

Core holes, with a diameter of 150mm, are drilled into an external wall to allow hot air to escape. An external cover is installed to prevent anything from entering your apartment.

Our promise to you:

When we visit you, we will always:

- ✓ Respect you and your home
- ✓ Show you our ID
- ✓ Clean up after each visit
- ✓ Keep you informed



Have a question?

- ☎ 1800 519 721 or
- ✉ HighRiseCooling@homes.vic.gov.au

When you call or email us, a member of our team will get back to you.

- i** There's support available to help with your energy bills. Find out about energy concessions at services.dffh.vic.gov.au/energy
- 💡** You can also discover benefits and tips for cooling your home by visiting sustainability.vic.gov.au and searching 'Cool your home'.



High Rise Cooling Program

Get your free air conditioner



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What is the High Rise Cooling Program?

We're installing free air conditioning to keep you cooler and more comfortable during hot weather.

The unit and installation are free and optional, and you won't need to leave your home while it's being installed.

The new air conditioners are:

- ✓ Energy-efficient
- ✓ Quiet
- ✓ Easy to operate with a remote.
- ✓ Able to be moved between rooms *(if there is a core hole to allow hot air to be moved outside)*

It's estimated to **cost around \$1.20 a day** to run the air conditioning in hot weather, based on average **use of 4 hours a day** and electricity rates at the time of testing.

If you want an air conditioner

1. Schedule an appointment

Once you receive a letter, let us know you would like an air conditioner by:

- Speaking with us at a showcase
- Email: HighRiseCooling@homes.vic.gov.au
- Phone: 1800 519 721

2. Pre-work inspection

Our team will meet you in your home. We will inspect the area where we'll install your new air conditioner, and explain the installation process.

3. Drilling core holes – not all homes

If you don't already have core holes, we will have to drill a hole in the wall for your new air conditioner.

You can choose whether you want one or two holes in your apartment so you can move your air conditioner.

When we finish we will leave your home tidy and the hole will be covered.

4. Air conditioning installation

Our team will install the unit, show you how it works and give you a short guide on how to get the most out of it.

You will not need to leave your home during this process.

5. Final check

We will make sure the new system is working properly and answer any questions you may have. We will conduct a follow-up survey to hear your official feedback

