

QUIDOS QUARTERLY

June, 2024 | Issue: 08 |



Save Money, Assess More!

Exciting Membership Changes



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Retrofit Swift

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info@quidos.co.uk | 01225 667570
www.quidos.co.uk

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FOREWORD

Half way through the year.....how did that happen?! I am glad for our members that the weather is a bit nicer to go and carry out assessments and I always feel that Spring leading in to Summer is a great time to be making changes to your property....mine included! This generally results in our members becoming that bit busier and feeding off those sunny vibes.

To support the busier times, Quidos have announced the scrapping of all bronze membership fees. This will save those assessors on the Bronze package £60 per year! In addition to this, Quidos are in the Alpha stage of user testing for our new UI for the lodgement of RdSAP EPCs. The initial feedback has been great and we are working with a group of assessors to ensure that it meets all of your needs.

Looking back at the last few months, we have seen some interesting news articles around how unreliable EPCs are and how they are not 'fit for purpose'. We expect to see real change over the next year in relation to this as further progress is made on the EPC action plan pending the Election.

The EPC will stick around, it will be linked to future funding and so it has to stay reputable. Change is the only way to achieve this. It was mentioned RdSAP10 was the first step and we are frustrated with the lack of movement



here. We were expecting a Spring delivery, but this has been pushed back until September.

Then there is retrofit, whether that be in the current domestic space or future commercial space. This is an area that Quidos has been really focusing on over the last 6 months. The release of 'Retrofit Swift' our retrofit app has really taken off, and this is just phase one! Quidos has big plans to grow in this product and I would urge you to keep an eye on our new releases.

Further to this, Quidos have been working on new projects that are due to be released over the next few months with new partners. It's a good time to be a Quidos member as we really start playing with the rest of the industry and combining elements together that will hugely benefit you. Secretive you say.... yes....just for now.

Catherine Garrido, Operations Director

INDUSTRY

Government Opens Up Access to Energy Assessment Data

The UK government has made changes to the Energy Performance of Buildings (England and Wales) Regulations 2012, effective from 24th June 2024. The amendments will improve access to data related to energy assessments and Energy Performance Certificates (EPCs).

Building owners, landlords, occupiers, and third parties with their consent can now access more detailed information about the energy performance of buildings, including data collected during energy assessments on the official register.

This move is welcomed by energy efficiency experts, as it empowers stakeholders to make informed decisions about retrofitting and upgrades, something the industry has been advocating for.

Previously, strict data sharing restrictions limited owners' and occupiers' ability to access useful energy performance data about their own properties. From 24th June 2024, the government, accreditation schemes, or energy assessors can disclose assessment data for a particular building to the owner, landlord, occupier, or third parties with consent.

Having this granular data will be invaluable for identifying underperforming buildings and targeting investment where it can have the biggest impact on reducing energy bills and carbon emissions. It aligns with the mission to create more sustainable housing and tackle fuel poverty.

The Department for Levelling Up, Housing and Communities will issue updated guidance on the regulatory changes shortly.

<https://www.legislation.gov.uk/uksi/2024/640/made>



Landlords press on with EPC upgrades despite shelved regulations



Despite the government abandoning proposals for minimum energy efficiency standards (MEES), many landlords are still investing in upgrading properties to achieve an Energy Performance Certificate (EPC) rating of C or above. Paragon Bank's research found 37% of portfolio landlords are actively making upgrades, while 32% already own properties meeting the proposed EPC C standard.

However, 16% are waiting for a renewed government push before making improvements. Although the MEES changes were shelved, the private rented sector is ahead of owner-occupied homes in energy efficiency, with 45% of rental properties having an EPC rating of A to C

[Read more here.](#)

NEWS



Consumer watchdog warns EPCs are full of hot air

Research by Which? suggests energy performance certificates (EPCs) can be inaccurate and provide unhelpful advice, potentially costing homeowners during home sales or improvements.

Which? booked EPC assessments for 12 homeowners across England, Wales, and Scotland in early 2024. The research found issues with the accuracy of results and recommendations given. Most participants said their EPC had incorrect details on key home aspects like windows, roofs, and heating systems.

Several felt the recommendations were unaffordable, and one said draught-proofing was overlooked despite their home's open chimney and single-glazed door.

Which? is calling for the next government to reform EPCs to make them more reliable and useful for householders. This includes addressing concerns about accuracy and reliability, redesigning the content to provide relevant information and advice, including information on transitioning to low-carbon heating, and making EPCs more interactive. Which? also recommends including up-to-date costings, links to financial support and installer databases, and reviewing auditing and training requirements for assessors to ensure reliable assessments.

Rocio Concha, Which? director of policy and advocacy, said, "With families worried about high energy bills and the UK facing the challenge of transitioning to low-carbon heating, EPCs could be a helpful tool. However, our research shows they are in desperate need of reform."

<https://www.estateagenttoday.co.uk/breaking-news/2024/6/consumer-watchdog-warns-epcs-are-full-of-hot-air>

DLUHC approves Non-Domestic Conventions v9.0

The new version of the non-domestic EPC conventions have now been approved by DLUHC, with an implementation date of July 1st.

Changes include:

- Hydrotreated Vegetable Oil
- Incomplete, decommissioned or condemned HVAC systems
- Low Zone Height
- Foundation Area
- Estimating the local mechanical exhaust SFP in existing buildings
- Missing lamp selection.

Full document available here:

<https://www.uk-ncm.org.uk/page.jsp?id=36>



QUIDOS EVENTS - PROFICIENCY & PEPA

Proficiency CPD event

The changes in RdSAP 10 mean that as well as Assessors needing to work slightly differently, the software will need to deal with entry of different data. Billy Say, Scheme Manager at Quidos, in May took proficiency members through how the data entry will change, and how that impacts the most efficient ways for you to collect and input the relevant information.

Following the event, Billy stated: "Proficiency are real players in this industry, what they provide their members is second to none and working with schemes like us allows us all to provide assessors with the most up to date information enabling the promotion of quality across the field".

The session, which was free Quidos and Proficiency members is one of many of the sessions that with Proficiency provide as well as membership benefits like 20% off all Quidos CPD modules. Assessors should look out for more events later this year.

PEPA Virtual Conference

April 2024 saw another successful PEPA Virtual Conference with all the Schemes getting together to talk about our industry.

The day included sessions on RdSAP10, PAS2035, Retrofit Assessor Standard and HEM (Home Energy Model) which went down a treat and gave our members that attended 5 hours of CPD.

On 24th September 2024 we will be hosting our annual face to face conference back in Derby! We look forward to hopefully seeing you there..... tickets on sale very soon so keep your eyes peeled for that!



ACCREDITATION & TRAINING

Continued Professional Development

As an Accreditation scheme, Quidos aims to support the knowledge base and development of our assessors; this includes the completion of Continuous Professional Development (CPD). All assessors have a minimum requirement to complete 10 hours of CPD throughout their year of accreditation.

If your accreditation anniversary is approaching (July/Aug/Sept), we are required to check whether you have completed the required number of CPD hours.



CPD deadlines

31st July

30th August

30th September

If you have uploaded CPD prior to your deadline, please do drop the Quidos Accreditation team a line and we will note this.



Not yet completed your CPD?

Check our Online Training Modules

Starting at just £12+VAT we have quick 30 minute to 1 hour courses as well as CPD bundles which include all round master-classes and practical guides to enhance your professional development.

<https://quidos.co.uk/our-courses>

ACCREDITATION & TRAINING

Big news for Qidos Members!

We have fantastic news that will put more money back into your pocket!

Starting June 1st, 2024, Qidos is scrapping the Bronze membership fee, making it completely free (£0 per month) for Domestic Energy Assessors.

This will save you £60 per year!

But that's not all - we're also eliminating membership fees for Non-Domestic Energy Assessors (NDEAs), Public Building Energy Assessors (PBEAs for DECAs), Air Conditioning Inspectors (ACIs), and On-Construction Domestic Energy Assessors (OCDEAs). You'll now have full access to accreditation benefits without recurring costs, only needing to pay lodgement fees moving forward.

These changes aim to support our assessor community during challenging times of rising costs and the upcoming RdSAP10 update, which may increase on-site assessment time. We understand the difficulties you face, and this is our attempt to help alleviate some of the financial burdens. If you've already paid for June membership, it will be automatically refunded or credited back to you. Additionally, we're rolling out a brand-new user interface that will improve speed, efficiency, and the overall software experience for our members.

At Qidos, we remain committed to maximising your earnings potential across all accreditation types.

If you have any questions, please don't hesitate to contact us at qas@quidos.co.uk.

*Terms and conditions still apply.



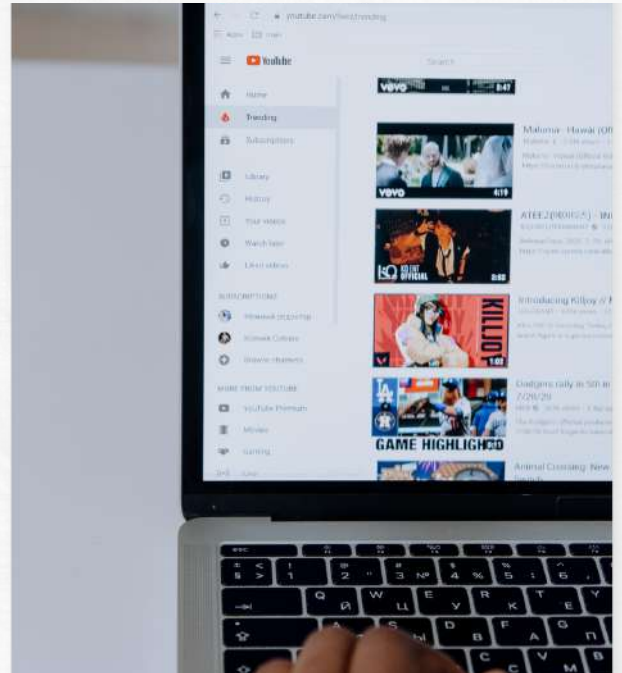
ACCREDITATION & TRAINING

Training Centre update

At Quidos, we have regular Domestic Energy Assessor (DEA) and Retrofit Assessor (RFA) training courses for all your energy assessment needs. Click [here](#) to find out our available dates.

As well as this, the Quidos Training Centre has been providing DEA and RFA courses to a range of corporate companies for upskilling current and new employees. We work alongside the employees and employers to ensure they gain the best success in their career.

If you are interested in joining us and upskilling your team, please email training@quidos.co.uk.



New YouTube channel

In the upcoming months, Quidos will be launching a new YouTube channel!

The aim of the platform will be to act as another pathway for support along your energy assessment.

We have some exciting plans for the new platform, including a terminology explanation series as well as Q&A's with some of our members of staff.

Keep an eye out for more news!



We want to share with you an important resource provided by our trusted partner, TrustMark.

As a member of the Quidos scheme, you have access to the **TrustMark Business Portal**, a powerful platform designed to streamline your interactions and provide you with essential resources.

TrustMark Business Portal



Here is an informative document that explains the TrustMark Business Portal and its features.

Here's what you need to know about the TrustMark Business Portal:

1. **Access Your Account:** Log in to the portal using your existing credentials. If you haven't registered yet, follow the simple sign-up process.
2. **Dashboard Overview:** The dashboard displays key metrics, recent updates, and personalised recommendations. It's your central hub for managing your TrustMark account.
3. **Exclusive Discounts:** Direct access to the wide range of discounts through your membership to your scheme and holding a TrustMark licence.
4. **Document Repository:** Easily access logos, policy documents, guidelines, and compliance information. Stay informed about industry standards and best practices.
5. **Personalised Business Page:** Personalise your profile to make you stand out from the crowd, this could be the main web page for your business, should you not have one.

We encourage you to explore the portal and take advantage of its features.

If you have any questions or need assistance specific to the Quidos scheme, our support team is here to help at qas@quidos.co.uk.

For inquiries related to the TrustMark Business Portal, please refer to the attached document and reach out to their dedicated support team at support@trustmark.org.uk.

Explore Quidos & TrustMark Benefits

QUIDOS TECHNICAL SUPPORT

Quidos pride ourselves in the support we give our members. It improves the knowledge of the assessor and in turn improves the quality of EPCs across the industry. Each edition of Quidos Quarterly will play host to a whole host of technical support tips, hints and reminders to keep our members on their toes. This edition we have the following:

Tech Bulletin

New software coming:

It's the moment a lot of you have been waiting for! Our new software is in the testing phase and will be released very soon! Some improvements you can expect:

- A sleek new look with an intuitive user interface.

- Faster loading speeds and no delay between tabs.

- Full integration with the software you know. No need to re-learn everything.

This is just a stepping stone in our software development journey so look forward to new improvements soon.



QUIDOS TECHNICAL SUPPORT

New commercial conventions:

Make sure to read up on the new non-domestic Conventions that are going live on July 1st. There are new Conventions covering condemned HVAC systems and foundation areas whilst Conventions for missing lamp selection and SFP have been updated. All EPCs lodged after July 1st will need to comply with the Conventions so ensure to read up on them!

Heating controls overview:

We will be going into some detail on RdSAP heating controls as this is a prominent cause of domestic EPCs not passing auditing. If entered incorrectly the heating controls can cause errors or changes to the ratings and recommendations so it is imperative that they are always identified and entered correctly.

As is common in RdSAP it is important to lean towards the worst-case scenario so be sure to go with the worst case when you find the property skirts the boundaries between two options. Remember the control system options can vary wildly depending on which main heating system is selected. Let's go through a few of the real problem areas on the following pages:

2103 Room thermostat only

Some systems only have thermostatic control with no time programming option. This is normally the case in older systems where it is connected to a wall thermostat but doesn't have an integral programmer on the boiler itself. In this case, you would pick this option. This selection is also very important in one specific situation which frequently trips assessors up:

Some heating systems are set up with a room thermostat and TRVs, but no programmer. This isn't a heating system option which is selectable within iQ-Energy. In order to lodge this correctly, it would be best to select 'Room Thermostat only'. The room thermostat is the primary control which will affect the boiler, whereas the TRVs are just to control the flow through the radiators. The system will give you an improvement recommendation for programmers and TRVs. This is fine, as it's the programmer that is the most important part of the recommendation.



QUIDOS TECHNICAL SUPPORT



2105 Programmer and at least two room thermostats

This would be entered if you have more than one thermostat on the premises. This is normally the case when there is a separate thermostat on each floor. If you have two hive or nest systems connected over different floors, this option would still be picked as it doesn't count as TTZC unless each floor has programmable or smart TRV's on each radiator, or two entirely different heating circuits.

2109 Programmer, TRVs and boiler energy manager

- The next control we have here is the programmer, TRVs and Boiler Energy Manager. A boiler energy manager is a device intended to improve boiler control using a selection of features such as weather compensation, load compensation, start control, night setback, frost protection, anti-cycling control and hot water override.

You will very rarely, if ever, come across these systems in a domestic environment they are typically installed in commercial properties which require a much greater degree of control with the level of heating and humidity provided to different aspects of the building.

When coming across a boiler energy manager the homeowner is more than likely going to have information regarding this system concerning it being installed.

2506 Time and temperature zone control

Whenever you are in the presence of a system you believe to be TTZC we always recommend that you use the conventions particularly the one for TTZC which is 4.17. This convention explains the following perfectly: 'A system of controls that allows heating times of at least two zones to be programmed independently, as well as having independent temperature control. It includes wired or wireless remote or mobile control systems.'

The best part about TTZC for homeowners is that they can independently control different zones of their dwelling, for example making the living room 14 degrees whilst making the bedrooms all stay at 20 degrees.

(TTZC) by device in database

As discussed above this is time and temperature zone control although this is where the device exists in the database. With some devices, you can select them straight from the database itself.

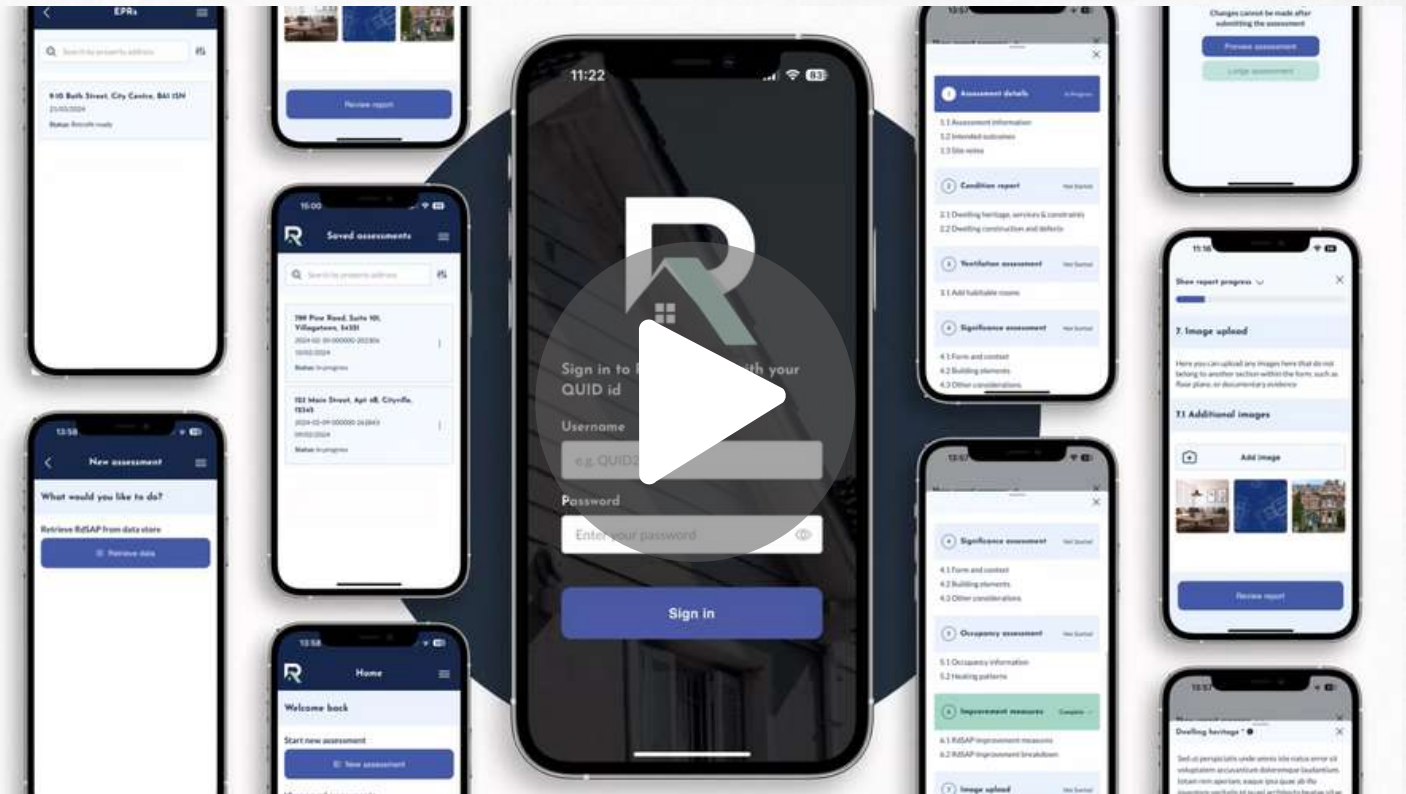
Most of these will either say 'weather and/or load compensation' meaning they do either or, they can also say 'both of these' essentially just meaning that they do both of those things combined. If you're unsure of whether it's in the database or not I would say it's always worth a check if not then go with the default TTZC selection.



Retrofit Swift

Retrofit Assessment Mobile App

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Retrofit Swift is the sleek, all-in-one mobile solution designed to enable swift and seamless on-site data collection for retrofit assessors.

With our intuitive app, assessors can efficiently complete whole home assessments, capturing all critical data in one place.

The app provides an optimised user flow to make the retrofit assessment process easy and efficient. Assessors can import EPC data then swiftly conduct condition reports, Occupancy Assessments, RdSAP surveys and more using Retrofit Swift's seamless controls and data connections. Images can be uploaded and documentation generated within the app for sharing with homeowners and retrofit coordinators.

See Retrofit Swift in action with our latest video showcasing its powerful features and intuitive design.

Key highlights of Retrofit Swift include:

- Comprehensive data collection in a unified interface - from EPR imports to defect reports and ventilation assessments.
- Streamlined experience to minimise time on site - optimised flows, automated data connections.
- In-app creation of homeowner documents, certificates and retrofit assessment reports.
- Secure cloud storage and transmission of all collected data and media.

Try it Now

QUIDOS ASSESSOR ZONE - SOCIAL MEDIA



Have you had the opportunity to review our latest social media campaigns for our partner companies, the F-Gas Register and JPA Technical?



@F-Gas Register



@fgasregister



@FGasRegister



We encourage you to visit our pages to explore the remarkable benefits we offer across various sectors within Quidos. If you are interested in these areas, please contact us.



@JPA Technical



Additionally, we will soon be launching the promotion of Salus Certification, so stay tuned for upcoming updates to their social platforms.



@Salus Certification



@SalusCertification



@Saluscert



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Contact our friendly team

If you wish to know more about Quidos products and services please visit:

www.quidos.co.uk

Or contact us using the details below:

01225 667570

info@quidos.co.uk

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