

# Technical Bulletin

## Nov 2015

## Welcome to the ecmk quarterly Technical Bulletin

Welcome to the ecmk Technical bulletin for this quarter.

Please do contact us if you wish to see clarification of any issues for future bulletins.

Many thanks and we hope you enjoy the bulletin.

Stephen Farrow  
Scheme Manager

### Assessor Hub

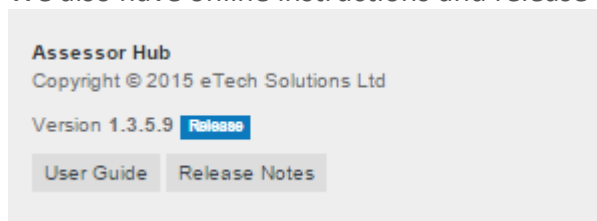
A quick reminder to all assessors currently using EPC Reporter, as of 31<sup>st</sup> December 2015 we will no longer be supporting EPC Reporter, so we are encouraging all assessors to start using Assessor Hub and benefit from the new features and pricing structure.

#### **The benefits of Assessor Hub include;**

- Online software – no more issues with security, SQL's etc.
- Software operates on both a PC and Apple iPad
- Software can be used on any internet browser
- Integrates with SMART Survey  
(eTech iPad App for EPCs, Legionella Risk Assessments and Floor Plans)
- Can be used onsite or with paper site notes
- Ability to see audit and assessment history all in one place
- New 'User Guide' including getting started, updates and more
- New all-inclusive (including software) EPC lodgement fee @ £3.75 (+ VAT & Landmark fee)
- Facility to also lodge reports for NDEA, DEC, AC and OCDEA through Assessor Hub

To start using Assessor Hub please contact the team and we will transfer your details onto the new system and show you how to use it. Call **0333 123 1418**.

We also have online instructions and release notes which can be found here:



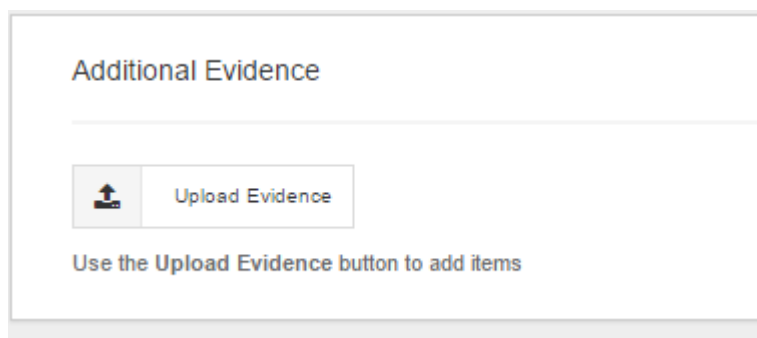
*This is at the bottom of the page on Assessor Hub*

PLUS we now have the facility for **NDEA**, **DEC**, **AC** and **OCDEA** reports to be lodged through Assessor Hub. For more information contact us on 0333 123 1418.

## Auditing

We have started to audit assessors on Assessor Hub enabling assessors to submit their audit evidence through the portal. Assessors can view all audit feedback from Assessor Hub and view all assessments called for audit and monitor their audit rate.

If you are using the iPad to gather data lodge, we already have your site notes and photographs, however we are allowing assessors 5 working days to upload any further information or evidence via the Assessor Hub portal, please see screenshot below;



*This icon is found at the bottom of the screen relating to the lodged EPC.*

If you are using pen and paper to gather your data, then all your audit evidence will need to be uploaded via the Assessor Hub using the upload button indicated above. In our next software release we will be allowing a bulk upload facility to allow assessors to upload numerous photographs and site notes and evidence.

If an audit fails and a re-issue is required, assessors must re-issue a new certificate within 10 working days as per the SORs APPENDIX 5. TABLE 2. TIME LIMITS FOR EPC AUDIT WORK and procedure ACC-409, otherwise the assessor will have their certification suspended until the defective certificate has been replaced.

## New QA Policy ACC-409

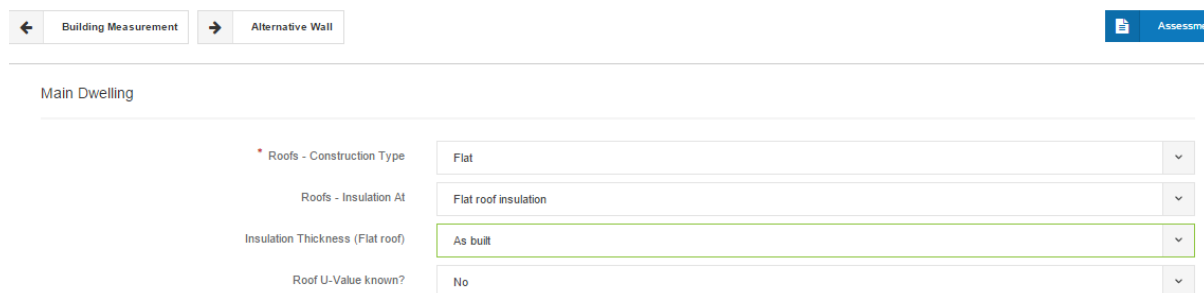
We have updated our scheme procedure '**ACC-409 Quality Audit Policy**', to clarify timescales and audit requirements for assessors using Assessor Hub and the eTech iPad application - found [here](#).

### Convention 3.03a and 3.03b

When entering a flat roof onto RdSAP the assessor must use the 'As built' option when entering the insulation levels. Do not use the 'Unknown' option for the insulation inappropriately as this automatically suppresses any insulation recommendation.

Below is a screen shot of how to enter this onto Assessor Hub and the iPad application

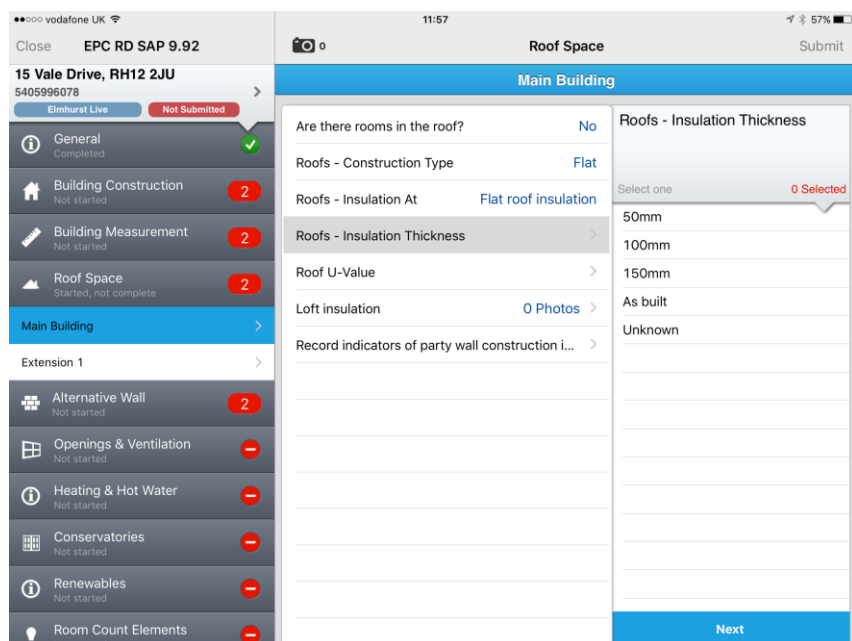
### Assessor Hub Screenshot



The screenshot shows the 'Main Dwelling' section of the Assessor Hub interface. It includes a navigation bar at the top with 'Building Measurement' and 'Alternative Wall' tabs, and a 'Submit' button. The main form contains the following fields:

Roofs - Construction Type	Flat
Roofs - Insulation At	Flat roof insulation
Insulation Thickness (Flat roof)	As built
Roof U-Value known?	No

### iPad screenshot below



The screenshot shows the iPad application interface for 'Roof Space' assessment. The top bar displays 'EPC RD SAP 9.92' and '15 Vale Drive, RH12 2JU'. The left sidebar shows a list of assessment categories: General (Completed), Building Construction (Not started, 2), Building Measurement (Not started, 2), Roof Space (Started, not complete, 2), Main Building (Selected), Extension 1, Alternative Wall (Not started, 2), Openings & Ventilation (Not started, -), Heating & Hot Water (Not started, -), Conservatories (Not started, -), Renewables (Not started, -), and Room Count Elements (Not started, -). The main screen shows the 'Main Building' section with the following fields:

Are there rooms in the roof?	No
Roofs - Construction Type	Flat
Roofs - Insulation At	Flat roof insulation
Roofs - Insulation Thickness	Select one (0 Selected)
Roof U-Value	>
Loft insulation	0 Photos >
Record indicators of party wall construction i...	>

The 'Roofs - Insulation Thickness' dropdown menu is open, showing the following options: 50mm, 100mm, 150mm, As built, and Unknown. A 'Next' button is visible at the bottom right.

## Rooms above unheated areas

In the instant where a property has an internal garage or a room above a garage, the area above the garage must be entered as an extension.



This is because the room above the garage has a different floor property to the main building. The photo above shows a detached house with a solid floor construction and located on the ground.

The area above the garage will have a floor property of suspended timber 'above and unheated space' See screenshot below;

Extension 1

* Age Range	1996-2002	▼
* Walls - Construction Type	Cavity	▼
* Walls - Insulation Type	As built	▼
* Is Wall Thickness Measurable	Yes	▼
Wall Thickness	350	
Is Wall U-Value Known	No	▼
* Floor type	Semi-exposed upper floor to unheated space	▼
Floor construction	Suspended timber	▼
Floor insulation type	As built	▼
Floor U-Value known?	Please Select	▼

This rule is also applicable to rooms over a shared passageway. Please see image below;



This will be entered as an extension with the floor construction as 'exposed floor'

Extension 1

* Age Range	1996-2002	▼
* Walls - Construction Type	Cavity	▼
* Walls - Insulation Type	As built	▼
* Is Wall Thickness Measurable	Yes	▼
Wall Thickness	350	
Is Wall U-Value Known	No	▼
* Floor type	Exposed floor	▼
Floor construction	Suspended timber	▼
Floor insulation type	As built	▼
Floor U-Value known?	No	▼

There may also be an instance where a property is partially over a commercial premises. Again this area will be required to be entered as an extension.

← Building Construction
→ Roof Space
Assessment

Main Dwelling

Floor	Area(m2)	Height(m)	HLP(m)
Lowest occupied	50.00	2.5	10.00
Lowest+1	50.00	2.5	10.00

Extension 1

Floor	Area(m2)	Height(m)	HLP(m)
Lowest occupied	15.00	2.5	5.00
Lowest+1			

The first floor should not be entered larger than the ground floor measurements.

The RdSAP methodology does not know why the first floor is larger than the ground floor and does not assume what is beneath the areas, hence the reason it needs to be entered separately as an extension to allow the assessor to select the correct floor construction and void beneath.

### Convention 3.13 Age band for roof room

The age band must be entered the same as the main building unless evidence proves otherwise. This evidence may include building regulations approval certificates or sign offs.

This evidence does not include verbal communication with the homeowner.

### Convention 3.15 Glazing Gap

When you have entered the glazing gap as 12mm, and the age is pre 2002 with uPVC frames, then you must have evidence to support the glazing depth. If you do not have a measuring device to ascertain the depth, you can hold the end of your tape measure to the glazing so that you can gage the depth. This is also useful for audit purposes, it will give some scale in the image you provide.

If the gap cannot be easily identified, then 6 or 16mm should be selected.



### Main Heating

This is an area that creates many errors.

Identification of the right type of boiler is imperative, we have many examples of incorrect boiler selection which will result in a failed Audit if the SAP score is adversely affected or the Recommendations are incorrect.

Wherever possible, take a close up photo of the boiler data plate. If there is no data available, try to prove that it is condensing by taking a photo of the condensate pipe (or lack of as the case may be), this will be under the boiler in white plastic.

### Floor Plans

The basic elements we require are;

- Draw the plan using a ruler
- Label the room layouts, so that we can verify the habitable room count
- Show which the front is and where the external door openings are
- Highlight the Heat Loss Perimeter in some way
- Show the measurements clearly outside of the border of the layout
- Show the calculations of data, adjacent to the property area
- Add any other relevant data – boiler, cylinder etc. without cluttering the layout.
- If submitting as a photo, take a clear shot in focus, not at an angle.

eTech iPad users have the facility to use the Plan Up floorplan software for FREE

## ESOS enforcement position

The ESOS Regulations 2014 set out the scheme's requirements and include potential penalties for non-compliance. The full list of penalties is outlined in the ESOS Compliance Guidance. The Environment Agency (EA) has published its approach to enforcement of ESOS in its Enforcement and Sanctions Guidance (see Annex 4 Section E). The other scheme regulators were consulted during its development and intend to apply a similar approach.

The EA are aware that there may be instances where organisations which qualify for ESOS are unable to complete an ESOS compliant assessment by 5 December 2015. There may also be cases where lead assessors are asked to take on work which they do not believe they can deliver by this date.

The deadline for compliance is set in the EU Energy Efficiency Directive and ESOS Regulations 2014. The scheme regulators cannot amend this deadline. Qualifying organisations that do not complete a compliant ESOS assessment and notify us by 5 December 2015 will be at risk of enforcement action including the possibility of civil penalties.

However, under the regulations the regulators are able to waive or modify enforcement action and penalties relating to non-compliance. The Environment Agency's enforcement approach includes details on specific penalties and how we intend to apply them for the first compliance period. This approach includes:

Not normally expecting to take enforcement action for late notification provided it is received by 29 January 2016. This is not an extension to the legal deadline. Rather, it reflects our ability to exercise discretion when taking enforcement action.

Giving until 30 June 2016 to achieve ISO 50001 (international energy management standard) certification as a form of compliance.

- A focus on bringing bodies into compliance using enforcement notices where necessary (normally allowing up to 3 months for organisations to remedy the outstanding compliance actions), serving civil penalties only in the most serious cases.
- In cases where an organisation's energy use is at a domestic level
  - We will not normally enforce the requirements for fully-compliant ESOS audits or alternative routes to compliance, and lead assessor review. But the organisation concerned would still need to make a notification, confirm their energy use falls below the domestic threshold, consider and document opportunities for reducing their energy consumption.
  - and record their compliance approach in their evidence packs.
- Organisations that qualify but have zero energy consumption, will only need to declare this to us. In such cases we will not normally enforce other elements of the scheme.
- If an organisation makes a late notification we would expect them to keep records in their evidence pack of their efforts towards ESOS compliance, including appointment of a lead assessor, prior to the deadline.

If an organisation cannot comply fully by 5 December 2015, they will need to inform the EA of this by the same date via an online portal, giving information on why they have been unable to comply and when you expect to submit your notification of compliance. Such organisations are advised to do as much as they can before the deadline.

## Legionella Risk Assessment Training & Accreditation

We are pleased to announce our new Level 2 Legionella Risk Assessment Award and Accreditation Scheme. Our aim is to provide quality training with the recognised awarding body ABBE, offering a bona-fide award to you and your clients. With exclusive access to the new eTech Legionella Risk Assessment iPad app, assessors will be able to collect data and photographs, then lodge the report on-site. Developed from the ground up in collaboration with ecmk to provide our assessors with the 'best of breed' data gathering tool. With no annual fees, audit fees or witness assessments fees our aim is to offer great value pricing to our members with unrivalled support. More information and course dates can be found [here](#).

## Customer Satisfaction Surveys

A reminder that assessors must ask homeowners if they are willing to participate in a customer satisfaction survey as per the Scheme Operating Requirements clause 2.1.2.

## Upcoming Training and CPD during December

Course	Date	Cost (+ VAT)
Rooms in the roof – CPD Webinar	1 <sup>st</sup> Dec	£15 (members)
Legionella Risk Assessment Training - Belfast	1 <sup>st</sup> Dec	£125
Secondary Heating – CPD - Belfast	2 <sup>nd</sup> Dec	£15 (members)
Rooms in the roof – CPD - Belfast	2 <sup>nd</sup> Dec	£15 (members)
Legionella Risk Assessment Training - Solihull	3 <sup>rd</sup> Dec	£125
Flats & Maisonettes – CPD Webinar	4 <sup>th</sup> Dec	£15 (members)
Legionella Risk Assessment Training - Glasgow	7 <sup>th</sup> Dec	£125
FREE Energy Insights Seminar - London	8 <sup>th</sup> Dec	FREE
Legionella Risk Assessment Training - London	8 <sup>th</sup> Dec	£125
Understanding Audits – CPD Webinar	8 <sup>th</sup> Dec	£15 (members)
Legionella Risk Assessment Training - Glasgow	8 <sup>th</sup> Dec	£125
Legionella Risk Assessment Training - Aberdeen	9 <sup>th</sup> Dec	£125
RdSAP Myths & Legends – CPD Webinar	10 <sup>th</sup> Dec	£15 (members)
Legionella Risk Assessment Training - Edinburgh	10 <sup>th</sup> Dec	£125
Legionella Risk Assessment Training - Edinburgh	11 <sup>th</sup> Dec	£125
Floorplan – CPD Webinar	14 <sup>th</sup> Dec	£15 (members)
Legionella Risk Assessment Training - Solihull	17 <sup>th</sup> Dec	£125
Photographs – CPD Webinar	18 <sup>th</sup> Dec	£15 (members)

*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](mailto:training@ecmk.co.uk) or Visit: [www.ecmk.co.uk/training](http://www.ecmk.co.uk/training)