

Energy Performance Certificate

Residential Property

SECTION 1 ~ TERMS AND CONDITIONS including DESCRIPTION OF SERVICE

It is important that you read these notes carefully, as they form the basis of the contract between us. The notes below should help you decide whether or not the Energy Performance Certificate is appropriate for your requirements. Please contact us if you require further advice.

1. DESCRIPTION OF THE ENERGY PERFORMANCE CERTIFICATE

- 1.1 The Energy Performance Certificate comprises an INSPECTION of the property carried out by a DOMESTIC ENERGY ASSESSOR, who then produces a CERTIFICATE using Government approved energy rating software which is subject to a number of ASSUMPTIONS. The SERVICE is described below in more detail.
- 1.2 The Energy Performance Certificate is intended to provide a document that complies with the requirements of the EPBD Regulations and also where relevant to Home Information Packs and additionally to the Accreditation Scheme to which our Assessors belong.
- 1.3 We are obliged to disclose any conflict of interest or related party issue of which we are aware.

2. OUR INSPECTION

- 2.1 Our inspection of the property will be undertaken by a Domestic Energy Assessor who is a member of an Accreditation Scheme.
- 2.2 It is important to appreciate that an Energy Performance Certificate is not a detailed survey of any kind. The inspection will be a brief visual appraisal of the building during which we will have due regard to energy performance issues but these matters may not be specifically detailed in the Certificate. If you require specific advice on the condition of the various elements of the property then this product will not be suitable for your needs.
- 2.3 The outside of the building will be assessed from ground level from within the property's boundaries and where necessary from adjoining public property.
- 2.4 The inside of the building will be assessed from floor level but none of the contents will be moved nor floor coverings lifted. We will look into the roof space from the hatch provided that it is readily accessible and safe and appropriate to do so for energy rating purposes.
- 2.5 We will visually identify the services relevant to our energy rating assessment but will not undertake any test.

3. THE DOMESTIC ENERGY ASSESSOR

- 3.1 The Domestic Energy Assessor will be a member of an appropriate Government approved Accreditation Scheme and will be competent to produce an Energy Performance Certificates.
- 3.2 The Domestic Energy Assessor will carry suitable equipment; which will be used where necessary, safe and practical to do so at the Domestic Energy Assessor's discretion.

4. THE CERTIFICATE

- 4.1 The Energy Performance Certificate will be in a standard format and will be produced using Government approved software. All Certificates will be lodged onto the Government approved Energy Performance Certificate Register.
- 4.2 The Certificate will contain a certain amount of energy related cost and consumption advice. It should be noted that this information is an output of the Government approved software and Countrywide Surveyors do not accept responsibility for the accuracy of statements which are the direct output of the software calculation.

5 THE ASSUMPTIONS

In preparing our Energy Performance Certificate we will make various assumptions as follows:

- 5.1 The Domestic Energy Assessor will not read the documents contained within any other part of a Home Information Pack.
- 5.2 We will not carry out a survey of any kind, nor will we prepare a schedule of repair or condition. We will not express an opinion about or advise upon the condition of either inspected or un-inspected parts of the property and the Energy Performance Certificate should not be taken as making any implied representation or statement about the structural integrity, condition or state of repair of such parts. No tests will be undertaken of the electrical, gas installations hot or cold water systems, heating systems or any other services where fitted.
- 5.3 We will not comment upon nor arrange for any investigation to be carried out to determine whether or not any deleterious or hazardous material has been used in the construction of the property, or has since been incorporated. For the purpose of this Energy Performance Certificate we will assume that such investigation would not disclose the presence of any such material to any significant extent.
- 5.4 We will not carry out or commission a site investigation or geographical or geophysical survey and can therefore give no assurance, opinion or guarantee that the ground has sufficient load bearing strength to support the existing structures or any other structure or structures which may be erected upon it.

6. PAYMENT

- 6.1 You will pay the agreed fee as set out in the Instruction Details and Acceptance of Service.

7 CANCELLATION

- 7.1 You are entitled to cancel the contract by notifying us before the day of the inspection.
- 7.2 In the event of cancellation we will:
- 7.3 Provide a full refund up to one full day prior to the date of the inspection.

7.4 Require payment of 50% of the agreed fee if a cancellation request is received the day before, or on the date of, the inspection.

8 LEGAL LIABILITY

8.1 The Certificate will be for the stated purpose.

9 ACCEPTANCE OF THESE TERMS AND CONDITIONS

9.1 If there is any term of this Service documentation that you do not understand, then please discuss it with a representative of Countrywide Energy Assessors before confirming your instructions to proceed

9.2 If you require any further information or wish to negotiate any variations on these standard terms please contact us before confirming your instructions to proceed.

9.3 Please note that the Certificate details will be issued to you in a format and by means previously agreed as a condition of the Service provided. 9.4

9.4 The parties to this agreement do not intend that any of its term will be enforceable by virtue of the Contracts (rights of Third Parties) Act 1999 by any person not party to it.

10. COMPLAINTS PROCEDURE

10.1 Countrywide Energy Assessors, a division of Countrywide Surveyors operates a complaints procedure in accordance with the requirements of the Accreditation Scheme to which our Domestic Energy Assessors belong and a copy of our complaints handling procedure is available on request.

SECTION 2 ~ INSTRUCTION DETAILS

1 Client Details

1.1 Client name:

1.2 Client address:

2 Instruction Details

2.1 Instruction source:

(client, broker, etc.)

2.2 Date of instruction:

2.3 Purpose of Energy Performance Certificate:

2.4 Assumed date of Energy Performance Certificate will be the Date of inspection (which is to be agreed).

3 Property details

3.1 Property address:

3.2 Type and classification of property:

4 Other information

4.1 Disclosure of any material previous involvement:

4.2 Agreed fee (including VAT):

4.3 Agreed payment terms:

SECTION 3 ~ ACCEPTANCE FORM

ENERGY PERFORMANCE CERTIFICATE – ACCEPTANCE FORM

Please proceed with the provision of an Energy Performance Certificate in accordance with your standard terms and conditions of engagement.

Address of Property to be Inspected:

Our ref:

Access Arrangements:

Energy Performance Certificate to be sent to:

Daytime Telephone:

Evening Telephone:

By signing this Acceptance Form, you will be instructing Countrywide Energy Assessors to prepare an Energy Performance Certificate. Countrywide Energy Assessors will prepare the Energy Performance Certificate subject to the TERMS AND CONDITIONS INCLUDING DESCRIPTION OF SERVICE enclosed with Countrywide Energy Assessors' letter of *[insert date]*.

IMPORTANT – Please note:

- The Energy Performance Certificate does **not** include tests or specialist reports.
- Before signing this Acceptance Form, please read carefully the contract documentation as it will form part of the legally binding contract between us. If there is any term of the contract documentation that you do not understand, then please discuss it with a representative of Countrywide Energy Assessors before signing. Only sign this Acceptance Form if you wish to be bound by the terms of the contract documentation.

Signature: _____ Date: _____

Signature: _____ Date: _____

Please note that both parties must sign if the Energy Performance Certificate is to be issued in joint names.

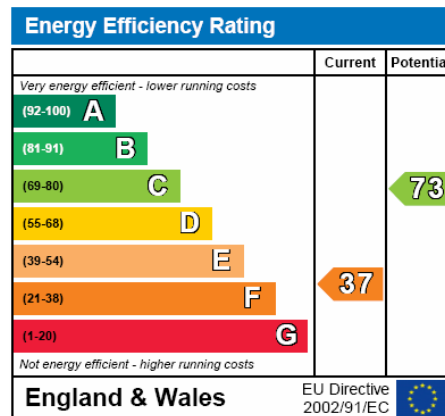
It is now a mandatory requirement for property sold or let in the UK, to have an Energy Performance Certificate (EPC). The EPC is a Government regulated document, generated using approved software following an inspection of the property. An EPC is required for each self contained residential property when it is marketed for sale or let to new tenants although there are a limited number of exemptions.

This document describes the service, offered by Countrywide Energy Assessors and carried out by our Domestic Energy Assessors (DEAs). The EPC document will make clear any third party relationships to the DEA. Should you require further information or clarification on any aspect of the EPC please contact us.

The EU Directive and the UK Government

Domestic buildings contribute significantly to CO₂ emissions in the UK. The UK Government, along with other EU member states, has an obligation under the Energy Performance of Buildings Directive (EPBD) EU/2002/91/EC to promote improvement in the energy performance of buildings.

The Government is seeking to change attitudes by raising awareness and providing home owners with consistent information on how energy efficient their properties are and how to improve the thermal performance of their homes. The introduction of Energy Performance Certificates is one in a series of initiatives.



What is an EPC?

An Energy Performance Certificate (EPC) is a document which states the energy efficiency of a building and is based on the standardised way that a dwelling is used. The EPC focuses on the amount of CO₂ estimated to be released from the property against the emissions that result if the recommended improvements are carried out.

The EPC rates the property in bandings from A to G, A being the most efficient. The average ratings for a property are D - E. At the end of the report the EPC provides a set of cost effective recommendations for improving the energy efficiency of the property, together with the potential ratings if the recommended improvements are carried out.

The EPC is a Government regulated assessment document for the specific purpose of calculating energy efficiency and must not be regarded as, or relied upon as being any form of property survey for the dwelling. In addition, it should not be compared to any other form of energy assessment documents as these will inevitably have been prepared using a different calculation methodology.

How are the EPC Ratings Calculated?

The EPC rating is calculated using a Government approved software program called Reduced Data Standard Assessment Procedure for the Energy Rating of Dwellings (RdSAP). The DEA enters the information gathered during the inspection into the calculation software, which in turn produces the ratings and recommendations.

The calculation makes a number of default assumptions based on the age and type of property and takes account of the typical standards of construction for a given period. The calculation software attempts to standardise the information for a property and makes a series of further assumptions that cannot be influenced or altered by the DEA. The results are based on typical occupancy and usage levels for a given type of property and are not based on how the property may currently be used. This allows different types of property to be compared in terms of energy efficiency.

Our Service to You

The EPC is issued following an inspection of the property by a Domestic Energy Assessor (DEA). All Countrywide Energy Assessors are members of the Royal Institution of Chartered Surveyors (RICS): however in order to provide an EPC, the DEA must also be accredited through a Government approved Accreditation Scheme, operate to its code of conduct and use its approved calculation software to generate the EPC.

The DEA records specific information based on what is present and identifiable at the time of the inspection only. Documentary evidence can be considered and used if it is suitable and is made available to the DEA. The information gathered by the DEA is securely stored and is not distributed to any other third party, apart from the Accreditation Scheme (for auditing purposes only).

The DEA will access roof spaces if safe to do so, record details of the boiler and any heating systems including the hot water storage tank, take the property dimensions and measure the wall thickness. The DEA is required to take a series of photographs to document elements of the property. It is important that any certificates such as cavity wall insulation, extension works and boiler manuals are made available to the DEA at the time of the inspection.

The inspection is a brief non-invasive visual inspection of the property and the resultant EPC is purely an assessment of the energy usage of the property. It is not a building survey. The DEA will assess the construction of the property in terms of energy efficiency only and will not comment on the condition of the property. If you require a survey please contact us or ask the DEA about the property inspection services we offer.

Queries

If you have any questions in regard to your EPC please contact us at ccs-epc@cwsurveyors.co.uk or 01509 670162 or contact the DEA direct.

If you wish to make a complaint you should put your concerns in writing to us at customer.care@cwsurveyors.co.uk or call us on 01908 575 097. We will do what we can to resolve your issue, if this is not possible your concerns will be escalated to the Accreditation Scheme administrators for investigation.

Cancellation

Once the appointment has been made, if for any reason you need to make a cancellation with our DEA, we will require 24 hours notice. If the appointment was made through your selling agent please contact them direct to cancel. If the appointment was made directly with Countrywide Surveyors please contact Central Customer Services on 01509 670162.



What You Can Do

By providing the DEA with as much information as possible you can assist us in providing an accurate EPC.

Ensure the DEA is able to access as much of the property as possible, it is preferable for the owner of the property to be present at the inspection, but not essential.

Advise the DEA of any energy efficiency or heat saving measures that have been incorporated into your home. Make documents relating to these such as manuals, certificates and guarantees available to the DEA at the time of the inspection. However, please note that not all improvements can be accommodated in the software used to produce the EPC.

Give the DEA an indication of the age of the property and any extensions if applicable.