concerns

Participants reported several concerns associated with the transition, particularly in relation to complex buildings.

- **The technical challenges for complex buildings:** Participants discussed the structural challenges faced by apartment complexes transitioning to electric solutions. These challenges were attributed to the limitations of existing infrastructure and the complexities of retrofitting.

'I live in an apartment and have gas hot water. The complex has been looking at going electric but it's not viable at this stage because structurally speaking we can't.'

'Apartment complexes are going to have structural issues. What's the government going to do to address that? I live in a reasonably new complex, but it's not structurally geared for all electric, and there's another complex across the road from us that's even older still, that even less geared up for a conversion to all electric.'

- **The administrative challenges for complex buildings, including the need for unanimous approval for changes:** A significant concern was the lack of practical solutions for apartment complexes due to the requirement for unanimous owner approval for changes. This approval process was seen as a potential roadblock to quick and effective transitions.
- **Complex challenges and mechanisms:** Participants emphasised the need for mechanisms tailored to address the unique challenges faced by apartment complexes during the transition to renewable energy. They called for solutions that acknowledge the practical limitations of these settings.

'I know there are no interest loans for single dwellings, but the mechanisms that they have in place don't apply at all to apartment complexes. And when I did make initial inquiries, he

told me we have to get the approval of all the owners and the complex. And I said well, some of these owners live overseas or won't be interested so it's really hard.'

- **Financial burden and affordability, including of EV's:** Some participants expressed concerns about the financial burden associated with electrification, particularly for people on low incomes. Affordability, especially for retirees and younger generations, was highlighted as a key issue.

'I think ~~it's~~ it needs to happen and will happen, but while electric cars are so expensive, there's no way that I can buy it on a pension. I'm barely coping now just buying food and paying my bills and along with everybody else. I don't know what people like myself on low income will do.'

'It's not reasonable to put excessive hardship on retirees to bear the cost. Other people can do the heavy lifting you guys have paid your dues.'

'It's not only pensioners. From my perspective I have two teenagers. They are 14 now and will be buying their first car in the next 3 – 4 years. When they are doing that I cannot ask them to go and buy a \$60,000 - \$70,000 car.'

- **Upfront costs for switching appliances:** Concerns were raised about high upfront costs involved in switching from gas appliances to electric alternatives. This concern extended to the expenses associated with retrofitting complex building for the transition.

'The biggest obstacle we face is the potential cost. We would love to go electric, but the question is how we can manage such a big cost. It's going to cost me \$6,000 - \$7,000 to convert my heating and probably another \$3,000 - \$4000 to convert the gas cooktop.'

'We have a plumber quote to invert all the water pipes and that is going to cost \$250,000 so the tanks can be stored in the basement. That's just a little bit much.'

- **The costs of the transition:** A small number of participants raised concerns about the overall costs of the transition and network upgrades.

'I am supportive, but it is just going to cost everyone more and more money.'

- **Government preparedness and support:** Doubts were raised about the government's level of preparedness and commitment to providing the necessary support and assistance during the transition. Participants sought reassurance about the feasibility and effectiveness of government initiatives.

'I don't mind transitioning, but I would like to see the government do a little bit more than just make the decree to say we're going electric. Not everybody's a rich public servant, you

know, some are retired, some have got children up and coming. What are some of the mechanisms that the government could put into place to help with this transition period, you know? And with all due respect, just say there's going to be collateral damage. I don't think that's good enough.'

- **The transition takes away personal choice:** One participant reported that while they are broadly supportive of the transition, they will actively avoid a new home without a gas cooktop.

'I have an apartment interstate that has gas and there's nothing I love more than a gas cook top and I miss it desperately. I would absolutely not move to a suburb without gas because I want a gas cooktop.'

- **The environmental benefits and economics viability of EV's currently don't stack up:** One participant question to viability of electric vehicles, given the resources and energy required to make them.

'The petrol car is already built, so I may as well just keep using that.'

IEP Principles

There was broad agreement among the group that **Principle 3 – Prioritise a fair and equitable transition** should be a main principle to guide the transition. Participants also emphasised that **Principle 2 – Providing a clear and implementable pathway, particularly for those in complex buildings**, will be crucial to a successful transition.

'Probably number 2 is where I would prioritise. At the moment there's no direction for how we're going to get there. I'm not prepared and I'm sure others in unit blocks are not prepared. So, if the government turns around and says, well, we all need this by 2030 I can tell you now seven years is not enough time for me to make money because I'm a low income earner. And I'm sure a lot of other people would be in the exact same situation. So yeah, without a plan, everybody has to cough up \$20,000.'

'I'll leave town to where it's cheaper. I'll go somewhere that's happy not to go so green so fast. It's more just about having guidance, because if I don't know, how am I supposed to plan my like or make purchase choices around that?'

'Going first isn't always good. The time is ticking away and there aren't solutions and I think people who live in apartments are going to really bear the brunt of a lot of these problems.'

Commented [BM3]: Life?

Participants raised some other concerns and ideas during the discussion about the principles.

- Concerns were raised that the right technology, particularly affordable batteries, currently isn't available to help the ACT make a successful transition. This includes options for recycling technology.

'Battery technology is not there yet. You can't yet store enough energy from solar. My ex-husband has a solar energy business and it's the most common question he is asked by customers about batteries and storage.'

'The disposal of batteries is another issue. The technology is not there yet to balance both of them.'

'I agree it's important getting the technology right first. We don't want another NBN situation where the thing that gets rolled out is not fit for purpose and has a lot of additional cost to get it up to spec. So that that definitely should be high on the agenda.'

- Some participants discussed that the technology is catching up very quickly and by the time today's renewable infrastructure comes to end-of-life, the recycling technology will have caught up. On this basis, participants emphasised the importance of the ACT Government to progressing its plans.

'I don't think we should be very worried about battery recycling today to cope up with or to catch up with the targets for tomorrow.'

'Current battery recycling tech can recover about 95% of the material if I've read correctly, so batteries are an area where we don't need to worry too much about ending up with wastage.'

- Other participants emphasised that energy is a public right like education and health, and the ACT should use its collective power to 'get it done' for the collective good.

'It's just a cost we have to bear collectively, this is a collective good. We all need to do it. That's what our tax money is for. We we're happy to pay for hospitals. We're happy to pay for roads. This is one of those things that the government's empowered to do and if it if it takes a little bit extra levying of tax then that's what it's there for.'

IEP stages

Views on whether the 3 IEP stages are the best way to move the ACT away from fossil fuel gas

Overall, participants supported a staged approach to the transition, but also emphasised several key considerations.

‘A staged approach must be the answer because we can't all just flick our fingers and change it tomorrow, right? But I also think it doesn't matter where you fall in terms of your income this is going to affect everybody in ways I don't think most of us even begin to understand.’

- **Provide clear but specific communication and education for different audiences:**

Participants emphasised the need for clear communication and education about the transition, regardless of what approach is taken. They expressed that the government should provide detailed information to help people understand the implications of the transition for individuals across different income brackets and audience groups.

‘Sometimes the government makes broad statements, but we need to break it down a little bit more. Like, what does this mean for me? What does this mean for me in this income bracket? What do I have to do? How does this affect me like we need to sort of break it down into easier to understand chunks that are more relevant to individuals.’

- **Concerns about timing and innovation:** Participants raised concerns about the pace of the transition and its alignment with rapidly evolving technological innovations. They also pointed out the risk of falling behind in the transition due to a slow-paced approach, especially as technology advances in the renewable energy sector.

‘The renewables sphere is innovating at such an unbelievable rate. Are we going to get there first and everyone else who held off a little bit, they're miles ahead because they held off.’

- **Skilled workforce and specialisations:** There was consensus about the importance of having a skilled workforce, particularly for electrifying apartment complexes and undertaking specialised tasks like installing ducted air conditioning. Participants highlighted the need for specialised tradespeople who can ensure high-quality work and suggested that the government should coordinate with relevant departments to ensure a smooth transition.

‘Stage two is where they're introducing the requirements for a phase out of gas appliances. That's a real pinch point and we've got a big concern there that there could be

profiteering like because the question is, do we have enough electricians and qualified fitters to come and do all the work?’

‘If we don't have a plan to actually get the skilled labour force do have to make do with what we've got? We can't just turn it into a profiteering exercise. Because of the excess demand. it's important they actually check to make sure the workforce numbers are there.’

‘I would also like to go down a little bit further and ask that the government should give some consideration also to the specialisations that are going to be required, because it would be nice that say if I have a place with ducted air conditioning that I can refer to this particular list of tradies who will specialise in that and know that they'll get it done rather than a trader who says...Oh, I put my hand up but I don't really know how and do a botched job.’

- **Regulations for new developments:** Participants discussed the need for regulations to prevent new gas connections in upcoming developments. They recommended that new buildings should be required to have electric alternatives in place, such as solar panels on the roof, to avoid future retrofitting challenges.
- **Concerns about transition costs:** The cost of transitioning was a significant concern. Participants questioned who would bear the costs of retrofitting and switching to electric alternatives, such as increased council rates or levies. The affordability of these changes for low-income individuals and those living in community housing was emphasised.

‘They haven't thought it through with apartment complexes and they're building apartment complexes at a great rate of knots. I see a whole heap going up around civic and in the various suburbs as well. There's going to be a point where there's more apartment dwellers than there are single house dwellers, and they're all on gas. People are going to be put off by the fact that they're going to be faced with a lot of special levies compliance deadline prices.’

‘The costs are significant for those who are very, very rich, so those who are on low incomes, who live in apartment complexes don't have that kind of money for levies, should the building decide to do that (transition).’

- **Government's role in ensuring equity:** Participants urged the government to consider the implications of the transition on vulnerable groups, including low-income individuals and those living in community housing. They stressed the importance of ensuring that the transition is equitable and doesn't disproportionately burden certain segments of the population.

‘I live in a community housing have a gas heater and hot water. Do I need to be concerned about something because its government operated? I have been assured I can stay here as

long as I want but if these kinds of changes are going to happen that is something I need to be aware of.'

- **Coordinated approach and accountability:** Participants highlighted the need for a coordinated approach across different government departments to ensure effective implementation. They expressed concerns about accountability, urging the government to take responsibility for the transition and address potential challenges that may arise during the process.

It's needs to be a very coordinated approach really. You can't just point to one team and say it's their responsibility. I've approached that one team and they said at various points it's not their business, it belongs to a different part of the department, not our business. I'm really not impressed, sorry.'

IEP key focus areas

Barriers for people who live in apartments and townhouses to transition away from fossil fuel gas

Focus group participants reported several barriers for people who live in apartments and townhouses to transition away from fossil fuel gas.

- **Cost challenges:** Participants highlighted the significant financial barriers associated with transitioning to renewable energy sources such as solar panels and batteries.

'My main concern is cost and because it's such a huge issue I tend to turn off. I'm still passionate about renewables but my tendency is to just not get involved.'

- **Neighbourhood impact:** Neighbour-related concerns emerged, including potential disruptions and displacements caused by installation work and changes to property structures.

'Our body corporate is looking at installing solar now and cost is obviously the main barrier, but other barriers could be neighbours and the disruption to them. I'm not professional in this field but depending on the type of work involved, it might displace people while the gas is disconnected.'

- **Negotiating complex consensus:** The need for consensus among apartment complex residents and owners was emphasised as a significant barrier to making the transition, due to lengthy approval processes.

When I installed solar panels on my property, I was the first one to do it and I encountered difficulties with the body corporate. The solar provider just told me to do it without

consensus because it's against the law to stop me, but I was worried about my insurance if I did that. Anyway, it took a long time to get approval.'

- **Insurance concerns:** Participants raised concerns about insurance coverage, with participants noting that some insurance companies may void policies if solar panels are installed, increasing uncertainty for residents.

'Our buildings insurance covers the roof, but not anything that is attached, such as solar panels. Basically, everything that's on top is considered an attachment/addition so insurance doesn't cover it.'

'Our insurance company informed us that if we installed solar on our apartment building, we would void our insurance. So, I think that's another aspect that the ACT government will need to start to dabble in as well because if they want a consumer-led transition.'

- **Legislative and planning challenges:** Participants pointed out that legislative and planning changes are necessary to accommodate the transition to renewable energy sources, including addressing issues related to insurance, electricity tariffs, and property regulations.

'The government needs to think a little wider than just converting gas to electric. It's all to do with the legislation around planning, electricity, insurance. It's basically everything that affects the running of a household, they haven't bothered to amend any of that to support the transition.'

'You're asking for a consumer-led transition, but every step of the way, there's no support, there's legislation against it, there's penalties against it. The financial cost is one thing, but when you've got all these other bits and pieces against it, nobody with even all the money in the world could do it.'

'Permission from strata or body corporate for solar installations is required for townhouses, which makes it difficult. Insurance coverage for solar panels and roof leaks is a concern. Financially, the cost of solar panels and batteries, along with changes in electricity tariffs, impact the decision to transition.'

- **Insufficient return on renewable investments:** Some participants discussed cost viability as a barrier due to declining solar feed-in tariffs and high cost of home batteries.

'Feed in tariffs seem to be reducing so the cost will now be double if I install solar. The amount of electricity I use at night will not be subsidised by energy I generate during the day because I can't store it so it's not the most cost efficient. If we want to install a battery it will probably cover a couple of hours, but the costs of batteries start at \$15,000.'

Impacts of a slower transition for people who live in apartments and townhouses

Participants reported the following impacts of a slower transition for people who live in apartments and townhouses.

- The costs savings associated with electrifying won't be realised for much longer than for those who live in houses and can transition more quickly and easily.

'We won't experience the savings for a longer time than potentially in other areas who have transitioned earlier.'

- Complex buildings are likely to bear the brunt of the transition costs due to a double impact of remaining on declining gas network for longer and the costs of electrification is going up.

'For every one less person using gas, everybody else using gas, the price goes up because maintaining they still have to maintain that infrastructure.'

'The government could provide me with a number of structural engineers because we had a quote for \$17,000 just to have a look at our complex alone, not to do any work, just to look.'

- Renters will suffer because the cost increases will be passed on from their landlords.

Ways to support people living in apartments and townhouses to prepare their buildings to be electrified

Regulatory support

- **Develop building policies to reduce roadblocks and support the transition:** Participants emphasised the need for tailored building policies to support electrification initiatives. The current governance structure creates roadblocks at every turn.

'Despite being recognised as a progressive building by our strata manager, legislative barriers prevent meaningful progress toward our transition. Addressing these obstacles through revised building policies is essential for enabling the greater good of transition in complex buildings.'

- **Develop a plan to shield renters:** Participants emphasised the need for a comprehensive government plan to protect renters from increased costs associated with electrification. There was also acknowledgment of difficulties property owners face with increasing energy costs.

'I think more than anything there has to be a plan to shield renters from the property owners passings on those transition costs.'

- **Investigate options for installing solar and community batteries on government land:**

Participants emphasised the need to look at options for using public land to install renewable technologies where it's not viable for complex buildings.

'The ACT Government needs to ask the electrical providers to create community batteries then put them on public that everybody has access to, particularly complex buildings.'

- **Develop a guarantee scheme and financial assurance for low income households:**

A guarantee scheme that assures residents, especially those with limited incomes, that their costs won't increase significantly during the transition was suggested.

'I just want to know, in really simple terms how it's going to affect me and some assurance that it's not going to cost me a lot.'

'For the financial assurance, I think a guarantee scheme should be brought in that says whatever change will happen that it is not going to cost them (low income households).'

Financial support

- **Investigate options for deferred payments:** Participants suggested implementing a system of deferred loans for complex buildings facing financial challenges. This approach draws parallels to existing government plans for deferring council rates. By offering deferred loans, the government could assist complexes in meeting ongoing financial obligations such as payments to tradespeople and gardeners. This approach would alleviate immediate financial burdens and enable complexes to effectively manage their expenses while progressing towards energy-efficient upgrades.

- **Expand interest free loans to complex buildings:** Participants expressed frustration that the financial incentives for complex builds are not equitable with houses, and suggested exploring the possibility of offering interest-free loans to body corporates.

'This would allow body corporates to access loans that align with the number of units in their complex. By doing so, the body corporate could secure the financial means for a smooth energy transition without burdening low-income residents within the complex. This approach aims to mitigate the need for special levies and financial strain, which is often what sends people over the brink.'

Communication and education support

- **Provide clear steps and responsibilities:** Clarity on the steps involved and responsibilities for both individuals and body corporates was highlighted as essential for a smooth transition.

'We need more than just a blanket statement, so some really clear steps for both individuals, owners, renters and body corporates. I think everyone needs to know what they are responsible for or what they should be responsible for in the transition.'

- **Develop support networks and mechanisms:** Suggestions included establishing support networks, providing reliable advice, and ensuring that genuine and competent installers are available for various tasks.

'Because it's consumer-led, a lot of people might rush in to making decisions and they will need advice. We're also going to let a lot more installers in to keep up, but those installers won't necessarily all be genuine and good. Our apartments need those options and supports clearly laid out.'

- **Develop and implement tailored rules for body corporates:** Participants stressed the importance of developing specific rules and policies for body corporates, considering their unique needs and challenges in the electrification process.

'Each body corporate need their own rules to manage the transition, not just a blanket rule for house and complexes, to help with the roadblocks.'

- **Develop a certified tradespeople list:** Creating a certified list of tradespeople for various tasks, such as electricians, plumbers, and solar installers, was proposed to facilitate the process for apartment complexes.

'Body corporates don't have very much luck engaging with trades because they view apartment complexes more as commercial rather than residential. So, it would be great if the government could develop a list of certified tradespeople and organisations that have been vetted when they register. Government could publish it on their website and body corporates could then use this list of people to match their skills with the jobs we need doing.'

- **Provide targeted communication and awareness:** Participants suggested using multiple communication channels, including newsletters and targeted outreach, to raise awareness and inform residents about the transition.

'Raising general awareness through media but also through body corporate newsletters.'

- **Make sure communication is accessible to all audience groups:** Targeting older and less tech-savvy residents with simple and clear information was mentioned as crucial for ensuring that everyone understands the changes. Participants also expressed frustration with

navigating redundant online information and suggested simplifying links and pathways to relevant resources.

'A lot of the information that comes from the government these days tends to be look at this website, here's the link, go find it yourself. For me that's not problem but my parents don't have the Internet and I'm forever looking stuff up for them. I just think we need to bear in mind that we need to target audiences in lots of different ways so that we get the information across to everybody.'

- **Use intermediaries to communicate about the transition:** Leveraging body corporate managers and strata committees to disseminate information and organize meetings was proposed as an effective way to engage residents. Participants also acknowledged that it can be difficult to engage everyone in their buildings, even when they actively try, participation in body corporate meetings is often very low.

'Ask them to talk about it at meetings, try and target everyone and be fair to everyone. Everyone needs a change to get as much information as they can.'

Ways body corporates/strata managers and/or executive committees can help to get complex buildings ready to transition

Participants suggested a number of ways complex building bodies can help prepare residents ready for the transition.

- **Host informal information sessions to improve personal interactions:** Participants suggested that body corporates could organise informal information nights or sessions for residents to provide personalised information, reassurances, and answer questions.
- **Host expert presentation sessions:** Making use of expert presentations during body corporate meetings could help convey accurate and reliable information about the transition and encourage resident engagement.
- **Highlight the positive impact of electrification on unit values:** Encouraging attendance by addressing concerns about unit values and potential impacts if residents fail to engage in the transition process.
- **Maximise attendance at meetings through effective design:** Creating engaging and informative sessions by addressing rumours, fears, and providing reliable facts can maximize attendance and participation.
- **Government to play key communication and leadership role:** Participants emphasised the importance of the government taking a strong role in communicating policy changes, deadlines, and the overall transition plan to residents.

- **Promote body corporate as supportive partner:** Instead of ‘dictating’ changes, body corporates should be positioned as supportive partners in facilitating the transition process together with residents.
- **Implement targeted campaigns and incentives:** Engaging a wide audience might require targeted advertising campaigns, along with highlighting incentives, deadlines, and consequences to motivate participation.
- **Use strata management companies to help negotiate changes:** Utilising strata management companies as intermediaries can help disseminate accurate information and ensure a consistent message reaches residents.
- **Install solar and batteries in common areas:** Some participants proposed installing solar panels and batteries in common areas to improve energy efficiency and generate savings for the complex.
- **Remove legislative obstacles:** Addressing legislative barriers that hinder the implementation of green initiatives, such as solar installation, was highlighted as a crucial step.

‘We’re (body corporates) here to support all of us. I think it needs to be a big campaign by the government saying very clearly this ~~this~~ is the law, this is the policy, this is what’s happening and this is the deadline and then the body corporates need to be supported with information and education to support the group to transition.’