

Technical Bulletin – 14th October 2019

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September RBAS lodgement figures (RdSAP)

#	P	RBAS Trigger Description	# Reports	Unique Assessors	Audits
21	1	Any occurrence of 2 or more EPC lodgements for the same UPRN within a 3 calendar month made by assessors from the same scheme	23	22	19
1	2	No main heating system present, but mains gas supply present	7	7	7
2	3	Main building age band of L	11	10	8
3	4	Heating controls of boiler energy manager	0	0	0
4	5	Overridden U-Values for the main walls	9	5	5
15	6	Wall of any building part that has insulation type unknown	30	26	17
16	7	Floor of any building part that has insulation type unknown	22	11	10
17	8	Non-pitched roof or roof room of any building part has insulation type/thickness 'unknown'	48	35	25
6	9	No heating controls present, but main heating system is a gas (incl. LPG) or oil boiler	27	23	21
20	10	Any floor of any building part room height is <1.5m or >4m	34	25	23
8	11	Mechanical ventilation present in property built prior to 2003	31	10	9
19	12	Gas/Oil/LPG boiler main heating system and hot water from electric immersion	72	46	0
11	13	Age band A (pre-1900) with cavity walls	12	8	0
12	14	No access to the main building loft	1002	215	0
13	15	No access to hot water cylinder	136	55	0
14	16	Multiple lodgements by same assessor on same property within 1 calendar month where SAP rating was F or G but is now E or above	0	0	0

Number of audits selected which had triggered multiple rules

4

TOTAL RBAS AUDITS SENT

144

Quidos Telephone Number

In order to simplify and streamline the telephone system at Quidos we have now moved all departments to one phone number.

All of the Quidos teams can now be reached on **01225 667 570**.

When you dial this number, three options will be provided, please listen to these carefully and select the option for the team you wish to speak to.

Option 1 is for accreditation/general enquiries;

Option 2 for tech support/audit;

Option 3 for accounts/finance.

To hear the options again please press the # key.

Please change any contacts you have for us in your phones.

Using the old number may cost you more.

Checking for an existing EPC

As part of the RdSAP v9.94 update to the calculation engine, DEAs will note that they are required to provide a reason for the lodgement of a new EPC. Whilst our software shows where a current valid EPC is present, Landmark validation checks whether an EPC has existed for the dwelling, including expired reports. Where there is an expired EPC, you should declare that an EPC does exist.

1. Select/Re-Select the address from the drop down.
2. For the time being ignore the automated look up on whether an EPC is present.
3. Head to the bottom of the page and change the property has existing EPC to YES.

The screenshot shows a 'Survey Details' form with the following fields and values:

- Assessment Date: 22/09/2019
- Has this EPC been completed using sampling/cloning techniques?:
- Site Notes: (empty text area)
- Related Party Disclosure: No related party
- Property has existing EPC?: Yes
- Reason for new EPC lodgement*: EPC has expired
- For information only: EPC has expired

At the bottom of the form are four buttons: Lodge Report, Property Data, Evidence, and SAP Worksheet.

4. Enter the reason for new EPC lodgement (most likely expired report if you were having issues) and press **SAVE**.
5. Then press **CALCULATE, CREATE EPC** and **LODGE**. You should then receive a successful lodgement message.

When to revisit a property

Following a request by MHCLG, the Domestic Working Group of EASOB have been asked to look at the differences between assessment date and lodgement date. During some analysis, we found that in a three month period, there were over 20 lodgements with a 300+ day difference between assessment and lodgement.

Whilst some of these were due to errors in assessment date or waiting for evidence, we found an uncomfortable number were due to a draft report being lodged following the completion of works to the dwelling.

Where improvements to a dwelling have been made, a full reassessment of the dwelling **must always be completed** each and every time. All of your evidence must match the input date of your assessment, not have some from the original assessment, and some from your revisit.

Whilst there was a previous exemption to this for Green Deal Post-Install EPCs, for the vast majority of Energy Assessors, you should always be turning up to a dwelling with the expectation of completing a fresh assessment, irrespective of the number of times you had previously attended the dwelling.

Quidos will always recommend that DEAs revisit and fully reassessment a dwelling after six months to ensure the most accurate EPC is being produced and lodged.

DBS costs down for EAW

The cost for those in England and Wales to apply for a basic DBS disclosure has dropped. The fee from the Disclosure and Barring Service is now £23.

We strongly recommend that you use an official government provider based on the nation you live in. Additionally, please always request a paper copy of your disclosure certificate:

England and Wales: DBS (£23) www.gov.uk/request-copy-criminal-record

Scotland: Disclosure Scotland (£25) mygov.scot/basic-disclosure/apply-for-basic-disclosure/

Northern Ireland: AccessNI (£18) nidirect.gov.uk/campaigns/accessni-criminal-record-checks

Using a third-party DBS provider may cost you much more, and in some cases we've seen, provide you with something that is not a proper disclosure certificate.

Landmark Downtime

Due to essential maintenance of their systems, the EPC Registers managed by Landmark will be experiencing downtime on two consecutive weeks.

Sunday 20th October

Sunday 27th October

Their systems will be down from **0700 – 1900**.

The following Registers will be affected:

Domestic	Non-Domestic
England & Wales	England & Wales
Northern Ireland	Northern Ireland

Lodgements and address look-up services will be affected.

PLEASE DO NOT LODGE ANY REPORTS TO THESE REGISTERS DURING THESE DOWNTIME PERIODS

Part L Consultation



Ministry of Housing, Communities & Local Government

MHCLG have announced its long-awaited consultation on Building Regulations changes to Part L (Conservation of Fuel & Power) and Part F (Ventilation).

These two Approved Documents are fundamentally linked as any changes to the thermal performance of a dwelling will have a direct, and usually negative, impact on a dwelling's ventilation performance. This is most commonly illustrated when adding additional wall or cavity insulation leads to the development of mould within a dwelling.

The changes to Part L will lay the foundations for a *Future Homes Standard*. The *Future Homes Standard* will set minimum environmental standards for all new housing, including a commitment to removing traditional fossil fuel heating systems from 2025 – a further consultation on this will be announced in the coming months.

Given that the Part L changes will have a direct impact on SAP and RdSAP for the next half-decade, it is in everyone's best interest to review and respond to the consultation.

<https://www.gov.uk/government/consultations/the-future-homes-standard-changes-to-part-l-and-part-f-of-the-building-regulations-for-new-dwellings>

Industry News

Norwich council estate wins architecture award

BBC News – 8th October

An eco-friendly council estate in Norwich has scooped this year's prestigious Riba Stirling Prize for architecture. The Royal Institute of British Architects gives out the award each year to the UK's best new building.

The estate, called Goldsmith Street, is made up of almost 100 ultra-low energy homes for Norwich City Council.

Goldsmith Street meets rigorous "*Passivhaus*" environmental standards, which means it "provides a high level of occupant comfort while using very little energy for heating and cooling", according to the Passivhaus Trust.



A *Passivhaus* is a building for which thermal comfort can be achieved solely by post-heating or post-cooling of the fresh air mass, which is required to achieve sufficient indoor air quality conditions – without the need for additional recirculation of air. This means that a traditional heating or cooling system is no longer essential.

Ofgem: UK's progress in cutting emissions has slowed

Energy Live New – 3rd October



The UK's efforts in reducing greenhouse gas emissions has slowed, falling by 2.5% last year.

That's according to latest figures from Ofgem, which reveals 2018 saw the smallest reduction in cutting emissions, down from a 3% fall the previous year, since 2012.

The regulator, however, notes greenhouse gas emissions have fallen by more than any other large advanced economy – a total of 42% since 1990 – due to the decarbonisation of electricity generation.

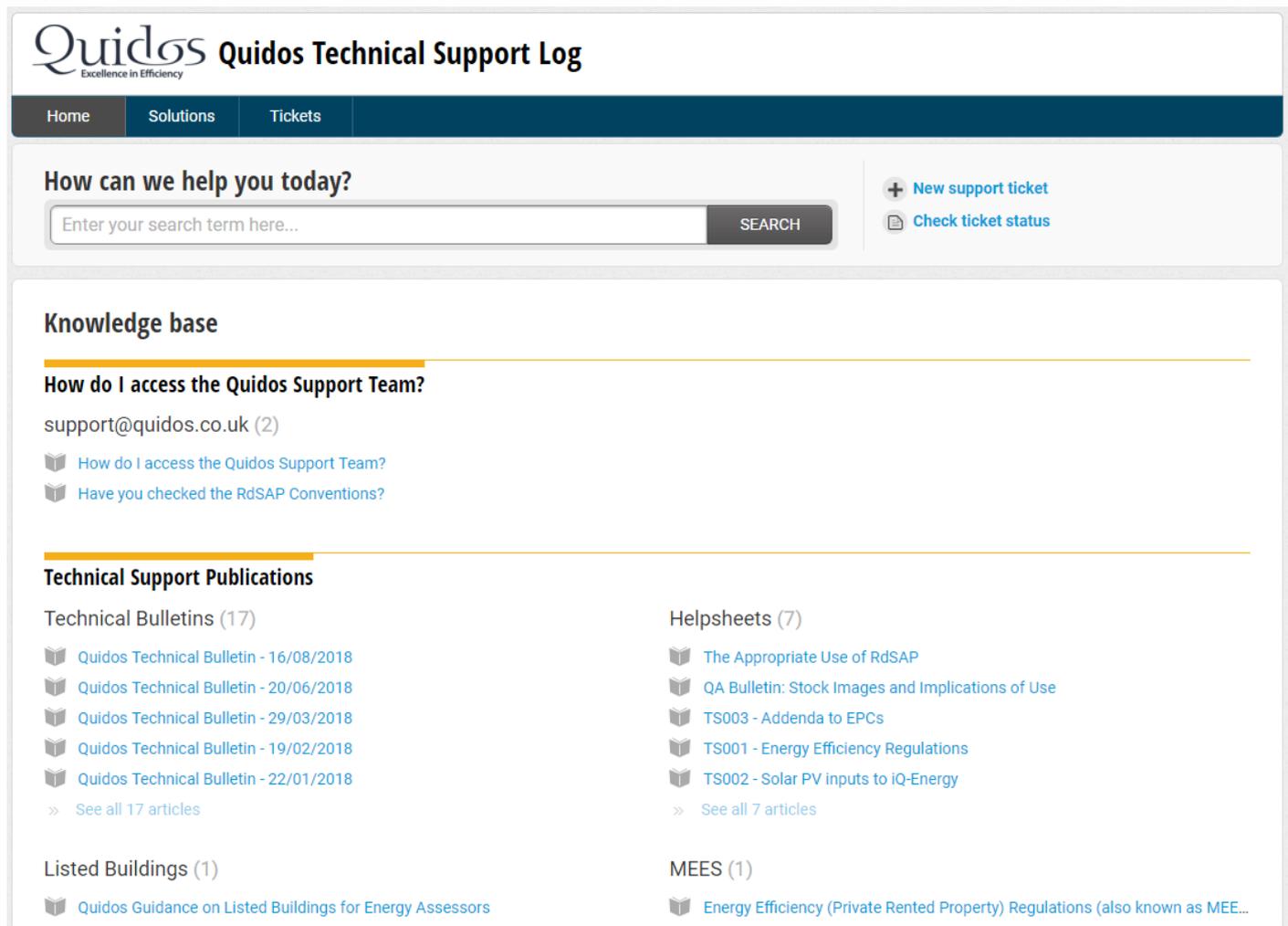
Technical Support

Don't forget, if you have any technical support queries, these should be emailed to our Support Log along with some photos so that we can provide the best advice as possible.

Your query can be logged directly with the Support Log at: <http://support.quidos.co.uk>.

Or email: support@quidos.co.uk

Don't forget, we have loads of support information on our Support Log knowledge base!



The screenshot shows the Qidos Technical Support Log website. At the top, there's a navigation bar with 'Home', 'Solutions', and 'Tickets'. Below that is a search bar with the text 'How can we help you today?' and a 'SEARCH' button. To the right of the search bar are two links: '+ New support ticket' and 'Check ticket status'. The main content area is titled 'Knowledge base' and features a section 'How do I access the Qidos Support Team?' with a link to 'support@quidos.co.uk (2)'. Below this are two links: 'How do I access the Qidos Support Team?' and 'Have you checked the RdSAP Conventions?'. There are two columns of 'Technical Support Publications'. The left column is titled 'Technical Bulletins (17)' and lists five bulletins with dates: '16/08/2018', '20/06/2018', '29/03/2018', '19/02/2018', and '22/01/2018'. The right column is titled 'Helpsheets (7)' and lists four helpsheets: 'The Appropriate Use of RdSAP', 'QA Bulletin: Stock Images and Implications of Use', 'TS003 - Addenda to EPCs', and 'TS001 - Energy Efficiency Regulations'. Below these are 'Listed Buildings (1)' and 'MEES (1)'. The 'Listed Buildings' section has one link: 'Quidos Guidance on Listed Buildings for Energy Assessors'. The 'MEES' section has one link: 'Energy Efficiency (Private Rented Property) Regulations (also known as MEE...)'.

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