

Frequently Asked Questions (at 23 Apr)

Thank you for opening your home for Sustainable House Day 2025.

Please see the Homeowner Preparation Checklist and other resources in the Homeowner Dashboard for how to prepare your home. Those documents and the answers below should clarify most of the questions you might have about hosting Open House Tours.

Please contact the Renew team at shd@renew.org.au if you have further questions.

**Sustainable
House Day**

Presented by **renew.**

Question	Answer
Visitors and tickets	
Where do I find information about ticket sales and attendees for our house?	<p>While tickets are on sale, you can check sales by going to your house profile and click on the "Click here for tickets" button. This will open a Humanitix window with your tour times. Click on each tour time to see how many tickets are left for that session.</p> <p>Ticket sales will close at midday Friday 2 May AEST. After this time and before Sunday 4 May, you need to go to the Homeowner Dashboard and find "Download your attendance list". Your house title should be filled automatically. Click on "Download PDF" for a printable list and/or "Download XLS" for an editable spreadsheet. You will need this list of ticket sales to check-in attendees on Sunday 4 May.</p> <p>Renew receives attendee email addresses from Humanitix so we can provide House information for their attendance on the day, but the email addresses will not be included on attendance lists for privacy reasons. If you need to contact attendees for any reason, please do so via shd@renew.org.au.</p>
What do I do if someone arrives without a ticket?	<p>Only visitors with a valid ticket should be allowed to enter the property. Participants who enter without a valid ticket are not covered under the Event organisers public liability insurance.</p> <p>Politely turn them away:</p> <p>"Thank you for your interest, but, because of the conditions for public liability insurance, these tours are only open for people who purchased a ticket in advance and we are unable to sell you a ticket now. You might like to join the Webinar Series or find other events on the Sustainable House Day website instead."</p> <p>Offer them an SHD brochure if you have some spares.</p>
What do I do if a visitor arrives at a different time to their ticket?	<p>Everyone makes mistakes!</p> <p>If their ticket is for a later time, ask them to return for that tour.</p> <p>If they missed an earlier tour time, please try to accommodate them into the tour they have arrived for or a later one.</p>
What do I do if a visitor arrives late?	<p>Please try to accommodate them into the tour they have arrived for or a later one if applicable.</p>
Can my hosting team take photos of visitors on tours to use for my social media or Renew's	<p>Yes, you can take photos of visitors at your tours.</p> <p>You should let attendees know that you are taking photos for promotion and give them the opportunity to opt out.</p>

use for future promotion?	
What is the cost of house tour tickets?	<p>\$9.50 full price; \$6.50 concession; Children under 12 and people on a carer's card are free.</p> <p>Renew has considered a wide range of factors in setting the ticket prices for Open House Tours, including that we need to cover the costs of running the nation-wide event (such as staff time and providing public liability insurance) and that people are far more likely to turn up on the day if they have paid for their ticket. We acknowledge that this means some houses may have fewer visitors than in previous years. Visitor numbers also fluctuate for many reasons that are beyond our control.</p>
Will there be enough tickets sold to be worth all the work we have put in?	<p>We greatly appreciate that Homeowners put in a substantial effort to participate in the Sustainable House Day program – there would not be a program without you!</p> <p>The Renew team is promoting the program and Open House Tours as widely as we can through newsletters, social media, broadcast media and all our Partners.</p> <p>We cannot guarantee that all homes will sell out or even sell “enough” tickets, but the more we can all do to promote the event, the better the result will be. We know from previous years that there is usually a rush of ticket purchases in the last few days as people commit to attending.</p> <p>Please do all you can to promote your own home. This could include social media, local radio or newspapers, asking community organisations to include it in their newsletters or websites, putting up posters at local shops or schools or libraries. Find promotional resources in the Homeowner Dashboard.</p> <p>Follow Renew's social media to “like” and share our posts. Remember to add the link to your home's profile page so people can find tickets.</p> <p>instagram.com/sustainablehouseday facebook.com/sustainablehouseday linkedin.com/company/renew-org-au</p>

Cancellation and Force Majeure

What should I do if there is a severe weather warning in my area on Sunday 4 May?	In the case of Severe Weather Warnings, the homeowner will decide if the event should be cancelled and will notify Renew in writing (email) as soon as possible: shd@renew.org.au
What happens if there is a natural disaster, public health emergency or extreme weather conditions?	Renew reserves the right to cancel or modify the event in case of unforeseen circumstances, including but not limited to natural disasters, public health emergencies, or extreme weather conditions. In this case, Renew will contact all affected homeowners in writing (email) as soon as possible. Affected visitors who have purchased tickets will also be contacted by Renew in writing (email) as soon as possible.
What should I do if I am sick or injured or have a personal emergency and need to cancel the tours?	<p>We understand that life happens, but hate to disappoint people who have purchased tickets. Please make reasonable attempts to have someone else host your tours.</p> <p>If this is not possible and you need to cancel, you must notify Renew in writing (email) as soon as possible: shd@renew.org.au. Renew will notify affected visitors.</p>

Insurance, injuries and incidents

Does Renew provide public liability insurance that will cover any injuries to visitors?	<p>Yes, for visitors with valid tickets.</p> <p>The terms and conditions that you agreed to when applying to feature your home for Sustainable House Day includes Renew providing Public Liability Insurance for visitors to your property registered to attend a tour on Open House Day.</p> <p>Your home must be covered by your own insurance for the building and contents.</p> <p>Visitors must have valid tickets, otherwise the Homeowner risks the public liability insurance being voided. Renew requires that you politely turn away any person arriving without a valid ticket.</p> <p>Renew also recommends that Homeowners take all reasonable measures to ensure the safety of attendees. See the Homeowner Preparation Checklist in the Dashboard for how to prepare your home for tours.</p>
What should I do if a visitor is injured during a tour?	<p>Apply the DRSABCD Action Plan:</p> <ul style="list-style-type: none">• Clear the danger including marshalling all other attendees into your Emergency Meeting Place;• Provide first aid to the affected person(s) and call an ambulance if appropriate. <p>Record as much detail as you can about the incident, including:</p> <ul style="list-style-type: none">• the full names and contact details (email and phone number) of all persons affected;• a description of what happened and what action was taken;• take photos of the injuries (if you can) and where they occurred on your property. <p>Provide all this information to Renew as soon as possible. Renew will initiate an insurance claim if appropriate.</p>

Support and collaboration with Partner organisations

Does Renew provide helpers for Open House Tours?	<p>Renew Branches around the country are run by volunteers and their capacity to participate in Sustainable House Day varies. The SHD Engagement Coordinator liaises with all the Branch Coordinators to provide promotional materials and lists of houses in Branch areas. It is then up to the Branch Coordinators to connect with selected Homeowners about collaboration.</p> <p>Renew would love to have a member at every house, but there are so many houses in the SHD program that we cannot support them all. So we recommend that Homeowners gather their own team of helpers from family, friends, neighbours, work colleagues, your architect/builder or local community groups.</p> <p>If you need help, please contact us at shd@renew.org.au as early as possible and we will try to put you in contact with a local group if we have one in our contact list.</p>
What are the collaboration opportunities?	<p>Renew invites a wide range of organisations related to home energy efficiency and sustainable living to partner with us for the Sustainable House Day program. These organisations include our official Sponsors, Council Partners and non-profit community groups, peak bodies, research institutions and many others across the country.</p> <p>As widely as these organisations vary, so too does their participation in the SHD program. Some host events, some support Open House Tours, some present in our webinar series, and many others help to promote the program.</p> <p>The SHD Engagement Coordinator matches up organisations offering specific collaboration opportunities with relevant Homeowners who indicated on their application that they were open</p>

	<p>to partner collaboration. It is then up to the homeowner and the partner organisation to make specific arrangements. Renew strives to protect Homeowner privacy throughout this process.</p> <p>A particular collaboration for 2025 is the matching up of volunteers from the Australian Electric Vehicle Association with Homeowners for Open House Day.</p> <p>If you do not receive an offer from Renew to match you for a collaboration opportunity, it means there are no suitable opportunities in your area. If you are contacted by an organisation about SHD collaboration and are not certain about the validity, please contact shd@renew.org.au.</p>
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