

Technical Bulletin – 31/07/2017

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Cancellation Amnesty

With the publication of historical EPC data in England & Wales by DCLG, it has become clear that Energy Assessors may not be cancelling defective or incorrect reports and leaving them on the Register.

We have recently received data from Landmark that up to 23,000 properties could have multiple incorrect EPCs lodged against them. In one instance, an Energy Assessor had lodged 7 reports for one property on the same day, with the rating varying slightly in all of them.

The QA team, in recent weeks, have cancelled well over 1,200 defective EPCs which had been replaced following auditing failures but never removed by the Energy Assessor.

There is a common misconception that lodging a new report will 'supersede' any live reports from the Register. Whilst it is true that the newer report will be the first one to be downloaded, any reports with errors will still be showing as 'Entered' on the Register and therefore, part of property history for that building, as well as being against your name as the Energy Assessor.

Obviously, there are a number of reasons why multiple EPCs may be lodged against a specific property UPRN, but this is *specifically* looking at instances where you have lodged a new report to replace one which has an issue with it. The issue could relate to an auditing failure or feedback from a client. We should note that a specific RdSAP Convention relates to this matter:

Convention 9.03 - If you lodge an EPC in error and lodge a corrected EPC, inform your accreditation scheme so that the erroneous one can be marked "not for issue".

Quidos would request that all Energy Assessors review their lodgements and, where an incorrect report has been replaced, cancel the incorrect RRN as soon as possible.

Energy Assessors **ARE NOT CHARGED** for cancelling reports.

Use of Quidos ID Card

Following feedback from a survey of EPC customers, we have noted that Energy Assessors might not be displaying their Quidos ID cards when inspecting a property.

We would like to direct Energy Assessors to the following passage from the Quidos Code of Conduct:

***3.5.2** Energy Assessors shall show identification [Quidos ID Card] to the person at the Property upon arrival.*

Energy Assessors are issued with an ID card when they join Quidos, or if they add additional accreditation streams to their account. **Lost your card?** No problem; just contact the QAS Accreditation Team on gas@quidos.co.uk to request a replacement card. There is currently no charge for a replacement card.

In addition, we have ordered a limited number of Quidos-branded lanyards and ID card holders. These will be available for £3+VAT on a first-come-first-served basis. Again, contact the Accreditation Team for further details.



New QA File Uploader

A number of Energy Assessors would have noted the recent changes to the QA File Uploader used for auditing submission. The new system enables Energy Assessors to label their evidence appropriately to provide a clearer view of their evidence package. Whilst many of these tags relate to domestic assessment, there are still appropriate labels for non-domestic work.

The uploader can handle batch selection as well as drag-and-drop functionality. We've also added an easier image preview in the Documents page to review all the uploaded files.

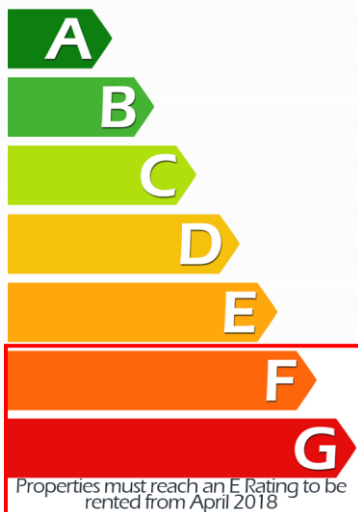
We have produced a helpful guide for using this new process, as well as a video guide available within iQ-Energy to show Energy Assessors how easy it is to use. Check them out now in [iQ-Energy](#).

Holiday Extensions for QA

With the Summer Holidays fast approaching, we have really appreciated the feedback from Energy Assessors regarding holiday notifications, in case of auditing. The QA department would be able to provide a maximum of five days extension, if necessary, to enable Energy Assessors to upload for auditing upon return. A notification about holiday will never prevent or delay an audit request being sent, however you are at risk of your accreditation being suspended if you fail to notify us of holiday and subsequently fail to upload for audit. Notifications should be sent to qa@quidos.co.uk.

We should add the iQ-Energy software will still send out reminders, even if you have notified us of the holiday; we would add any necessary extension manually.

Updated MEES Advice



Quidos have updated their advice to Energy Assessors for the provision of EPCs to rental properties to conform under the Energy Efficiency (Private Rented Properties) Regulations 2015, more commonly known as MEES.

A general overview of these requirements can be found on the Quidos website:

<http://quidos.co.uk/mees/>

The guidance reviews listed buildings, exemptions, and the upcoming PRS Exemptions Register.

Due to the complexities of MEES recommendations and paybacks for Non-Domestic assessment, our training team have worked on a 30-minute CPD module to give further details on the Regulations and their impact for NDEAs.

This module can be found by following:

<http://quidos.co.uk/product/non-domestic-minimum-energy-efficiency-standards/>

TrustMark Certification

The Energy Assessment market is highly competitive and it can be difficult for the excellent Assessors out there to stand out from the crowd.

Quidos is currently in the process of applying to become a TrustMark Scheme Operator.



TrustMark is the only Government endorsed scheme for trades in and around the home. As part of the scheme, Quidos would award registered Energy Assessors with accreditation after thorough vetting and on-site inspections to ensure the firm is raising industry standards.

This accreditation gives customers reassurance of quality and protection from rogue traders. TrustMark is the only 'find a tradesperson' scheme to cover all 3 cornerstones of quality:



Good Trading Practices



Good Customer Service



Technical Competence

Registered EAs would have their details available on the TrustMark website for potential customers to search, generating additional work and income for Energy Assessors.

Interested? Just email the QAS Accreditation team on gas@quidos.co.uk with the Subject 'TrustMark'.

We will be able to contact you with further details of the application process and annual fee when our registration is ready.