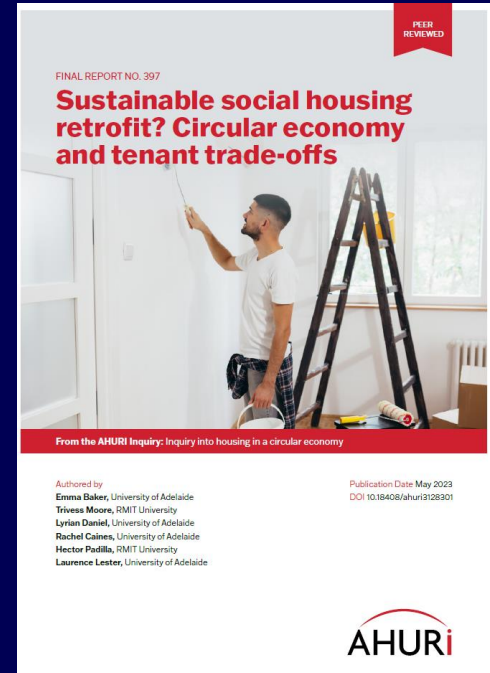


What do tenants really want?

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Context

- Rental housing stock = variable quality, condition & sustainability performance.
- Retrofit improves outcomes *but* not linked to minimum quality & condition.
- Slow introduction of minimum standards for rental housing across Australia.
- Limited understanding of tenant's priorities for quality, condition & performance.



What we did

- Discrete choice experiment survey (n=1,064) – bundles of low-high cost/impact options

HOUSING RETROFIT PACKAGES

The following exercise asks you to choose between hypothetical retrofit packages. There's no right or wrong answer, just think about what would most suit your household. Please assume that all costs will be met by your landlord or the service provider.

If presented with Option 1 or Option 2, which one would you choose?

Choice 1

Option 1	Option 2
Solar Panels	All major appliances serviced
New paint and carpet	Deep clean (e.g., washing walls, carpet, surfaces in kitchen and bathroom)
Add or upgrade ceiling insulation	Thermal block-out blinds or outdoor shading



Energy affordability



Quality and condition



Energy efficiency



What do tenants want?

✓ Solar panels, deep clean of the home, paint and carpet replacement, ceiling insulation.

X appliance servicing, tradesperson time, draft sealing.



Replacement of one major appliance with efficient option



New paint and carpet



Add or upgrade ceiling insulation



Replacement of one major appliance with efficient option



Deep clean



Thermal block-out blinds or outdoor shading



Solar panels



Deep clean



Thermal block-out blinds or outdoor shading



Implications

- Prioritise liveability & affordability over energy efficiency.
- Valued higher profile retrofits.
- Disconnect between funding schemes & what tenant's want.
- Lifting minimum quality & amenity is important...but so is retrofit.
- Multiple challenges – more housing, improve quality of existing housing, improve performance.
- Longer term holistic funding for retrofit and quality upgrades needed.
- Improve engagement with tenant's/bring them on the journey.

