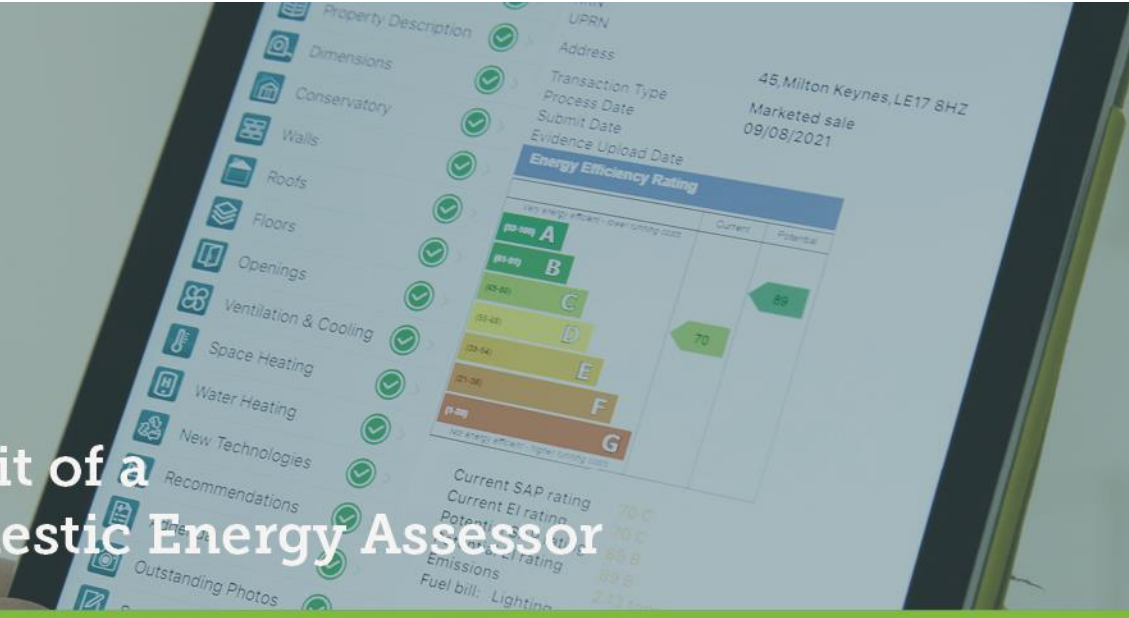


Remit of a Domestic Energy Assessor



Introduction

A Domestic Energy Assessor (DEA) is a qualified professional who can assess the energy efficiency of existing residential buildings (houses, flats and bungalows). A DEA will carry out an energy assessment on site, and will take anywhere between 30 minutes to a few hours, to complete this assessment (dependent on the size and complexity of the property).

Following an assessment a DEA can generate a legally valid Energy Performance Certificate (EPC). An EPC is typically required when a property is sold or rented out.

A DEA can only carry out an energy assessment if they are an accredited member of a government approved accreditation scheme (such as Elmhurst Energy).

A DEA can be self-employed, a sub-contractor or employed by a company to carry out EPCs. When an assessor visits a property and completes an energy assessment, they must act in an independent manner and declare any conflict of interest when undertaking an assessment.

What an Assessor can do

When completing an energy assessment for EPC purposes the DEA will need to access all parts of the property to make the assessment as accurate as possible, this includes the loft space and any heating systems.

Where a DEA is unable to visually verify a part of the dwelling, documentary evidence may be requested from the property owner. It is important for a DEA to get as much information from the property owner prior to the assessment.

A DEA will explain the purpose of the EPCs before entering a property, and will always remain professional and respectful when undertaking their work.



What an Assessor cannot do

A DEA won't drill holes in walls or remove any floorboards, as the assessment is non-invasive and DEAs will not typically be insured for this type of activity.

A DEA cannot give the occupant or property owner energy advice that is over and above the EPC, nor advise what they believe the energy efficiency rating will be before assessing the property.



What the assessor is doing during the assessment

Data Collection

A DEA will collect lots of property in order to create an accurate energy assessment. This can include anything from property age, construction type, and insulation levels, to heating controls, make and model of heating systems.

Photographic evidence

A DEA will need to collect photographic evidence to support their inputs throughout the assessment. Photographs will be used to support specific data that has been collected and used to lodge the EPC- such as level of roof insulation. The assessor can also take photographs of any documents which cover information about work completed on the property.

Floor plans

A DEA will need to create a floor plan which includes accurate dimensions, room identifiers and heat loss and party wall perimeters.

The EPC

After the assessment is complete, you will receive the lodged EPC from the DEA. The EPC will contain information such as the energy efficiency rating for the property and recommendations on how to improve its energy efficiency. Included on the EPC will be the address of the property, the dwellings floor area and the date the EPC was issued.

Find your EPC

Property owners in England, Wales or Northern Ireland can view their EPC online:

England, Wales and Northern Ireland: <https://www.gov.uk/find-energy-certificate>

Scotland: <https://www.scottishepcregister.org.uk/>



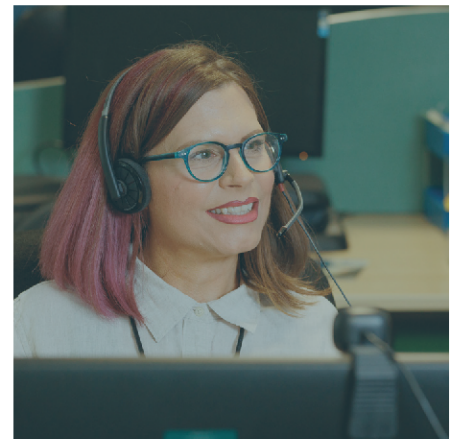
Queries and Complaints

A DEA will be required to handle any queries or complaints relating to energy assessments they have conducted and EPCs they have lodged.

DEAs will have their own complaints procedure and this should be provided to the complainant on receipt of any complaint

If the DEA is unable to resolve the issue in a satisfactory manner, Elmhurst Energy can help mediate between the two parties. You can find further information on this process by visiting Elmhurst's complaints resolution page:

<https://www.elmhurstenergy.co.uk/complaints-resolution/>



If you would like more information about the EPC or any further energy advice please contact:

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