

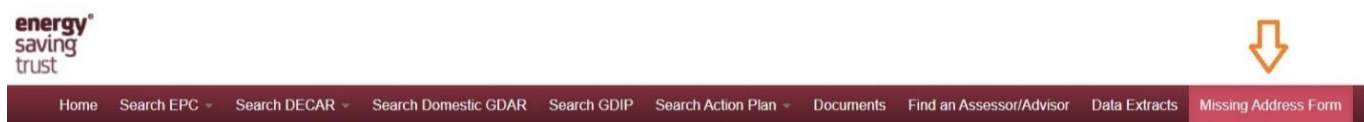
Online missing address form guide



An online version of the missing address request form can now be found on the Scottish EPC Register. This new process can be used instead of sending the PDF form to us via e-mail.

Energy assessors will not require a user login to access this form but a valid membership number (*assessor ID*) will be required.

To access the online form – navigate to the following tab on the Register.



Complete the Assessor Details in full providing us with your email address and membership number.

Assessor Details

Email:	<input type="text"/>
Membership No:	<input type="text"/>

Membership numbers will be expressed in the following format: BACS*****, LCEA*****, ECMK*****, EES/*****/ NHER*****, QUID***** or STER*****

Requests without a valid membership number will be blocked from submission.

If you are requesting a **missing address addition**, then please fill out Section A.

Section A - If you can't find the address:

Domestic or Non-domestic: ☐ Domestic ☐ Non-domestic

Address Line 1:

Address Line 2:

Address Line 3:

Locality:

Post Town *:

Post Code *:

Additional Information:

If you are requesting an **address amendment**, then please fill out Section B.

Section B - If the address is present but incorrect:

UPRN:

New Address

Address Line 1:

Address Line 2:

Address Line 3:

Locality:

Post Town *:

Post Code *:

Existing Address

Address Line 1:

Address Line 2:

Address Line 3:

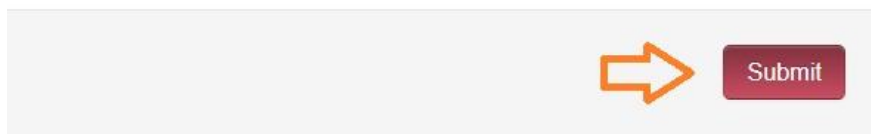
Locality:

Post Town *:

Post Code *:

Additional Information:

Once the necessary details have been completed, please press the 'Submit' button at the bottom righthand side of the page.



You will then receive a confirmation that the request has been successfully submitted and has been provided to us for consideration.

Important information:

The Missing Address team aim to process domestic addresses within 3 working days and non-domestic addresses within 5 working days. Please note, this timescale starts the first full working day after the request is received.

Addresses will be manually added as requested so please ensure the address is correct and properly formatted before submitting the request. The team sense 'check' each request received but it is not EST's responsibility to ensure the details supplied are correct.

The Energy Performance of Buildings (Scotland) Regulations 2008 mean we are unable to add addresses containing a specific business or organisation name. Please use the buildings official designation instead.

If the address already exists on the Register, its associated UPRN will be sent to the e-mail account provided.

Once the addition has been added, an automated email confirmation will be sent to the e-mail account associated with the membership number provided.

For multiple address requests, please send these to as normal to epcmmissingaddress@est.org.uk with the addresses attached to your email in an Excel.