

# Homeowner Preparation Checklist

From all of us at Renew, we can't thank you enough for opening your home for Sustainable House Day 2025 on Sunday 4 May. We understand how much work goes into preparing a home for public tours, and the whole team is grateful for your time, effort, and enthusiasm in sharing your space, and more importantly, your story with others.

This document is designed to help you prepare to host tours on Sunday 4 May 2025. Use it as a guide and take what you need from it.

**On the day, contact the SHD team immediately if there is cause for concern:**  
**shd@renew.org.au or 03 9631 5406**

**Sustainable  
House Day**

Presented by **renew.**

## 1. ONE WEEK BEFORE

Task	Detail	Done
Recruit a team	<p>Ask some family members or friends or volunteers from a community group or Renew Branch to help you host.</p> <p><b>Tour Guide(s):</b> Knowledgeable person to guide the group through the property safely and talk through the features</p> <ul style="list-style-type: none"><li>• could be the homeowner or builder or architect</li></ul> <p><b>Greeter / Ticket Marshall(s)</b> at check-in table:</p> <ul style="list-style-type: none"><li>• greet attendees on arrival,</li><li>• check tickets against attendee list,</li><li>• give instructions, eg where to wait for tours, hand sanitiser, shoes off, safety warnings</li><li>• hand out promotional materials</li><li>• spruik Renew &amp; Sanctuary Magazines (copies for display)</li></ul> <p><b>Assistant(s):</b></p> <ul style="list-style-type: none"><li>• stationed around the house and yard to give directions or provide security</li><li>• at the back of the tour group to keep them moving with the tour</li></ul>	
Alert your neighbours	<p>Let your neighbours (about 100m up and down your street on both sides) know about the Sustainable House Day and explain that you expect to have visitors parking on the day.</p> <p>Print and distribute copies of the Neighbour Notification from the Homeowner Dashboard.</p>	
Attendee traffic flow	<p>Plan attendee traffic flow and tour route through the site (e.g. arrive through front gate, enter via the front door, through the living room, out the back door, exit via garage)</p> <p>Identify where attendees will be greeted on arrival, and wait for tours to start.</p> <p>Identify 'points of interest' with space to allow ALL people in the tour to be able to see and hear about what is being highlighted. Provide seating if you will stop for longer than a few minutes.</p> <p>Identify private or dangerous places where attendees should not go.</p>	
Talking points	<p>Prepare your talking points. Based on your home's online profile, identify the energy efficiency and sustainability features of your home that you want to point out to visitors. See more detail in the <a href="#">"House Tour Talking Points Template"</a> in the Homeowner Dashboard.</p>	

Task	Detail	Done
	<p>Start with a short story about your home's history, key energy &amp; sustainability choices or changes you have made, your motivation for doing so, what value they have added to your lifestyle or budget.</p> <p>Write down dot points to talk about in each 'point of interest' stopping place along your tour route.</p> <p>Note any instructions that you need to tell attendees before the tour starts, e.g. emergency meeting place, shoes, bags, hazards.</p> <p>You may wish to include an acknowledgement of country.</p> <p>Keep your talking points short to allow plenty of time for questions.</p> <p>Have a clear ending for your tour, e.g. "Thank you for coming today. Please make your way out via the gate you came in."</p> <p>Practice your tour and talking points: aim to take around 45 minutes including time for questions. Allow another 15 minutes at the end for further discussion.</p>	
Data and detail	<p>Some attendees will ask for data and details. If you have specifications for products or data about energy production/consumption, energy efficiency ratings, etc, consider noting these details in your talking points or printing graphs or screenshots or having before-and-after energy bills handy, house plans on display, etc.</p> <p>You could write a one-page summary of your home's features and have printed copies for attendees to take away, or refer them to your home's online profile.</p>	
Unticketed visitors and tricky questions	<p>Read the resource on the Homeowner Dashboard about how to deal with unticketed visitors and tricky questions so you are prepared to handle them.</p>	
Emergency response meeting area	<p>Decide on an emergency response meeting area.</p> <p>Print and display a "Meet here" sign.</p>	
Footwear, bags, hygiene	<p>Decide on policies for:</p> <ul style="list-style-type: none"> <li>• footwear (e.g. shoes off inside, identify a place to leave them, provide a seat)</li> <li>• bags and coats (e.g. leave them at the entry)</li> <li>• hand sanitiser (purchase some for the check-in table)</li> <li>• access to drinking water</li> <li>• photography</li> <li>• use of toilets.</li> </ul> <p>Print and display signs as required.</p>	
First Aid Kit	<p>Ensure you have a basic First Aid Kit available at your home during the tours (e.g. at the check-in table or emergency meeting place)</p>	
Refreshments	<p>You are not expected to, but might like to provide refreshments like water or individually wrapped mints. Avoid food with allergens. No alcohol.</p>	
Pets and children	<p>Decide what you will do with pets and children on the day.</p> <p>You may think your dog is friendly or your cat is adorable, but visitors may be anxious, allergic, or not like slobbering or jumping animals.</p> <p>Older children might be helpful in hosting tours, but younger children might not like visitors or may distract you.</p>	

Task	Detail	Done
Open the parcel from Renew	<p>Open your SHD parcel sent from the team at Renew and read the cover letter inside. This parcel contains important printed materials that are to be displayed at your home and handed out to visitors on the day including;</p> <ul style="list-style-type: none"> <li>• A4 magazine sign – to promote magazine subscriptions</li> <li>• One copy each of Renew and Sanctuary magazines – for display on 4 May and for you to keep afterwards</li> <li>• Sustainable House Day A5 booklets – to hand out to visitors (1 per family)</li> <li>• Two A3 Welcome signs – place at your front door/gate or wherever is most visible</li> <li>• Printed sponsor flyers – some homes may receive additional materials from our sponsors depending on your state</li> </ul> <p>Victorian homes will receive an additional parcel containing materials from our sponsor Solar Victoria.</p>	
Print signage	Download and print additional signage from the homeowner dashboard as you need, e.g. “No parking”, “No entry”, “shoes off” etc.	
Partner support	<p>Liaise with any community group volunteers or Council staff or Renew Branch members or Australian Electric Vehicle Association volunteers that you are collaborating with to finalise arrangements, e.g.</p> <ul style="list-style-type: none"> <li>• what their roles are</li> <li>• your address</li> <li>• everyone’s phone numbers</li> <li>• arrival and departure times and tour times</li> <li>• what materials they will bring, e.g. signage, brochures, name tags</li> <li>• any equipment or access arrangements (e.g. chairs, electricity, bathrooms, food, shelter)</li> <li>• where to park</li> </ul>	
Check-in table	Identify a table and chair(s) you can set up as a check-in table somewhere near the entrance to your home. Ensure there will be enough space for visitors to move around it. Identify a sheltered location in the event of unpleasant weather.	
Name tags	Make some name tags for your team, e.g. Jane - Owner, Sam - Security, Juno - Tour guide, Leo - Architect etc.	
Promote!	Check ticket sales for your home. If there are still tickets available, do some more promotion.	

## 2. ONE DAY BEFORE

Task	Detail	Done
Registration list	<p>Download and print a registration list of attendees to your home via the homeowner dashboard.</p> <p>Do this after midday (AEST) on Friday 2 May and your list will be up-to-date with the final registration list.</p>	
Clean and declutter	<p>Ensure all areas of your home and yard that will be open for attendees are clean, tidy, safe and accessible.</p> <p>Clear away or highlight (e.g. place a printed sign) all safety hazards, such as:</p> <ul style="list-style-type: none"> <li>• medication</li> </ul>	

Task	Detail	Done
	<ul style="list-style-type: none"> <li>• knives or tools or poisons</li> <li>• trip hazards eg uneven pavers, lumpy or loose floor rugs, chair legs</li> <li>• power cables</li> <li>• objects on the floor that obstruct passage, eg pot plants,</li> <li>• things that could fall eg brooms, stacks of books</li> <li>• tricky steps or uneven surfaces</li> </ul>	
Depersonalise	Consider removing personal items, family photos, memorabilia, art work, anything you would like to keep private.	
Secure your valuables	Secure all valuables, e.g. jewellery, laptops, fragile ornaments.	
Ensure easy access	Clear driveways, walkways and outdoor areas. If your car is not part of the tour, perhaps you could park it elsewhere to allow access.	
Check the weather	Is it forecast to rain or be really cold or windy? Will you need to make any adjustments to your tour? e.g. move everything indoors or under cover or provide spare umbrellas.	
Signage	Put up all relevant indoor signage (e.g. welcome, no entry, shoes off).	
Presentation Video	Test the presentation video (provided by Renew) on your device ie. laptop or TV to ensure it works and sound projects clearly.	
Your team	Confirm all members of your tour team and any collaborators: <ul style="list-style-type: none"> <li>• confirm they are healthy and able to participate</li> <li>• confirm their arrival and departure times and that they have your address</li> <li>• confirm they have all their materials ready to bring</li> <li>• any last-minute changes</li> </ul>	
Sustenance	Open House Day will be busy! Look after yourself and your team by preparing food and drinks the day before so that you can eat quickly in breaks between tours.	

### 3. OPEN HOUSE DAY – BEFORE FIRST TOUR

Task	Detail	Done
Weather and Fire Danger Warnings	Check for fire and weather warnings at least 2 hours before the first session. Contact the SHD team immediately if there is cause for concern. <a href="mailto:shd@renew.org.au">shd@renew.org.au</a> or 03 9631 5406	
Pets	Ensure any pets are contained in a safe area or are taken off site for the duration of the tours.	
Signage	Put up all relevant outdoor signage (welcome, parking, check in here).	

Task	Detail	Done
Meet and greet table	<p>Set up your check-in table (indoors or outdoors depending on space and weather) including printed materials;</p> <ul style="list-style-type: none"> <li>• Attendee registration list (print or load on tablet/computer)</li> <li>• Pens</li> <li>• A4 counter sign (magazines)</li> <li>• Sanctuary magazine (display only)</li> <li>• Renew magazine (display only)</li> <li>• A5 SHD booklets</li> <li>• SHD sponsor flyers</li> <li>• Hand sanitiser</li> </ul>	
Your team	Ensure your team is ready and everyone knows the flow of the day	

## 4. OPEN HOUSE – DURING SESSIONS

Task	Detail	Done
Arrival	<p>Welcome visitors as they arrive.</p> <ol style="list-style-type: none"> <li>1. Check visitor tickets and tick off names on the registration list</li> <li>2. Hand out printed materials (one per family) <ol style="list-style-type: none"> <li>a. SHD booklet</li> <li>b. SHD sponsor materials</li> </ol> </li> <li>3. Advise visitors where to wait for the tour</li> <li>4. Offer hand sanitiser</li> </ol> <p>Direct visitors to known nearby public toilets or to the <a href="#">National Public Toilet Map</a>.</p>	
Tour Begins	<p>Call visitors to begin tour</p> <p><b>Introduction and housekeeping</b></p> <ol style="list-style-type: none"> <li>1. Welcome visitors to your home and introduce yourself to the group.</li> <li>2. Read an Acknowledgement of Country. <p>“We acknowledge First Nations people as the traditional custodians of these lands, their continuing connection to land and culture, and their contribution to society. We pay our respect to Elders past and present and acknowledge that Sovereignty was never ceded.”</p> </li> <li>3. Show the emergency response meeting area</li> <li>4. Give any instructions about shoes or bags or bathrooms</li> <li>5. If there are areas where photos cannot be taken, let attendees know</li> <li>6. Ask people to not separate from the group and always remain in sight of your tour guide</li> <li>7. Give any safety instructions e.g. Watch your step at (location) if applicable</li> </ol> <p><b>Presentation</b></p> <ol style="list-style-type: none"> <li>8. Play the presentation video provided by Renew</li> </ol> <p>If you do not have the ability to play the video, please read the script provided by Renew.</p> <p><b>The tour:</b></p>	

Task	Detail	Done
	<ul style="list-style-type: none"> <li>• guide attendees to your first 'point of interest'</li> <li>• wait until everyone is in the space</li> <li>• stick to your talking points</li> <li>• take questions</li> <li>• move to the next 'point of interest'</li> </ul> <p>Keep an eye on the time to ensure you cover everything you planned. Tour should be complete within 1 hour.</p> <p><b>End of tour</b></p> <ol style="list-style-type: none"> <li>1. Thank the visitors for coming</li> <li>2. Tell visitors to visit the SHD website <a href="https://sustainablehouseday.com">sustainablehouseday.com</a> to book tickets for the webinar series and find local community events through May – details are in the A5 booklets that Renew sent you to distribute to visitors.</li> <li>3. Ask them to fill in the survey that Renew will email to everyone</li> <li>4. Check for any issues / injuries</li> <li>5. Ask visitors to leave promptly so you can prepare for the next tour</li> </ol>	
Injury or Incidents	Document any injuries or incidents, gather information about the persons involved, what happened and when, and notify Renew as soon as possible.	
Refresh	<p>Take a quick break to refresh yourself.</p> <p>Prepare for the next tour. Reset anything that needs resetting.</p>	

## 5. END OF OPEN DAY

Task	Detail	Done
Pack up	<p>Pack up signage, the check-in table and any other materials.</p> <p>Important: please keep a copy of the registration list that you ticked off during the day!</p>	
Printed materials	<p>Please count and take note of how much of each of the provided materials were leftover – we want to know for future planning.</p> <p>Store or dispose of any leftover booklets/materials appropriately.</p> <p>The Renew and Sanctuary magazines are yours to keep.</p>	
Restore home	Re-lock or uncover off-limits areas and restore home layout	
Report incidents	<p>Follow up with SHD team if you have urgent feedback or any incidents to report.</p> <p><a href="mailto:shd@renew.org.au">shd@renew.org.au</a></p>	

**Celebrate – you've helped inspire your community to live more sustainably!**

## 6. AFTER THE OPEN DAY

Task	Detail	Done
Attendance List	Email <a href="mailto:shd@renew.org.au">shd@renew.org.au</a> with the subject line 'Attendance_ <i>the name of your house</i> ' and attach your marked attendance list either as a photo, or file (PDF or excel). Tell us how many brochures/flyers were leftover. Please send this by Friday 9 May 2025.	
Feedback	Share your experience and feedback in the survey sent to homeowners after SHD.	
House Profile	Check your house profile online to see if you have received any comments and answer any questions from visitors and the public.	

## Terms and Conditions

By opening your home for Renew's Sustainable House Day you agreed to these Terms and Conditions.

Visitors by purchasing tickets agreed to these [Terms and Conditions](#). This is for the benefit of all.