

Technical Bulletin – 31/08/2017

Contents

- Cancellation of Incorrect or Defective Reports
- Use of Quidos ID Cards
- Convention in Focus: Glazing Age
- Continuous Professional Development
- TrustMark Certification



Cancellation of Incorrect or Defective Reports

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. As part of the entire EPC dataset, nearly a quarter of all lodgements ever made is likely to be a multiple.

The QA team, in recent months, 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.



Convention in Focus: Glazing Age

Convention 3.12 is one which often causes issues for DEAs, especially since the latest review of the wording (v.9.0) seemed to make the whole Convention contradictory. The following should help assessors with correctly applying this Convention.

Ignore the homeowner and your opinion

It might seem a harsh statement, but purpose of the Conventions is to ensure that all energy assessors can make the same assumption given the same circumstances and evidence. Assessors would not take the word of the homeowner in relation to levels of insulation without documentary evidence, and the same should be true for glazing. The same is true for an assessor's own beliefs about the glazing – unless it can be backed up by appropriate evidence, the worst case scenario from the Convention shall be use.

Assessors should also be reminded that the specific requirement is the year of **manufacture** of the glazing units, not their installation. Simply because the units may have been installed in 2005 is not a reason to select 'post-2002' glazing.

FENSA Certificates

These certificates confirm that all replacement glazed windows and/or doors were produced after 1st April 2002. Not many homeowners tend to retain this documentation, but it is acceptable to provide details from the FENSA website which demonstrates this.

By visiting <http://www.fensa.org.uk/fensa-certificate> assessors can go through the process to re-order a certificate. The basic details can be seen and saved prior to any payment requirement, and this would be perfectly acceptable for auditing purposes.

HOW TO GET A FENSA CERTIFICATE?

We want to ensure that all homeowners can view their installation record or order a replacement certificate in an easy and straight forward way. If your installation has been notified to FENSA by the glazing company who carried out the work and the certificate has already been issued, you can complete this process online.

Enter your details here to find out when a certificate was issued or alternatively if you've misplaced your original certificate and need a replacement – simply fill in your details and pay £20 including VAT online.

Online Payments

Cheque Payments

If you pay online, the fee is £20.00, including VAT. You will require a credit/debit card to order online.

Search by address

Postcode

House No/Name

Search

Search by FENSA Certificate Details (If Known)

FENSA Cert ID No.

Search

Scrolling down the page on the FENSA website will show the following input section.

Simply input the postcode and house number of the property being assessed, and the website will provide details of previous glazing installations within the defined period.

The screenshot shows a web interface for checking or reordering a FENSA certificate. At the top, a green banner reads 'Check/Reorder your FENSA certificate'. Below this, a light green box states 'We have found the following certificate(s) from your search:'. To the right of this box is a shopping cart icon and the text 'Item(s): 0'. The main content area displays a search result for a property at '14 [redacted] Close', 'W [redacted]', 'BATH', and 'BA [redacted]'. To the right of the address, it lists 'Windows: 7' and 'Doors: 1'. Further right, it shows 'Certificate Issued: 06/07/2010' and 'Work Completed: 15/04/2010'. Below this information is an orange 'Add to Basket' button. At the bottom of the search results area are two buttons: 'Search Again' (orange) and 'Continue' (grey).

The extracted information displays the address, the date of issue of the certificate, and the numbers of units replaced. It might be possible that only sum of the windows were replaced to a newer standard. The predominant view should apply in this case, most probably 'Unknown' glazing age.

How should Convention 3.12 be interpreted

All DEAs must have undertaken the learning module when the latest version of the Conventions was released, and this would have outlined how the Convention should have been followed, specifically with post-2002 built housing using this age to default the glazing age.

The best way to interpret the Convention would be:

Choose unknown date if there is no evidence of the date.

Multiple glazed units can be dated via the following methods;

- a) The manufacturing date on the spacer bar, or possibly on the frame;***
- b) There is documentary evidence confirming the date of installation of the window e.g. FENSA / CERTASS / Building Control certificate or manufacturers guarantee;***
- c) Property build date if after the following trigger dates: Post 2002(E&W), 2003(Scotland) or 2006(NI) where applicable.***

If none of the above applies choose 'unknown'.

It is highly likely that this wording will be incorporated into the next release of the RdSAP Conventions so assessors should take this on board now to aid with the quality and consistency of their reports.

Continuous Professional Development

All Energy Assessors are required to undertake a minimum of 10-hours each year (with an additional 5-hours for added accreditation streams). Quidos checks that you have completed these CPD hours on the annual anniversary of your initial accreditation. With this in mind, it is useful to remind Assessors what CPD actually is and the importance of completion.

What is CPD?

Continuous Professional Development (CPD) can be defined as the systematic maintenance, improvement, and broadening of knowledge, skills or personal qualities which are necessary to carry out your professional and technical duties.

In brief, this can be any activity that helps you develop your expertise as an Energy Assessor, achieve in producing a consistent and professional standard of work, and engage with your colleagues and other industry professionals in new and effective ways.

Why is CPD important?

CPD provides an individual with the ability to demonstrate they can take on new challenges and to manage their own professional growth. Maintaining your contemporary competency will enable you to adapt easier to Industry changes, and will help distinguish yourself from the competition.

Learning is a good habit that anyone can get into, and can help Energy Assessors to focus on any gaps in their knowledge and skills. As much as we would like to disagree, nobody is perfect and there is always something more that an Energy Assessor can learn. By acknowledging and targeting weaknesses, you can explore suitable opportunities to improve.

CPD should always be about setting and maintaining a standard for yourself and your business. Instead of a 'race to the bottom' in terms of quality, ensuring considered continual development will help raise the bar for all Energy Assessors.

To read more about the Quidos CPD Requirements, we have put together a handbook to outline what sort of CPD activities you can undertake throughout the year and tying these with the annual goals you intend to set yourself. This handbook can be found in the iQ-Energy Control Panel, or download your copy by [CLICKING HERE](#)

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.