

Technical Bulletin

March 2019

Welcome to the ecmk quarterly Technical Bulletin

In this issue we cover:

- Domestic: Storage heaters
- Domestic: Loft access
- MEES Update
- FiT update
- Audit evidence
- Domestic: SMART rules update
- Single ECMK accreditation number
- Domestic: Smarter Surveys
- Domestic: Smart Audit Rule 9
- Customer Satisfaction Survey
- Lodgement of incorrect EPCs
- Upcoming Training

Please do contact us if you have any suggestions for future content or wish to see clarification of any issues for upcoming bulletins.

Many thanks and we hope you enjoy the bulletin.

Stephen Farrow
Scheme Manager

Domestic: Storage Heaters

It has been brought to our attention through auditing that some storage heaters have been misidentified. In this bulletin we aim to clarify the different types of storage heaters and how they are identified. Storage heaters are designed to operate on a dual rate tariff that will allow the device to charge up during the night on the off-peak rate and discharge the heat throughout the day. Therefore, storage heaters will only become an option in the software when a dual rate electricity meter is selected. Please note that storage heaters are typically floor mounted due to the heavy storage blocks within them.



The **old large volume storage heaters** are quite rare nowadays as many have been replaced. However, there are still some about and are typically (as the name would suggest) large, often sitting approx. 500mm proud of the wall as can be seen in the image on the left. Typically, they would also have an artificial wood finish to them. These will have 1 electrical connection/fuse spur for the electric element within the storage blocks.

Modern slimline storage heaters are the most common type of storage heater that you are likely to encounter. They are still relatively large units, but they do not protrude from the wall as much as the old large volume storage heaters. The word “Modern” can sometimes be misleading as some of the storage heaters can be old but still recorded in this way. Again, these will have 1 electrical connection/fuse spur for the electric element within the storage blocks.



Fan storage heaters look very similar to modern slimline storage heaters. As the name would suggest, they have a built-in fan that helps circulate the warm air around the room. There are two features that can help identify fan storage heaters. The key indicator is the grill along the bottom of the unit. This allows cold air from floor level to be drawn into the base of the unit by the fan which is heated by the thermal blocks and forced out of the top of the unit. The second indicator is the 2 electrical connections/fuse spurs as seen in

the image above. One connection is for the electric element within the storage blocks and the second connection is the power supply to the fan.

Integrated storage/direct acting storage heaters are often confused with fan electric storage heaters because they also have 2 electrical connections/fuse spurs. However, the difference here is that one connection is for the electric element within the storage blocks and the second connection is for a direct acting heater within the unit. This allows the storage heater to give a boost of heat if required once the main storage heater has discharged, often in the evenings. Also note that there is no grill across the bottom of these units.

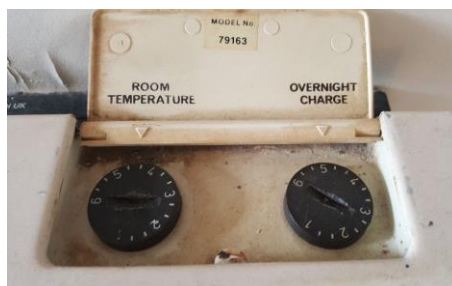


Another indicator is separate controls for the storage heater and the direct acting heater. In the examples on the right, the storage heater controls are on the top of the unit and the direct acting controls are on the side of the unit. They are typically located near the front of the unit as this is where the direct acting heater is situated.



Modern **high heat retention storage heaters (HHRSHs)** are better insulated, so are more able to store heat - that can be used when required, rather than leaking heat constantly throughout the day. These can only be recorded by using the PCDF search function to locate the specific model on the database. If it is not on the database, it cannot be recorded as a HHRSH and should be entered as fan assisted storage heater instead. For a full list of HHRSH that are on the PCDF database, please click [here](#). These are proving to be a popular choice amongst landlords when looking to improve the electric heating within their properties to comply with MEES regulations.

The control options for storage heaters are limited to Manual charge control, Automatic charge control and controls for HHRSHs. Most storage heaters have Manual charge controls and would typically consist of two dials top of the storage heaters. These are commonly labelled as “input” and “output”, but sometimes labelled as “room temperature”, “auto-set control” or “overnight charge” as seen in the examples below.



Automatic charge control is quite rare and can be achieved using internal thermostat(s) or an external temperature sensor to control the extent of charging of the heaters. Availability of electricity to the heaters may be controlled by the electricity supplier based on daily weather predictions when used in conjunction with a 24-hour tariff; this should be treated as automatic charge control.

Controls for high heat retention storage heaters should only be selected when HHRSH are present. They are usually integrated as part of the unit as seen in the image below. It incorporates a timer and electronic room thermostat to control the heat output that are user adjustable. It is also able to estimate the next day's heating demand based on external temperature, room temperature settings and heat demand periods.



As already mention, most storage heaters are floor mounted due to the weight of the storage blocks within them. A common mistake is that electric wall heaters are misidentified as storage heaters. The following examples are **NOT** storage heaters and all should be recorded as electric panel, convactor or radiant room heaters.



There might be an occasion when there are storage heaters present in the property but there is only a single electric meter. In this scenario convention 4.02 should be applied:

4.02	Storage heaters on single tariff electricity.	If storage heaters are present as main heating but there is only a single rate meter – enter as panel heaters and include Addendum 6.
------	---	---

A copy of the conventions can be downloaded from Scheme Documents on Assessorhub.

Domestic: Loft access

We want to clarify when “pitched, no loft access” and “pitched, loft access” should be used as this is often recorded incorrectly and can lead to a Smart audit under rule 12 “No access to main building loft”.

A common mistake that assessors make is recording “pitched, no loft access” when there is an obstruction preventing access to the loft, for example there might be furniture beneath the loft hatch or the loft hatch is locked. If there is a loft hatch or other means of gaining access but it could not be used on the date of the site visit record as “Pitched, loft access” and insulation “unknown”. Convention 3.04 goes on to clarify that “No access” means there is no loft hatch or other means of gaining access to the loft space.

Domestic: Cylinder insulation

There are two situations here that may be confusing.

Steel or plastic encased hot-water cylinder (e.g. Megaflo) type cylinders

These steel mains pressure cylinders have a casing that covers the foam insulation. In these cases, the default insulation is recorded at 50mm and there will always be a cylinder thermostat (although you won’t be able to see it). Please refer to convention 6.05.

Where the cylinder is the old-fashioned copper tank, with a spray foam insulation, many Assessors guess the depth of the cylinder insulation, rather than using a ruler to check. Whilst this might seem a minor point, the incorrect data could affect the description, the recommendations and the SAP score. And, more importantly, the hot water running costs for the householder.



MEES Update

Over the last year, there has been an ongoing Government consultation on proposals to amend *The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015*. The consultation has now concluded, and the amendments are subject to parliamentary approval but are looking to come into force at some point in 2019.

The key decisions include:

- the introduction of a capped landlord contribution of £3,500 (inclusive of VAT)
- removal of the Consent Exemption currently available where a sitting tenant does not consent to a Green Deal charge
- inclusion of an evidential requirement for the registration of a 'high cost' exemption
- curtailment of the period of validity of previously registered 'no cost' exemptions

Further details on the consultation can be found [here](#).

FiT Update

The Feed-In Tariffs (FiTs) Scheme is the government's subsidy scheme for generation of renewable electricity from small-scale low-carbon installations. Over the summer, there was a Government consultation to review the future of the FiTs scheme. The consultation sets out a proposal to close the export tariff alongside the generation tariff on 31 March 2019, which would mean full closure of the FiTs scheme to new applications after 31 March 2019.

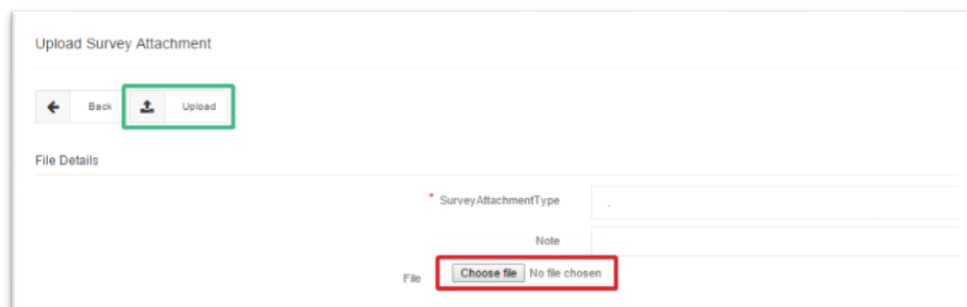
The results of the consultation are yet to be published, but more information regarding the consultation can be found [here](#).

Audit Evidence

When you receive an audit request, you are given the opportunity to provide additional evidence to support your data entry. Most of our domestic assessors use the Smart Survey app to capture their evidence which is generally all that is required for an audit. However, our Non-Domestic, DEC, SAP and some Domestic assessors submit all their evidence through assessor hub.

It has been noted by our audit team that some of the evidence uploaded via assessorhub is not being labelled. This is an MHCLG requirement and helps identify key information within your evidence.

Please ensure that all photos are annotated by using the "note" box on the upload screen shown below.



Domestic: Smart Audit Update

The DEA Smart audit trigger priority has recently been amended and there has also been some new rules introduced. The implementation date for the new rules is 1st December 2018. A schedule of the new rules and the priority can be found below:

Priority No.	Rule No	Rule
1	14	Multiple lodgements by same assessor on same property within 1 calendar month where SAP rating was F or G but is now E or above
2	1	No main heating system present, but mains gas supply available.
3	2	Main building age band is L
4	3	Heating controls of boiler energy manager
5	4	Overridden U-values for the main building walls
6	15	Wall of any building part that has insulation type unknown
7	16	Floor of any building part that has insulation type unknown
8	17	Non-pitched roof or roof room of any building part has insulation type/thickness 'unknown'
9	6	No heating controls present, but main heating system is a gas (incl. LPG) or oil boiler
10	7	Ground floor of main building room height is <1.5m or >4m
11	8	Mechanical ventilation present in property built prior to 2003 (including supply/extract)
12	9	Gas boiler main heating system and hot water from electric immersion
13	18	Duplicate lodgement of an EPC for the same property within 7 calendar days by the same assessor
14	11	Age band A cavity walls
15	12	No access to main building loft
16	13	No access to HW cylinder
NA	5	Dormant - Any building part on any element has insulation type recorded as unknown
NA	10	Dormant - Duplicate lodgement of an EPC for the same property within 1 month by the same assessor

For more information regarding the new Scheme Operating requirements and the Smart Audit regime, please see the September 2018 technical bulletin and visit the EASOB website.

Domestic: Smart audit rule 9

Main heating is gas, but hot water from electric immersion heater.

Many D.E.A.s, are failing Audits on this rule, because of a lack of understanding.

If a gas boiler is present, there is a 99% probability that the water is heated from this, mainly due to gas being only a third of the cost of standard rate electricity. If there is a cylinder, you will be able to see the flow and return pipes (two 22mm diameter copper pipes that are connected to the regular style boiler). Typically, there will also be a programmer that will have time controls for heating and hot water (see image).

The confusion might occur, by the fact that there is an electric immersion heater also present in the cylinder and connected to a switched fused spur. This is a back up, to provide hot water in the event of the boiler not working, or where you might wish to boost the hot water from the boiler.



Single ECMK accreditation number

A recent update from Landmark and the new Scheme Operating Requirements has highlighted that some assessors have more than one ECMK accreditation number. For the scheme to comply with these new guidelines we will be in the process of combining assessor's multiple accreditation numbers into one single number.

For assessors working for multiple companies, there will be no change, the assessor will be able to select which company they wish to lodge through when starting an assessment.

This will also help reduce different logins for assessors using the iPad as all accounts will be linked to the one accreditation number.

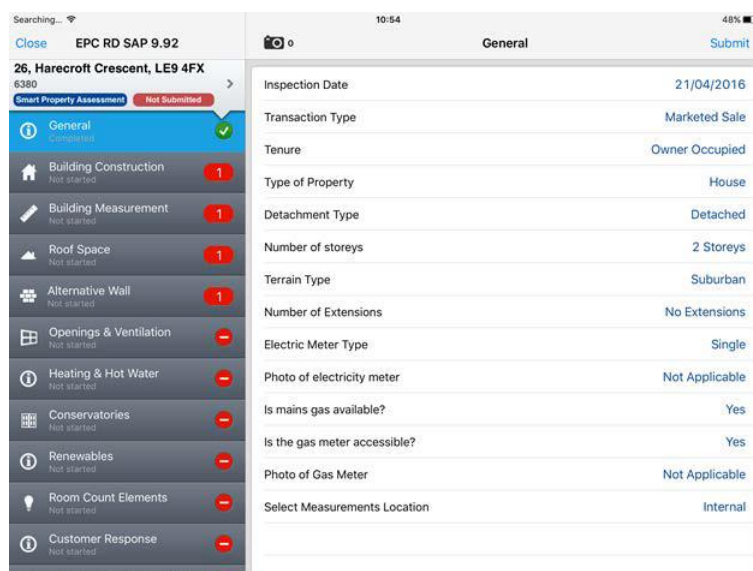
If assessors do have any queries or issues, please do contact any of the team to assist with any iPad login issues

Domestic: Smarter Surveys

ecmk members have **FREE** use of eTech's Smart Survey App which is available on iPad and iPhone. There are huge benefits to using the App over paper-based site notes and we have developed the Smarter Survey Webinar to show this. The webinar is aimed at DEAs who are not currently using the Smart Survey EPC App and are still using pen and paper for their EPCs.

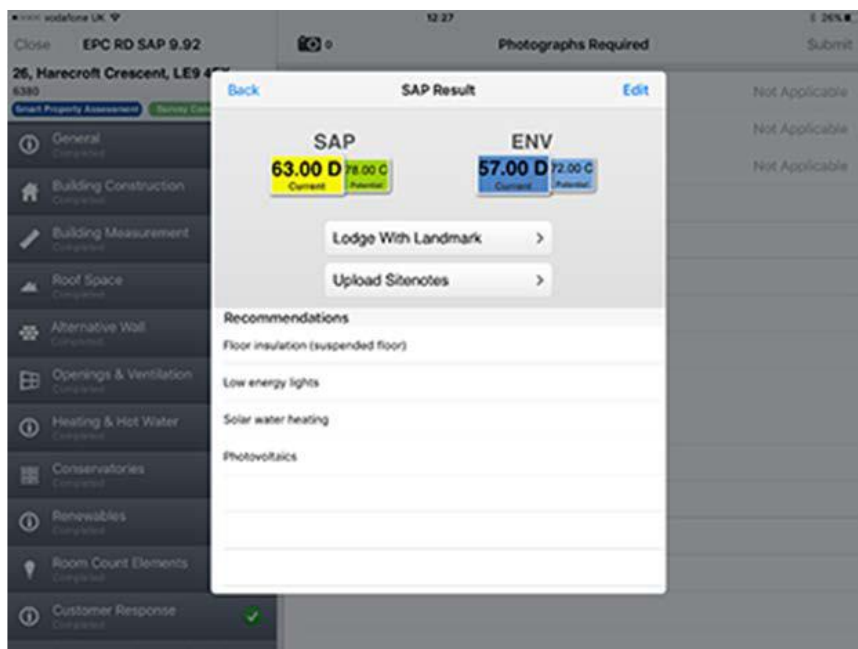
This course will cover:

- The benefits of the App
- Live demonstration of how it works
- How to get started using the App



Category	Status
General	Completed
Building Construction	Not started
Building Measurement	Not started
Roof Space	Not started
Alternative Wall	Not started
Openings & Ventilation	Not started
Heating & Hot Water	Not started
Conservatories	Not started
Renewables	Not started
Room Count Elements	Not started
Customer Response	Not started

Field	Value
Inspection Date	21/04/2016
Transaction Type	Marketed Sale
Tenure	Owner Occupied
Type of Property	House
Detachment Type	Detached
Number of storeys	2 Storeys
Terrain Type	Suburban
Number of Extensions	No Extensions
Electric Meter Type	Single
Photo of electricity meter	Not Applicable
Is mains gas available?	Yes
Is the gas meter accessible?	Yes
Photo of Gas Meter	Not Applicable
Select Measurements Location	Internal



Please see our CPD schedule at the end of this bulletin for our next Smarter Survey Webinar.

Customer Satisfaction Survey

Assessors are reminded that as part of the new Scheme Operating Requirements, assessors are required to obtain the email address of customers to allow the scheme to ensure assessors are adhering to the Code of Conduct by sending the customer a feedback form to complete online.

Lodgement of Incorrect EPCs

Assessors are reminded of convention 9.03 in relation to notifying the scheme of an incorrect or defective EPC lodged at Landmark.

Convention 9.03 - Lodgement of incorrect EPC:

If you lodge an EPC in error and lodge a corrected EPC, inform your accreditation scheme so that the erroneous one can be marked 'not for issue'.

Assessors must email accreditation@ecmk.co.uk with the RRN of the incorrect EPC and the RRN of the replacement EPC.

EPCs will not be removed from the register unless a replacement EPC has been lodged and the RRN supplied to the scheme.

If you do have any further questions or queries then please contact us via:

Email: accreditation@ecmk.co.uk

Free CPD Training

Members are reminded that their free allocation of 4 hours CPD training expires on 31 December 2018. A new allocation for 2019 will commence on 1st January 2019. Any unused hours cannot be rolled over to 2019 so we encourage members to take advantage of the webinars on offer during December 2018.

Bookings are now open for our 5 day course at our office in Solihull. *For our full Training Terms and Conditions please visit:* <http://www.ecmk.co.uk/training/>

To book your place please email training@ecmk.co.uk

Upcoming CPD Webinars

	March	Cost (+ vat)*
Mini Audit: Tips & Hints How Not to Fail	Mon 4 @ 1300-1400	£15.00
Primary Heating Fundamentals	Tues 5 @ 0830-0930	£15.00
Measuring & Modelling	Wed 6 @ 1100-1200	£15.00
Heating Controls	Fri 8 @ 1600-1700	£15.00
Secondary Heating	Tues 12 @ 0830-0930	£15.00
MEES (Domestic Private Rented Property Minimum Standard)	Wed 13 @ 1100-1200	£15.00
Evidence: Photographs & Documents	Thurs 14 @ 1300-1400	£15.00
Glazing	Fri 15 @ 1600-1700	£15.00
Flats & Maisonettes	Mon 18 @ 1300-1400	£15.00
Renewables & LZC Technology	Tues 19 @ 0830-0930	£15.00
Ageing Property	Fri 22 @ 1600-1700	£15.00
SORs (Scheme Operating Requirements): Smart Audits	Tues 26 @ 0830-0930	£15.00
Smarter Surveys: An Introduction to the Smart EPC App	Wed 27 @ 1300-1400	£15.00
Mini Audit: Tips & Hints How Not to Fail	Thurs 28 @ 1300-1400	£15.00
Lighting & Storage Heaters	Fri 29 @ 1600-1700	£15.00

**Costs listed are for ecmk members*

Click [here](#) to find out more and to book your place!

If you are looking for something more bespoke, we can deliver courses nationwide.

For further information, more course dates and to book your place:

Email: training@ecmk.co.uk or Visit: www.ecmk.co.uk/training

**4 hours
FREE CPD**

All ecmk members are entitled to 4 hours free CPD every year. Call 0333 123 1418 to make your claim and ask about our CPD courses.