

PROPERTY & TRAINING SOLUTIONS LTD

Portfolio compilation & other information | **distance learning**

The DipDEA is a formal qualification – This is its structure

You must satisfactorily complete all five units to achieve the ABBE Level 3 Diploma in Domestic Energy Assessment. You do this by completing **FIVE** simulated Energy Performance Certificates (EPC's) and producing an evidence based portfolio to clearly demonstrate your knowledge and understanding.

Below outlines what you must know in order to meet the performance requirements of each unit. The statements specify the knowledge needed by you to perform the task/activity. You also need to demonstrate an understanding of how and why the knowledge is applied in practice. More detail is provided in part 12.0 of this document.

The DipDEA has 5 Units:

Unit 1 *Work in an effective and professional manner*

You must be able to demonstrate that you can:

- Develop and maintain effective working relationships
- Manage your own time and resources
- Develop yourself to improve your performance
- Conduct work in a professional and ethical manner

Unit 2 *Contribute to the safety and security of people and property*

You must be able to demonstrate that you can:

- Contribute to the maintenance of health and safety at work
- Contribute to the security of self, colleagues and others
- Contribute to the security of property
- Contribute to the security of information

Unit 3 *Prepare to undertake energy assessments*

You must be able to demonstrate that you can:

- Agree and confirm instructions to undertake energy assessments
- Investigate relevant matters relating to the property

Unit 4 *Undertake energy inspections*

You must be able to demonstrate that you can:

- Inspect property to determine energy performance
- Make complete and comprehensive records of inspection findings

Unit 5 *Produce and explain Energy Performance Certificates*

You must be able to demonstrate that you can:

- Produce Energy Performance Certificates
- Issue Energy Performance Certificates and explain their contents

The DipDEA and your Portfolio

Your portfolio must have:

- ***YOUR CURRICULUM VITAE (CV)***
- ***PHOTOGRAPH of SELF***
- ***COURSE REGISTRATION DOCUMENT***
- ***TWO COMPLETED SKILLS SCAN DOCUMENTS***
- ***CONTINUED PERSONAL DEVELOPMENT FORM***
- ***COMPLETED MATRIX QUESTIONS (Q&A Sessions)***
- ***SUMMARY PROPERTY GRID***

And most important of all, at least

- ***FIVE COMPLETED EPC's***
(One pre WW1, One between WW1 and WW2 and One post WW2, One flat and One other property). There must be a mix of Detached, terraced and Semi Detached.

For each EPC (to clearly demonstrate the supporting evidence to meet National Occupational Standards) you must have:

- ***A completed EPC Checklist***
 - Instruction e.g. letter / email
 - Written Confirmation
 - Risk Assessment
 - Detailed site and field notes
 - Property plan/sketch
 - RDSAP Survey form
 - Photographs of property (see full list below):
 - The main road leading up to property
 - Wall construction, windows, flues etc
 - Front of property (external, sensitive data elements)
 - Back of property (external, sensitive data elements)
 - Internal photographs (Boiler, cylinder, controls, emitters, TRV's, heat sources and other sensitive data elements)
 - Loft
 - The EPC certificate
 - A letter to close down the instruction
 - PTS ltd Assessor feedback sheets, including verbal feedback.

At present, hard copies of portfolios must be produced for assessment. However, PTS are currently developing an online system which will enable candidates to upload evidence. This system is expected to be in operation by October 2009.

Once you've completed your full portfolio you'll need to apply for and pass the ABBE DipDEA examination. In exam conditions you'll answer 20 questions in 30 minutes. Once passed, you'll then apply to one of the organisations authorised to issue DEA licences; Elmhurst, NHER, BRE etc

EPC CHECKLIST

CANDIDATE NAME:

EPC NO:

Please enter the address of the property on the following grid:

PROPERTY ADDRESS:

	Pre First World War	First World War – Second World War	Post Second World War
Detached			
Semi-Detached			
Terraced			
Flat			

Please complete the following details with regard to the above EPC: Everything marked with an ** has to be included as actual evidence.

Pre Inspection:	Yes	No	Comments
**Instruction e.g. letter / email			
**Written Confirmation			
Business Card			
Terms of Business			
Clarify & confirm client requirement			
Inspection:			
Prevention of carrying out an energy assessment			
Photograph – self image			
Photograph – tools			
Equipment list			
**Risk Assessment			
**Detailed site and field notes			
**Property plan/sketch			
**RDSAP Survey form			
Photographs of property :			
**Front of property (external)			
**Back of property (external)			
**Internal photographs			
**Loft			
Completion:			
** The EPC certificate			
Check readings			
Clarify with customer outcome of EPC			
Recommendations to improve energy efficiency of property			
**A letter to close down the instruction			

Photograph Checklist

CANDIDATE NAME:

EPC NO:

Property Address:

Photos required (where applicable):

- External view of front and rear elevations of property
- External view of any conservatories or extensions
- Close-up of wall construction & alternative wall (if applicable)
- Evidence of system build or timber frame construction
- Evidence of any retrospective insulation
- View of roof insulation
- Example of typical window
- Open fireplaces
- PV or solar panels
- Boilers showing recognition features
- Boiler flue termination (wall or roof)
- Heating controls
- Secondary heaters
- Hot water cylinder, highlighting size, insulation and thermostat
- Electric and gas meters
- Low energy lighting

Risk Assessment Checklist

CANDIDATE NAME:

EPC NO:

Property Address:

Home owner name:

Inspection date:

Arrival time:

Departure time:

Risk Factor	Hazards Identified (by questioning & initial inspection)	Risk Classification (Low/Medium/High)	Action to Reduce Risks
Weather at time of inspection			
Parking provision			
Access arrangements			
Security – keys / alarms			
Property vacant or occupied			
Occupants			
Children / Animals			
Valuables on display			
Apparent safety of flooring / structure			
Cellar – access, height, footing, lighting			
Loft - access, height, footing, lighting			
Safety of electrical installation			
Safety of gas appliances			
Safety of drives, paths, gardens, boundaries			
Asbestos suspected			
Other hazards			

Energy Performance Certificate Summary Property Reference Grid

Write down the addresses of all of the properties you have completed an EPC for on this summary sheet. There should be at least ***FIVE*** Energy Performance Certificates to demonstrate that you have satisfied all of the Performance Criteria and Knowledge / Understanding.

Candidates Name

	<i>Pre 1st World War</i>		<i>First world War – Second World War</i>		<i>Post Second World War</i>	
<i>Detached</i>	Address	EPC No.	Address	EPC No.	Address	EPC No.
<i>Semi Detached</i>	Address	EPC No.	Address	EPC No.	Address	EPC No.
<i>Terraced</i>	Address	EPC No.	Address	EPC No.	Address	EPC No.
<i>Flat</i>	Address	EPC No.	Address	EPC No.	Address	EPC No.

CONTINUOUS PROFESSIONAL DEVELOPMENT RECORD

FOR

.....

Provide details on how you keep up-to-date with developments in your occupational areas

Date	Activities undertaken in past 12 months	Ways in which you have applied the knowledge gained

Planned developments for the next 12 months

Your 'Skills Scan' Questionnaire
Skills Scan - Diploma in Domestic Energy Assessment

Candidate Name:

Date:

Unit / Element	Title	Always	Some times	Never	Assessor's Comments
1	Work in an effective and professional manner				
1.1	Develop and maintain effective working relationships				
1.2	Manage your own time and resources				
1.3	Develop yourself to improve your performance				
1.4	Conduct work in a professional and ethical manner				
2	Contribute to the safety and security of people and property				
2.1	Contribute to the maintenance of health and safety at work				
2.2	Contribute to the security of self, colleagues and others				
2.3	Contribute to the security of property				
2.4	Contribute to the security of information				
3	Prepare to undertake energy assessments				
3.1	Agree and confirm instructions to undertake energy assessments				
3.2	Investigate relevant matters relating to the property				
4	Undertake energy assessments				
4.1	Inspect property to determine energy performance				
4.2	Make complete and comprehensive records of inspection findings				
5	Produce and explain Energy Performance Certificates				
5.1	Produce Energy Performance Certificates				
5.2	Issue Energy Performance Certificates and explain their contents				

Assessor Name:

Assessor Signature:

Date:

Diploma in Domestic Energy Assessment

Skill Scan 'Life Skills' Analysis

Candidate Name:

Date:

Your 'Life Skills'		Yes	No	Some knowledge	Assessor's Comments
1	Computers and their use				
	Email – send, receive, attach documents				
	Word Processing – production of letters, reports, business correspondence etc.				
	Internet – research information				
2	Literacy				
	Any relevant qualifications?				
	Do you feel you need assistance in preparing business correspondence?				
3	Numeracy				
	Any relevant qualifications?				
	Do you feel you need assistance in addition, division, subtraction and multiplication techniques?				

Assessor Name:

Assessor Signature:

Date:

Matrix Questions to Support your Portfolio – Q&A Sessions

As you now know, the Diploma in Domestic Energy Assessment DipDEA is a formal qualification.

So that you are able to clearly demonstrate to your assessor that you have all the required knowledge and competencies to meet the qualification performance criteria, you are required to complete an oral Q&A (with your assessor) and a written Q&A for inclusion in your portfolio.

The questions below form the basis of your **written Q&A** and will be used within your portfolio for assessment purposes. It is therefore important that you allocate a sufficient amount of time to answer the questions, providing sufficient detail to demonstrate your full knowledge. It is also imperative that you complete these questions yourself, without any assistance from anybody else (unless any special assessment needs have been identified when you enrolled on the course).

Your oral Q&A will be arranged with your assessor.

Please answer the questions below, clearly, accurately and appropriately. Please use additional sheets of paper if you require more room, ensuring that continued answers are clearly labeled as to which question reference number your answer relates to.

Ref Number	Question	Answer
1.1.4	What lines of action would you take if unable to respond to enquiry from a client?	
1.1.5	If presented with a client who has a dispute or difference of opinion in response to the EPC, what ways would you go about minimising offence and maintaining respect?	
1.1.6	Demonstrate how you would go about processing a written/verbal complaint?	

1.2.3	List the regular checks you would make on equipment prior to survey?	
1.2.6	Describe an instance in which you took prompt, effective and efficient action?	
1.2.7	Give three examples of measures you'd take to minimise interruption and digression whilst undertaking an EPC in a house?	
1.2.8	On a day to day basis, how will you review your progress and reschedule activities?	
1.3.1	Give two examples of how you intend to assess your own performance and continued personal development?	
1.3.2	How will you meet your current and future personal development objectives?	

1.3.3-8	Outline the objectives for personal development to ensure needs are met, taking account of: <ol style="list-style-type: none">1. resources available2. measurements of progress3. support available to aid your learning4. how you intend to undertake development5. evidence of undertaking development6. effective use of feedback to aid future development plans7. revise your development plans in light of feedback	
1.3.9	Describe evidence of compliance with PTS ltd audit and monitoring of your personal development?	
1.4.3	Give examples of how you may demonstrate tactful, courteous and equitable approach to clients when carrying out an EPC?	

1.4.5	Give an example in which you may have to respond appropriately to external pressure from a client or a third party the event of them trying to influence your judgement. How would you go about dealing with this pressure?	
1.4.6	This pressure may lead to conflict of interest, how would you respond to a situation where by conflict of interest arises?	
1.4.7	Demonstrate the ability to monitor and audit any such incidents of conflict of interest?	
2.1.5	What emergency procedures would you implement to ensure the health and safety of others and self?	

2.1.6	Describe a process for suggesting improved health and safety standards could be filtered through the responsible persons?	
2.2.5	If a colleague did not adhere to an agreed time schedule, what would you do to manage the situation?	
2.2.6	In the event of an emergency what actions would you take to ensure the health and safety of the colleague in question?	
2.2.7	How would you go about passing on the relevant security improvement to ensure future health and safety of colleagues?	
2.3.6	Identify three measures to ensure keys and access codes for properties are secured and kept in appropriate locations?	

2.3.7	In the event of a security emergency, i.e. loss of keys, security codes, what actions would you take?	
2.3.8	Highlight the means by which you would pass on suggested improvements for future security management/ risk response?	
2.4.5	Highlight measures you would take to ensure client confidentiality?	
2.4.7	Identify effective/ safe disposal of information?	
2.4.8	Highlight methods of passing on improvements to ensuring future confidentiality?	

3.1.1	What evidence describes the efficient response to potential sellers or their representatives in the request for EPC	
3.1.2	What evidence shows the clarification / confirmation of expectations and requirements of selling or letting representatives?	
3.1..3	Identify two circumstances that may lead to the decline of a request for an energy assessment?	
3.2..3	Highlight sources of research which may aid you in evaluating the possible constraints and significant factors that may influence an energy assessment inspection, to identify the type of info that can be derived from pre inspection research?	
3.2.4	What would you do when the property falls outside the scope of energy assessment legislation?	

3.2.5	What method could you use to inform selling parties/ representatives that you are unable to assess property as a result of your prior investigation?	
4.1.2	What evidence shows appropriate use of equipment and effective interpretation of data?	
4.1.3	How would you identify yourself to those at the property before commencing inspection?	
4.1.5	Identify circumstances that may arise, when at a property, that may cause you to suspend inspection? How would you explain such procedures to your client?	
4.1.9	Provide an example where you will need to carry out further investigations, as a result of inconsistencies in expected evidence? How would you proceed with your investigation?	

4.2.2	Identify methods of storing your records securely?	
4.2.3-4	Identify methods of calculating your records and ensuring they are accessible for future use?	
5.1.4	Evaluate recommendations suggested in your EPC and delete any that you now as inappropriate. If there are none that are deemed inappropriate, identify an example of why you may decide to delete a recommendation?	
5.1.6	If an EPC shows inconsistencies, as compared to what you expected, how would you have identify these inconsistencies? State reasons for why they might have come about?	
5.2.3	Using an EPC that you've produced, clearly explain the Energy Efficiency and Environmental Impact 0 – 100 RDSAP ratings. Describe a number of recommendations that you could make to a selling party. (Use bullet points if needed)	

5.2.4	Show evidence of likely queries one may come across and provide response to satisfy such queries when providing feedback on EPC's?	
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ABBE External Exam

Once you've completed your full portfolio you'll need to apply for and pass the ABBE DipDEA examination. In exam conditions you'll answer 20 questions in 30 minutes.

Each question will consist of the question and four possible answers. In order to pass you will need to get 14 or above.

The following is a list of areas which will be covered. Candidates should also make use of the approved ABBE Reading List.

Subject area 1	Subject area 2	Number of questions in exam
Building Construction	Walls – solid/cavity/timber frame	2
Building Construction	Roofs – pitched/flat/insulation/coverings	2
Building Construction	Windows – materials/single/double glazed	1
Building Construction	Property age and type – recognition and importance	2
Building Construction	Services – electricity/gas/water/space and water heating	2
Building Construction	Boilers – types/efficiency/recognition	2
Building Construction	Central Heating – types/controls	1
RDSAP – Conventions and assumptions/critical criteria and the code of measuring practice	RDSAP – Conventions and assumptions/critical criteria and the code of measuring practice	7
Recommendations and cost effectiveness/pay back	Recommendations and cost effectiveness/pay back	1

To aid your revision, we have included the a number of subject areas below that you will need to know in order to pass your exam. However, this is not an exhaustive list and it is important that you are familiar the full qualification / course material.

Construction

- Recognition of system built properties? What are the distinguishing features?
- Recognition and description of built form. Is it an enclosed terrace? Can you identify property types?
- How would you identify a property with brick timber clad frames?

Wall

- Recognise brick bonding and be aware of the information this may give you in reference to cavity insulation.
- Be aware of the recording of earth wall types known commonly as clunch, clom, cob, or witchert
- Be aware of the recording of alternative wall types and the >10% rule
- Be aware of sheltered walls. How do they influence heat loss?

Boiler

- Recognise boiler types. Identify distinguishing features.
- Be aware of the pipes that lead into and from the boiler. What are their functions?
- Recognise flue types

Cylinder

- Recognise un-vented cylinders
- Recognise cylinder thermostat
- Be aware of ideal cylinder temperature
- Be aware of ideal cylinder jacket thickness, and foam/resin insulation thickness

Dimensions

- Be aware of how to record property dimensions
- Distinguish what data should be recorded for integral conservatories
- Be aware of heat loss walls and floors
- How are extensions above unheated garages recorded?
- Be aware of the numbering of floors

Roof

- When should an attic floor area be recorded in RDSAP?
- If loft insulation thickness varies, how is this recorded in RDSAP?
- If there is no access to loft void, how should insulation thickness be recorded?
- How is a room in the roof defined?

Windows

- Be aware of the recording of primary and secondary glazing proportions. Is secondary plastic sheeting recorded as part of secondary glazing proportion?
- Do you need to record proportion of secondary glazing in extensions?
- When were mass produced metal cased window framing introduced? (Be careful, metal cased windows were used from 1900's, however, it was later when they were mass produced)

Age banding

- Identification and description of properties ranging from pre 1900 through to now
- Be familiar with key features that will allow identification.
- Be aware not to be fooled by extensions or additional modern features

Heating

- Identify key features of an open fire
- Be aware of RDSAP recording for properties with no heating installed on the date of inspection

- How do you define portable heating devices?
- Be aware of installation location of TRV's. Where would you not put a TRV?
- Where would you install a thermostat
- Identify heat monitoring devices
- Is wind and solar energy recorded in RDSAP? If so, when?
- Identify habitable and heated rooms
- What is the ideal living room temperature? How does this differ to other rooms in the property?
- Be aware of the drawing down of off peak electricity. A percentage of this will be used on-peak and RDSAP uses cylinder size and floor area to make this assumption.

Recommendations

- Identify instances whereby EPC recommendations should be removed
- Identify recommendations that the EPC may provide in order to reduce the SAP rating
- Be aware of the bandings used to categorise energy use and CO2 output
- Be aware of the instances whereby an EPC cannot, or should not be carried out.

Exam Dates

ABBE LEVEL 3 DIPLOMA IN DOMESTIC ENERGY ASSESSMENT - EXTERNAL EXAMINATION TIMETABLE 2009

Date of examination	Time of examination	Closing date for examination registrations to be received by ABBE	Results issued by 5 pm
Wednesday 20 May 2009	10.30 am	12 May 2009	4 June 2009
Wednesday 17 June 2009	10.30 am	9 June 2009	1 July 2009
Wednesday 15 July 2009	10.30 am	7 July 2009	29 July 2009
Wednesday 19 August 2009	10.30 am	11 August 2009	3 September 2009
Wednesday 16 September 2009	10.30 am	8 September 2009	30 September 2009
Wednesday 21 October 2009	10.30 am	13 October 2009	4 November 2009
Wednesday 18 November 2009	10.30 am	10 November 2009	2 December 2009
Wednesday 2 December 2009	10.30 am	24 November 2009	16 December 2009

All of the above examinations will be paper based.

All candidates must be registered for the ABBE qualification and must be in receipt of a candidate registration number before sitting an ABBE examination.

Please ensure that all requests for examination papers are received by ABBE by the closing date for candidate registrations specified above. No requests can be accepted once this date has passed.

It may be possible to accommodate requests for additional examination dates where required. However, we would ask you to utilise the existing dates as far as possible. Additional examinations can only be arranged where groups total at least 25 candidates. Please put a request in writing to ABBE indicating the date required and number of candidates involved at least four weeks before the date you would like the examination to be held.

Standard Letters, Procedures and Documentation

We have prepared these 'template' documents for you so that it saves you having to reinvent them for yourself. You **WILL** need to amend them so suit your particular circumstances.

Terms and Conditions of Engagement

TERMS AND CONDITIONS OF ENGAGEMENT; DOMESTIC ENERGY ASSESSMENT. (D.E.A) ENERGY PERFORMANCE CERTIFICATE (E.P.C)

Our D.E.A Survey is as extensive as access and circumstances permit. The assessor/surveyor inspects as much of the surface area, internally and externally, as practicable and where possible the report includes comment on energy related aspects and parts of the building.

The report contains the following clear assumptions and limitations :-

1. The assessor/surveyor advises the client as to his opinion of the domestic energy values in relation to the building, and save as hereinafter provided, carries out such work as is reasonable in his professional judgement, bearing in mind the practical limitations imposed by the individual circumstances of the property at the time of his inspection.
2. Except where the contrary is stated, parts of the building and of the energy systems which are covered, unexposed or inaccessible, are not inspected and it is, of course, impossible to examine every part of the building and its energy systems. The report does not purport to express an opinion or to advise upon the condition or energy ratings/values of uninspected parts and should not be taken as making any implied representation or statement about such parts.
3. The Assessor/Surveyor inspects as much of the surface area, both internally and externally, as is practicable and lifts loose floorboards and trapdoors where accessible and where reasonable to do so. He does not lift fitted carpets, move heavy furniture or remove fixtures or fittings to facilitate inspection.
4. The roof attic and upper areas are inspected from ground level or from a nearby available vantage point, together with flat roofs and loft attics, which can be accessed, with due regard to safety, from the Surveyors 10 ft (3 metre) ladder. Close proximity of nearby buildings or tall trees may preclude inspection of parts of the attic/roof /chimney stacks etc..... The roof void is inspected assuming a suitable access point if available, but

household effects, or other items stored therein, will not be moved. No comment can be made upon the practicality of using the chimneys.

5. Wherever possible the fabric is examined for evidence required to produce the E.PC. Energy Performance Certificate.
6. General comments only are made and energy related systems/equipment is only visually inspected .
7. No test of the service installations - gas, water, electricity, central heating, systems is made without specific prior instructions.
8. The Surveyor gives his opinion giving all reasonable professional skill and care provided however that any liability of the Assessor/Surveyor arising in connection with these Conditions of Engagement or any matters arising from shall not extend to economic loss or loss of profits suffered whether by the Client or any third party.
9.
 - a. Any dispute or difference which may arise between the assessor/surveyor and the Client in connection with these Conditions of Engagement or in connection with any matters arising from shall be referred to and determined by a single arbitrator (hereinafter called "The Arbitrator") such arbitration to be held in , "county" of England.
 - b. The Arbitrator shall be appointed by agreement between the parties or in default of agreement the ABBE, (Award Body for the Built Environment).
 - c. The procedure to be followed shall be agreed by the parties or in default of agreement, shall be determined by the Arbitrator but in all cases the law and practice to be followed by determining the dispute or difference shall be the law and practice of the United Kingdom.
 - d. In the event that the parties of the Arbitrator shall determine that there shall be any right of appeal from the decision of the Arbitrator such appeal and any subsequent appeals shall be heard by the courts of the United Kingdom and in such event each party agrees to submit to the jurisdiction of any court of competent jurisdiction within the United Kingdom, and to comply with all requirements necessary to give such court jurisdiction. No court outside the United Kingdom shall have any jurisdiction over any matter touched by this agreement.
 - e. In the event of default by either party in respect of any procedural order made by the Arbitrator the Arbitrator shall have the power to proceed with the Arbitration in the absence of the party and to deliver his award.

10. Where applicable, the opinion in the report is as at the date of inspection.

Unless otherwise expressly agreed, the assessment advice and certification assumes that:-

- a The property is unaffected by any statutory notice and that neither the property nor its use or proposed use gives rise to a contravention of any statutory requirements.

The Assessor/surveyor is under no duty to verify these assumptions.

11. The Client agrees to pay to the Surveyor in respect of the said professional advice a fee as agreed. In addition, the Client will reimburse to Surveyor amounts of any Value Added Tax on the fee, together with any agreed expenses.
12. This report is confidential to the Client for the specific purpose to which it refers. It may be disclosed to other professional advisor assisting the Client in respect of that purpose, but the Client shall not disclose the report to any other person.
13. Where energy saving costs are given, they are for guidance purposes only and should not be construed to be quotation nor estimate and should be substantiated prior to exchange of contracts by proper competitive quotations or estimates.

Confirmation of Instructions

Any Company
Any Place
Anytown
Any county
Post Code.

Our Ref: PTS/1111
Date: 08//06/09

Re; DOMESTIC ENERGY ASSESSMENT/SURVEY .
At: ANY STREET, ANY TOWN, POST CODED.

Dear Mr,

I am confirming your instructions to carry out a domestic energy assessment survey on the property referred to above.

The domestic energy assessment survey is necessary to produce an Energy Performance Certificate (EPC).

I enclose for your attention my Conditions of Engagement which I would be obliged if you would read, and any queries in respect of should be referred to the undersigned prior to my attendance at the property.

I confirm my fee in respect of services to be provided ; £65.00 plus vat, (with payment due prior to release of the Survey/ Report), and that it is my intention to carry out the Energy Assessment/Survey on : 12/06/09, @ 1100 hrs.

I thank you for your valued instructions and when you wish to discuss the EPC, (Energy Performance Certificate), I shall be pleased to advise you further.

Yours sincerely

.....

Agreement to Terms and Conditions of Engagement

Any Company
Any Place
Anytown
Any county
Post Code.

Our Ref: PTS/1111
Date: 08//06/09

Re; DOMESTIC ENERGY ASSESSMENT/SURVEY.
At: ANY STREET, ANY TOWN, POST CODED.

Dear Mr,

I confirm your instructions to carry out a domestic energy assessment survey on the property referred to above.

Enc.

I/We have read the terms and conditions contained in the confirmation letter relating to the above property. I/We hereby confirm that the terms and conditions are acceptable and acknowledge herewith.

SIGNED:

DATED:

A Sample Invoice

INVOICE

Any Company
Any Place
Anytown
Any county
Post Code.

Our Ref: PTS/1111
Date: 08//06/09

Re; DOMESTIC ENERGY ASSESSMENT/SURVEY .
At: ANY STREET, ANY TOWN, POST CODED.

Dear Mr,

For our professional services:-
In accordance with the terms and conditions of engagement for surveying services
dated 08/06/09.

Net	£65.00
plus 15% V.A.T	£9.75
TOTAL AMOUNT	£74.75

THIS ACCOUNT IS NOW DUE AND PAYABLE TO ;

The name of your company

Telephone:
Fax:
Mobile:
VAT Registration:

We understand and will exercise our statutory right to claim interest and compensation for debt recovery costs under the late payment legislation if we are not paid according to our agreed credit terms.

A Sample Complaints Procedure

COMPLAINTS PROCEDURE

Definition;

A complaint is a written, oral and or signed expression of dissatisfaction, disquiet or unhappiness with the service provided by a company.

Objectives of the complaints procedure.

- 1.0 To encourage discussion and problem or issue resolution rather than defensive response to complaints.
- 2.0 To set time limits which emphasise the need for a swift response.
- 3.0 To encourage staff to act as advocates on behalf of clients in terms of the information provided.
- 4.0 To uphold staff rights and those of the client.
- 5.0 To acknowledge the rights of clients to challenge advice and decisions made by the company or the actions or behaviour of the principal or staff.

Overview of procedure;

The procedure is a two stage process.

It is hoped that in most cases complaints can be dealt with by the principal of the practice at Stage 1, but the complaint can be referred to Stage 2 immediately.

If the complaint is dealt with by the principal and the complainant is not satisfied, then under Stage 2 of the procedure, the relevant papers will be passed to a Mr XXXX, who is not directly associated with the company, but will act as an independent party.

Stage 1-Problem solving

This stage is designed to facilitate early resolution of complaints by encouraging a problem solving approach.

Complaints and comments will be recorded to provide information.

Normal good practice should resolve, to the client's satisfaction, queries raised, matters and or, issues relating to the original advice given.

A speedy response will be encouraged and is the aim, provided that there are no professional insurer's restrictions upon the timing or content of any reply or response, so as not to prejudice the insurance indemnity of the practice and the same protection afforded by that insurance indemnity, to the client.

Complaints of a serious nature will lead to a reply to the complainant, which will inform the client or complainant of their right for a decision to be referred to an independent surveyor.

Receiving the complaint.

The 'Company' will record in writing, in the appropriate client property file, the following information.

- 1.0 Name of the complainant.
- 2.0 Date of the complaint
- 3.0 Name of the member of staff receiving the complaint.
- 4.0 Details and nature of the complaint.
- 5.0 Details of how the complaint was handled, any restrictions on the nature, content, or time qualification of the complaint with regard to insurers protocol, how the complaint was resolved, and the time taken to resolve the complaint.

Staff will where possible; aim to resolve the matter by discussion and negotiation without passing the matter to stage 2.

A reply will be given in writing, to the complainant within 10 days.

Initially the replay may be verbal but will be followed up in writing.

Stage 2 - The Formal Complaint.

Entry to this stage is guided by the following principles;

- 1.0 Any complaint not resolved by the principal of the practice under stage 1
- 2.0 Any complaint regarded as serious .This will include;
 - 2.1 Complaints alleging misconduct or impropriety by staff.
 - 2.2 Complaints of unlawful conduct by staff.
 - 2.3 Complaints alleging sexual or racial discrimination including harassment or verbal abuse.

Receiving the complaint;

- 1.0 If a verbal complaint is received, this must be put into writing.
- 2.0 The principal of the practice should be made aware immediately of the complaint, (after ensuring that the letter has been read to, or read by the person the complaint was made against), ensuring that a log or written notes are made on the letter of complaint that this action has been taken, and signed by a witness and the person against whom the complaint was made.
- 3.0 If any change over of staff is taking or has taken place at the time of the complaint was made, the member of staff or the principal, should ensure that a a relevant note is left for the person or member of staff taking over the matter, to ensure no delays in a follow action.
- 4.0 Notify the person to whom the complaint was made against, that the case will be referred to the principal, and that an investigation will commence immediately, or if against the principal, that person will ultimately be interviewed by the surveyor appointed under stage 2,
- 5.0 At no time should the case be discussed verbally or in writing if there is a risk of any prejudice of the indemnity insurers protocol in handling complaints or matters relating to a potential insurance claim against the practice.

Time scale of the investigation;

Within 10 days the principal will investigate the complaint and write to the complainant.

Within 28 days or such time as the insurers protocol permits, the principal will complete the investigation and complete a report on their conclusions in writing to the Practice insurance brokers, the insurers, and the complainant.

After the investigation;

- 1.0 The Principals report, or the independent surveyor's report, as it may apply in stage 2, will be presented to the complainant.
- 2.0 The Principal, or the independent surveyor, as it may apply in stage 2, will present the report to the member of staff, discussing the contents and offering clarification where necessary.
- 3.0 Information gained during the course of dealing with complaints will be taken into consideration during the course of dealing with complaints will be taken into consideration when policy is formulated.
- 4.0 Disciplinary procedures may be one outcome of a complaint being made.
- 5.0 Any further appeal will be dealt with by the independent surveyor, as it may apply in stage 2
- 6.0 We have appointed Mr XXXX of YYY, Town, as the independent surveyor.
- 7.0 Alternatively if you remain dissatisfied with any aspect of our handling of your complaint then we can discuss whether we can agree to go to mediation according to the mediation process run by the ABBE, Awarding Body for the Built Environment..

Mr Complaint
Acacia Avenue
Acacia Park
Acacia Town
ABC DEF

Ref; PTS 1111
Date 16//05/09

Re: COMPLAINT REGARDING EPC

Dear Mr Complaint,

Please find enclosed details of my practice complaints procedure.

Yours Sincerely,

Name.....

Sample closing letter

Company
Any Place
Anytown
Any county
Post Code.

Our Ref: PTS/1111
Date: 08//06/09

Re; DOMESTIC ENERGY ASSESSMENT/SURVEY.
At: ANY STREET, ANY TOWN, POST CODED.

Dear Mr,

We have now completed the Energy Performance Certificate (EPC) for the above address as per your instruction.

To retrieve the EPC please log on to www.hcrregister.com and enter the 24-digit Report Reference Number printed below. You can then print out a copy for the Home Information Pack.

- 1234-1234-1234-11234-1234

If you need any further explanation about the EPC please contact our office.

We look forward to working with you again in the near future.

Yours sincerely

PROPERTY & TRAINING SOLUTIONS LTD

Points of reference | [distance learning](#)

Useful Websites

www.yourhipsearch.co.uk

www.communities.gov.uk

www.energysavingtrust.org.uk

www.homeinformationpacks.gov.uk

www.businesslink.gov.uk

www.ico.gov.uk

www.crb.gov.uk

www.hse.gov.uk

www.rics.org

www.rdsap.info

www.nef.org.uk

www.clear-skies.org

www.lowcarbonbuildings.org.uk

www.landreg.gov.uk

www.warmfront.co.uk

www.climatechallenge.gov.uk

www.hcrregister.com

www.sedbuk.com

www.homecheck.co.uk

www.imagesofengland.org.uk

You also need to find out your local council website for planning, conservation & energy measures.

Also, find out the power providers websites for energy saving measures & discounts.

Common Abbreviations

ABBE	Awarding Body for the Built Environment
BRE	Building Research Establishment
BREDEM	BRE's Domestic Energy Model
CLG	Department for Communities and Local Government
CRB	Criminal Records Bureau
DER	Dwelling Emission Rate (The EPC's Environmental Impact Rating relating to CO ₂ Emissions)
DipDEA	Diploma in Domestic Energy Assessment
DPA	Data Protection Act
EER	Energy Efficiency Rating (The EPC's Fuel Costs)
EPBD	Energy Performance of Buildings Directive
EPC	Energy Performance Certificate
EU	European Union
FAERO	Federation of Authorised Energy Rating Organisations
FENSA	Fenestration Self-Assessment Scheme
HCR	Home Condition Report
HECA	Home Energy Conservation Association
HIP	Home Information Pack
NEF	National Energy Foundation
NHER	National Home Energy Rating
NVQ	National Vocational Qualification
QCA	Qualifications and Curriculum Authority
RDSAP	Reduced Data Standard Assessment Procedure
SAP	Standard Assessment Procedure
SEDBUK	Seasonal Efficiency of Domestic Boilers in the UK
VRQ	Vocational Related Qualification

Risk assessment for visiting a Property

<i>Burglary</i>	Ground floor windows and door protected, alarm activated
<i>Intruders / walk in crime</i>	Trespassers; theft of valuables and documents
<i>Arson</i>	Location vulnerable – Shutters/curtains in place
<i>Vandalism</i>	Location vulnerable – Shutters/curtains in place
<i>Access arrangements</i>	Poor access arrangements
<i>Vehicle</i>	Security when parked
<i>Floors and timbers</i>	Missing or rotten floor; unsafe windows; beams and joists; staircases; debris; protruding nails
<i>Structure of building</i>	Roof safe; walls bulging
<i>Electrics</i>	Unsafe sockets and switches; power off; exposed or loose cables
<i>Other utilities</i>	Water, gas, oil safe?
<i>Weather</i>	Icy, rain, fog, windy, too hot
<i>Ladder usage</i>	Borrowed loft ladders safe? Own ladders serviced; ground conditions
<i>Own equipment works well</i>	Torch discharged; equipment assembled safely
<i>Other people</i>	Interference by other people including children; vagrants
<i>Animals</i>	Pets uncontrolled / aggressive; rats, vermin and fleas
<i>Fibres</i>	Loft insulation and mineral wool
<i>Hazardous materials</i>	Flammable liquids and materials; toxic substances; Asbestos
<i>Gardens and grounds</i>	Debris and garden waste; holes; wells; cesspits; animals; reptiles and insects
<i>Working alone safely</i>	Existing or known threats in area; 'report in' procedure clear; mobile phone reception good
<i>Builders present</i>	Hard hat; falling materials and untidy workplace
<i>Drug and alcohol</i>	Litter and broken glass; syringes and drug paraphernalia
<i>Violence, kidnap and abuse</i>	Known dangers
<i>Traveling safely</i>	Overlong journey; phone contact; safe parking

DEA Accreditation Schemes

DOMESTIC ENERGY ASSESSOR ACCREDITATION SCHEME

Before you can start work you have to complete your diploma successfully and also gain accreditation.

Accreditation Schemes:

The following companies have been approved by the Secretary of State to operate as accreditation schemes for energy assessment for existing dwellings:

Organisation	Website	Telephone
BRE	www.breassessor.co.uk	01923 664 829
Elmhurst	www.elmhurstenergy.co.uk	01455 883 253
NES	www.nher.co.uk	0870 837 6500
Northgate	<a href="http://www.northgate-
ispublicservices.com/solutions.php?pageId=156">www.northgate- ispublicservices.com/solutions.php?pageId=156	0117 906 4404
RICS	www.rics.org/hips	0870 333 1600
Quidos	www.quidos.co.uk	01225 448500
EPC Ltd (ECMK)		0845 8123999
Home Inspector Certification	www.hicertification.co.uk	0800 0842074
Stroma	www.stroma.co.uk	0845 621 1111

Please refer to the Appendix at the end of this pack for an example of an accreditation scheme's code of practice and membership rules.

QUEST Software

Quest RdSAP software is utilised during the training with your tutor and will be used by you to produce your EPCs for your portfolio. Please see details below relating to data entry.

Comments relating to the RDSAP data entry form

<i>Item</i>	<i>Data</i>	<i>Comment</i>
Built form and detachment	<ul style="list-style-type: none">– house– bungalow– flat– maisonette and <ul style="list-style-type: none">– detached– semi-detached– mid-terrace– end-terrace– enclosed mid-terrace– enclosed end-terrace	<p>A house or bungalow has a completely exposed ground floor and a completely exposed roof. A flat or maisonette does not have both.</p> <p>"Enclosed" is typically applicable for "back-to-back" terraces and has the following meaning:</p> <ul style="list-style-type: none">– mid-terrace has external walls on two opposite sides;– enclosed mid terrace has an external wall on one side only;– end-terrace has three external walls;– enclosed end-terrace has two adjacent external walls.

Age band	Age band England & Wales A before 1900 B 1900 - 1929 C 1930 - 1949 D 1950 - 1966 E 1967 - 1975 F 1976 - 1982 G 1983 - 1990 H 1991 - 1995 I 1996 - 2002 J 2003 - 2006 K 2007 onwards	Identify age band separately for: – main property – any extension – any rooms in roof
<i>Item</i>	<i>Data</i>	<i>Comment</i>

<p>Number of rooms</p>	<p>Number of <u>habitable</u> rooms</p>	<p>Which include any living room, sitting room, dining room, bedroom, study and similar; and also a non-separated conservatory.</p> <p>A kitchen/diner having a discrete seating area also counts as a habitable room.</p> <p>Excluded from the room count are any room used solely as a kitchen, utility room, bathroom, cloakroom, en-suite accommodation and similar; any hallway, stairs or landing; and also any room not having a window.</p> <p>For open plan dwellings count all spaces thermally connected to the main living area (e.g. a living/dining room) as one room.</p>
	<p>Number of heated <u>habitable</u> rooms</p>	<p>A heated room is one with a heat emitter in the room.</p>

Item	Data	Comment
Dimension type	Measured internally or externally	Applies to areas and perimeters. Room heights always measured internally within the room.
Dimensions	Area, average room height and exposed perimeter for each floor	Measured separately for property and any extension main For rooms-in-roof, measure floor area only, inside the dwelling
Non-separated conservatory.	Floor area Glazed perimeter Double glazed (yes/no) Height (number of half storeys of main dwelling)	A separated (good quality external doors or detached from main building) conservatory is to be disregarded.
Flats and maisonettes	Heat loss corridor, one of: - no corridor - heated corridor - unheated corridor	
	If unheated corridor, length of sheltered wall	The length of wall flat and corridor
	Floor level (0 for ground floor) and number of floors in block	The lowest floor level of a maisonette. If there is a basement, the basement is level 0 and the other floors from 1 upwards.

	<p>For flats other than ground floor flats, floor is one of:</p> <ul style="list-style-type: none">- above heated space- above partially heated space- above unheated space- fully exposed	<p>A heated space below applies when it is above another flat.</p> <p>A partially heated space below applies when it is above non-domestic premises.</p> <p>An unheated space below applies when it is above a space not used for habitation.</p> <p>Where the flat is above more than one type, it is classified according to the largest floor area concerned.</p>
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<i>Item</i>	<i>Data</i>	<i>Comment</i>
Wall construction	One of: <ul style="list-style-type: none"> - stone (granite or whin) - stone (sandstone) - solid brick - cavity - timber frame - system build (i.e. any other) 	Recorded separately for main dwelling and any extension.
Wall insulation	One of-, <ul style="list-style-type: none"> - external - filled cavity - internal - as built - unknown 	Recorded separately for main dwelling and any extension. External, cavity or internal insulation to be indicated only if added subsequent to original construction. If it has only the insulation that was part of the original construction it is "as built".
Alternative wall construction (if present)	- Location - construction (as preceding item) - insulation (as preceding item) - net area of alternative wall	Location identifies whether part of main wall or an extension wall
Roof construction	One of: <ul style="list-style-type: none"> - pitched - flat - another dwelling above 	Recorded separately for main dwelling and any extension
Roof insulation (if not another dwelling above)	One of: <ul style="list-style-type: none"> - rafters - joists - no access 	Recorded separately for main dwelling and any extension
Roof insulation thickness	One of: - none, 12, 25, 50, 75, 100, 150, 200, 250, ≥300 mm, don't know	For roof insulation at joist level and where can be accessed. Recorded separately for main dwelling and any extension

Windows (of the dwelling only, not including any conservatory)	Area: one of - typical - less than typical - much less than typical - more than typical - much more than typical	"Typical" refers to normal construction for the property type and age band concerned. If assessed as much more or much less than typical the area of each window should be measured.
If window area is typical, less than typical or more than typical	Proportion double glazed Double glazing type, one of: - d/g pre year 2002 - d/g during or post year 2002 - d/g unknown date - secondary glazing	In England & Wales As percentage If more than one type, assessor selects the most prevalent

Item	Data	Comment
Mechanical ventilation	yes/no, and if yes whether extract only or balanced	Applies to whole house ventilation system only. Otherwise natural ventilation is assumed. Intermittent extract fans (kitchen and bathrooms) are not a mechanical ventilation system for SAP calculations, but continuously running extract fans in wet rooms are treated as mechanical extract ventilation.

Electricity meter	Dual/single/unknown	<p>The electricity meter is recorded as single, dual (two separate readings) or unknown (if inaccessible). If single, it is standard electric tariff.</p> <p>If dual, it is off-peak 7-hour tariff, except when the main heating is an electric CPSU, for which the offpeak 10-hour tariff applies. Off-peak tariff is needed for:</p> <ul style="list-style-type: none"> - electric storage heaters - underfloor heating, main dwelling age bands A to E (concrete assumed) - electric dry core or water storage boiler - electric CPSU - dual electric immersion <p>and the data is inconsistent if a single meter is indicated when any of these are present. However a dual meter is possible even if off-peak is not used for heating or DHW.</p> <p>If dual, assume on-peak 7-hour tariff for electric secondary heating, pumps and fans, and lighting.</p> <p>If unknown, use standard tariff except where main heating or water heating require an off-peak tariff (per systems listed above).</p>
Mains gas available	yes/no	<p>Yes means that there is a gas meter or a gas-using appliance (e.g. cooker) in the dwelling. Can be relevant to improvement recommendations</p>

Solar water heating	Solar panel (yes/no)	Water heating only
Photovoltaic array	yes/no, and if yes the % of external roof area with PVs	Generates electricity
Low energy lighting	Percentage of fixed outlets	Not plugged in

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Appendices

1. NHER Accreditation Scheme Example