

## Technical Bulletin – 16/08/2018

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### Updated Scheme Guidance for Listed Buildings

Following a review the current MHCLG guidance for the sale or rental of domestic dwellings, we have updated our guidance to assessors in relation to Listed Buildings.

This guidance has been produced in line with the current industry interpretation, including the sentiment of the PEPA members (Property Energy Professionals Association).

The guidance is available from the Quidos Support Log, iQ-Energy, or [CLICK HERE](#) to download.

*Please remember, in Scotland, listed buildings **must** have an EPC.*

### New domestic auditing regime

As many DEAs would have noted, the new regime of surveillance auditing was introduced at the start of August, with new types of audit selections being made on 8<sup>th</sup> August.

For those still out of the loop, we have produced a CPD module which outlines the changes, as well as what is expected from DEAs at audit.

This CPD activity is available now FREE for all domestic energy assessors. It will also count towards your annual CPD hours.

To purchase this module, please follow the below link:

<https://quidos.co.uk/product/changes-domestic-qa-processes/>

Once purchased, we will send your CPD module access details through to you via email, within 1-2 working days.

Please be advised that we set up online training modules for customers within the working hours of 9am-5pm Monday-Thursday & 9am-1630pm Friday.

In addition to the activity, the updated QA Standards for DEAs will be available for download from within iQ-Energy.

Risk-based audit selections WILL be rolled out to the remaining accreditation strands in due course (NDEPC L3&4, DEC, ACIR, OCDEA).

## EPC Addenda

The EPC addenda add specific text to the EPC where a particular feature cannot be adequately modelled using RdSAP. As they can change the wording on the EPC itself, it is important to ensure that the addenda are correctly input.

The RdSAP Conventions outline when it might be applicable to include one of the addenda.

EPC Addenda change the wording on the EPC so it is important to ensure that they are input correctly.

To review our EPC Addenda guidance, please [CLICK HERE](#). This can also be found in the Domestic Technical Info section of your iQ-Energy account.

## Quidos ID Cards

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 Qidos Code of Conduct:

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

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Energy Assessors are issued with an ID card when they join Qidos, 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](mailto:gas@quidos.co.uk) to request a replacement card. There is currently no charge for a replacement card.

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



## What is loft access?

It would appear that a number of DEAs have failed to take note of the Technical Bulletin of November 2017, so it looks like we are going to have to re-visit this and Convention 3.04.

Basically, if there is a loft hatch, you must always be inputting that there is access. The fact that access is temporarily restricted, either by paint, screws, or a lock, that is irrelevant. It is only the absence of a loft hatch, or means of entering the loft space, that you should be using 'no access'.

### Is there access?

Loft hatch	No Loft Hatch
Painted over loft hatch	
Screwed-shut loft hatch	
Loft hatch with a lock	
Health & Safety issue preventing loft assessment	

We have had a number of DEAs contacting us as this is now one of the risk-based audit selection criteria, however, if those DEAs had followed the Convention correctly, to show that access was available, the issue should not have been raised.

## Unknown roofs

The use of unknown for roofs is another area that causes some DEAs to get confused, so we'll break down these areas.

### Pitched roof with a loft

In these situations, DEAs should always input a level of loft insulation, using Convention 3.04 as a guide.

Where there are areas of no insulation, DEAs should NEVER be using a weighted average level of insulation. Areas of no insulation should be included as a separate extension to clearly show this. Only where the level of in-situ insulation varies should a weighted average be used, and DEAs should explain their assumptions in their site notes.

If a loft is fully obstructed, either by clutter or boarding, the data input should always be "pitched roof, access, insulation unknown". In this instance, the use of unknown is a perfectly legitimate data input, and you would have the evidence to back up this assumption.

If the DEA is able to measure and evidence the presence of insulation **in multiple locations** below the boarded area, this can be used to input an appropriate level of insulation. One photograph of a measurement is not considered to be multiple locations.

### Sloping ceilings and flat roofs

The insulation type for these building elements should always be assumed, and input in line with RdSAP Convention 3.03a.

Construction *	<input type="text" value="Flat roof"/>	Construction *	<input type="text" value="Pitched roof with sloping ceiling"/>
Insulation Type *	<input type="text" value="Flat Roof Insulation"/>	Insulation Type *	<input type="text" value="Sloping ceiling insulation"/>
Insulation Thickness *	<input type="text" value="as built"/>	Insulation Thickness *	<input type="text" value="as built"/>



Please remember, these are *your* data inputs, so you should not rely solely on any populated values that the calculation engine inputs.

## When to Cancel an EPC

Following a recent data cleansing exercise of the EPC Registers, we pleased to note that Energy Assessors are now cancelling defective EPCs much more often. We have, however, noticed that the reasons for some of these cancellations are not necessarily for the right reasons.

An EPC should only be cancelled if it is defective or incorrect. This might be following a surveillance auditing failure, the homeowner providing additional documentary evidence which would change the EPC, or another issue which might result in the certificate being incorrect, such as the wrong address.

The table below will outline the reasons under which an EPC should be cancelled from the Central Register.

<p>Auditing failure</p> <p>Additional documentary evidence</p> <p>Incorrect address</p> <p>Changes to EPC description</p> <p>Changes to EPC recommendations</p> <p>Bad calculations</p> 	<p>Financial dispute (non-payment)</p> <p>New EPC following improvements</p> <p>New boiler installed</p> <p>New extension added</p> <p>Roof room added</p> 
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We have had a number of cancellation requests where the homeowner has improved the dwelling, such as with a new boiler, and the DEA attempting to cancel. The original EPC is not incorrect because of the improvement; indeed, the dwelling lodgement history will show the rating changes to the positive.

Additionally, Section 4.2.3 of the Quidos Code of Conduct for Energy Assessors outlined that certificates shall only be removed if defective and replaced. Failure to pay for an EPC is not a sufficient reason to remove a legal document from the Register, and the assessor should look at other legal avenues to recoup outstanding fees (small claims court).

## Water Heating & Back-up Immersions

One of the new risk-based audit selection criterion is for the data input of having a boiler as well as water heating from an immersion heater.

Based on July lodgements, 40 EPC were lodged with this data combination, with one assessor lodging 12 reports with a boiler as well as an immersion heater.



Where this situation occurs in a dwelling, the immersion heater is usually a back-up system which gives a summer time boost to water heating.

In most cases the system specified for water heating should be that intended to heat the bulk of the hot water during the course of the year. For example, an immersion heater should be disregarded if provided only for backup where the principal water heating system is from a central heating boiler, as should other devices intended for or capable of heating only limited amounts of hot water (Section 4.5, SAP2012).

This change would likely have a substantial impact on the EPC's rating, therefore we would suggest DEAs to review any previous certificates lodged and assess whether the lodgement made is correct.

## Related Party Disclosure on EPCs

Assessors should be reminded to disclose any relationship they might have to the parties involved in the commissioning of the EPC.

The options for disclosure are below:

- Relative of homeowner or occupier of the dwelling;
- Residing at the dwelling;
- Financial interest in the dwelling;
- Owner or director of the organisation dealing with the property transaction;
- Employed by the professional dealing with the property transaction;
- Relative of the professional dealing with the property transaction.

For those DEAs working on behalf of letting agents, you should ALWAYS be disclosing this on the EPC.

## Addresses – get them right first time

We have noted a high number of EPC cancellations coming through recently where the incorrect dwelling address has been input.

Once the draft EPC has been created, iQ-Energy will return to the first page of the report which shows the input dwelling address. Please ensure that you are double-checking this address to be correct to prevent having to pay for a relodgement.

## Industry Policing

Found a dodgy EPC? Has a DEA lodged a wholly inaccurate certificate?

As stakeholders in the Industry, Energy Assessor should be proactive in raising their concerns to the Accreditation Scheme where the report was lodged.

If a complaint is raised against an EPC, a Scheme is obliged to investigate the lodgement, and usually, audit the report is question.

Using the minimum Scheme requirement to audit 2% of total lodgements, this means that in the year between October 2016 and September 2017, out of 1.058 million RdSAP lodgements, 1.037 million remained unaudited. Without Energy Assessors raising the instances of poor work that they come across, there would be little we can do to develop greater trust and consistency within our Industry.

## Having your say – MHCLG/BEIS Call for Evidence

Do you want have a say in shaping the Energy Performance industry into a post-Brexit future?

The Ministry of Housing, Communities & Local Government (MHCLG) and the Department for Business, Energy & Industrial Strategy (BEIS) have launched a joint call for evidence into the use of EPC in buildings.

Energy Performance Certificates (EPCs) are a widely used measure of the energy performance of buildings, both in the residential and commercial sectors, and are a key tool in promoting energy efficiency improvements to buildings.

MHCLG/BEIS are seeking evidence on how EPCs currently perform against 3 attributes:

- Quality;
- Availability;
- Encouraging action to improve energy efficiency.

There are 26 questions which can be responded to; assessors do not need to answer them all if they do not want to.

The Call for Evidence will be running until 19<sup>th</sup> October 2018.

Please visit:


<https://www.gov.uk/government/consultations/energy-performance-certificates-in-buildings-call-for-evidence>

## 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](mailto:support@quidos.co.uk)

 **Quidos Technical Support Log**

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### Knowledge base

#### How do I access the Quidos Support Team?

[support@quidos.co.uk](#) (2)

- 📖 [How do I access the Quidos Support Team?](#)
- 📖 [Have you checked the RdSAP Conventions?](#)

#### Technical Support Publications

##### Technical Bulletins (16)

- 📖 [Quidos Technical Bulletin - 20/06/2018](#)
- 📖 [Quidos Technical Bulletin - 29/03/2018](#)
- 📖 [Quidos Technical Bulletin - 19/02/2018](#)
- 📖 [Quidos Technical Bulletin - 22/01/2018](#)
- 📖 [Quidos Technical Bulletin - 20/12/2017](#)

[» See all 16 articles](#)

##### Helpsheets (7)

- 📖 [The Appropriate Use of RdSAP](#)
- 📖 [QA Bulletin: Stock Images and Implications of Use](#)
- 📖 [TS003 - Addenda to EPCs](#)
- 📖 [TS001 - Energy Efficiency Regulations](#)
- 📖 [TS002 - Solar PV inputs to IQ-Energy](#)

[» See all 7 articles](#)

##### Listed Buildings (1)

- 📖 [Quidos Guidance on Listed Buildings for Energy Assessors](#)

##### MEES (1)

- 📖 [Energy Efficiency \(Private Rented Property\) Regulations \(also known ...](#)

##### GDPR (2)

- 📖 [Quidos GDPR Information for Energy Assessors](#)
- 📖 [Example Privacy Statement for Energy Assessor Compliance to GDPR](#)