

QUIDOS QUARTERLY

Sept, 2024 | Issue: 09 |



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Quidos
Excellence in Efficiency

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FOREWORD

The end of Summer arrived and so did the change to a new Government. The air is full of promises of the return of MEES. With Ed Miliband's comments around the department being at the heart of the Governments new agenda and routing for our cause, we are hopeful for our industry and that further action will now be taken to progress what has been started.

One the main points that came out of the speech was the push on wanting to upgrade Britain's homes and cutting fuel poverty through the Warm Homes Plan. This will mean over 1 million households lifted out of fuel poverty.

All this is positive news for our industry, is it achievable.....we believe so. At Quidos we have been looking at the whole picture of the industry and what is needed to achieve these goals. This includes the work we have been doing on EPC Reform with Government but also looking at the other elements of the jigsaw puzzle. How can we bring the assessment, coordination, installation and funding elements all together to improve the process and efficiency for these targets to actually be achieved?

It might be the end of the year and for some of our members this means that business is slower as we get into the colder months, but I advise you to take the quieter times as rest because the



future is busy and as Quidos we will be informing you of everything that is going to be happening in the future to prepare for.

At Quidos we are also opening up new arms to the business that will impact our member in a positive way so keep a listen out for these. All of these new Schemes relate to work and software to cater for the built environment and getting the industry moving in the right direction.

Thank you for being with us in 2024 and we look forward to supporting you all through to the busy and exciting times ahead.

Catherine Garrido, Operations Director

INDUSTRY

Labour announces new energy efficiency targets

Landlords have until 2030 for their rented properties to have an EPC 'C' rating or be barred from letting them out.

It is stated that the new government will demand that Landlords raise the standard of their accommodation and that the move will help support more than three million people in the country facing fuel poverty. This target mirrors the original Conservative proposals in 2021 that were axed last year.

The Government are being asked for more information regarding how properties will be assessed and details on exemptions as well as funding.

The article talks about how there will be new implemented regulations and a need for long-term plans that support the rental market to improve energy efficiency.

Under previous government's 'C' rating proposals spend on energy efficiency improvements was to be capped at £10,000. This would impact landlord's differently dependent on which area they live.

Landlords need answers as soon as possible and as much time as possible to allow for budgeting. To read the full article from the NRLA then please click the link below:

https://www.nrla.org.uk/news/energy-efficiency-new-targets-announced-by-labour?utm_campaign=Retrofit%2BReview&utm_medium=email&utm_source=Retrofit_Review_65



New energy rules for Social Housing



Ed Miliband announced at the Labour conference taking place in Liverpool that there are plans for all social homes in England to achieve an EPC rating of at least C by 2030.

This means Labour are widening their already existing pledge to apply the new rule to private landlords (which you can read more about in the article above), however this is all subject to a future consultation.

NEWS



How Technology is key to clearing Retrofit Myths

There is an evident lack of education surrounding retrofit projects as there has been an absence of energy efficiency measures being installed into households due to misconceptions and rumours

According to the Energy UK report in 2023, the vast majority of people did nothing to improve the energy-efficiency of their home. This was due to the financial situation of individuals and the knowledge they had surrounding starting a project.

It is evident a conscious effort to increase the standard level of knowledge surrounding retrofit projects along with the terminology related to retrofitting is needed through various methods such as.

A highlighted method to advocate and educate is technology as there is software developed to assist homeowners. It will help to understand the processes involved and the common terminology used. Installers also receive benefits from technology as it allows increased communication with customers along with instant booking capability. It overall increases the consumer and supplier experience.

Technology serves many purposes during the retrofit project process and allows the consumer and installer to have increased efficiency throughout their experience.

<https://www.installeronline.co.uk/low-carbon/how-technology-is-key-to-debunking-retrofitting-myths/>

According to the BBC, a third of social homes are currently rated at D or below with the houses in need of new insulation, windows and heating systems to meet the new requirements.

Miliband has stated that the aim of applying the new rules to councils and housing associates is to combat fuel poverty and lift a million people out of it.

If you wish to read more about this article from the BBC then please click [here](#).



QUIDOS EVENTS - PEPA, EEA & TRUSTMARK

PEPA Conference

At the end of September, Qidos attended the annual PEPA Conference which was a brilliant success! We had the chance to listen to and take part in several panel Q&A sessions throughout the day which was a great opportunity to have your concerns addressed by the experts in the room. We also listened to insightful talks regarding topics such as the future role of energy certificates, EPC reform, commercial buildings decarbonisation, a lender's perspective & so much more!



It was so great to see many of our members at the Conference. Qidos are proud to be members of PEPA and for the work we do behind the scenes please [click here](#).

QUIDOS EVENTS - PEPA, EEA & TRUSTMARK



TrustMark Scheme Provider Forum

- Quidos attended the "Trustmark Scheme Provider Forum" at The National Self Build & Renovation Centre in Swindon in September.

The day saw updates from Trustmark as well as other industry professionals debating key concerns within the industry. These events are great for networking and innovation, but we also represent our members here and we often push forward our concerns around the lack of regulation on "EPRs". Trustmark have assured us that they are looking at working with the schemes to ensure a robust accreditation system and we look forward to being involved in this.

EEA Cardiff Conference

Quidos were also delighted to attend the Energy Efficiency Association Cardiff Conference at the end of September. The Energy Efficiency Association conferences are hosted to provide delegates with insights on the latest industry happenings and give them a chance to question the guest speakers on many topical matters.

This was one of numerous regional versions of the conference, it was great to network with everyone who attended in Cardiff and we hope to attend other regional conferences hosted by EEA too. They count towards your CPD so hopefully we will see some of you at them soon!



ACCREDITATION & TRAINING

CPD Update

At Quidos, we pride ourselves on the range of CPD we have available to you.

We will be adding more CPD modules to the mix soon, there will be pieces on overheating, ventilation and on the conservation of fuel. We also intend to introduce Air Tightness Testing and Borescope training.

Our most popular CPD modules are on dampness and condensation, RdSAP insulation, extensions and renewables, so why not take a look yourself to see what it's about! We are also updating our current modules to the latest standards, so look out for these updates coming your way soon!

Any questions, or suggestions email training@quidos.co.uk



CPD deadlines

31st October

29th November

2nd January

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

New Merchandise Bundles

Autumn has arrived, bringing the perfect opportunity to update your work essentials!

At Quidos, we have tailored brand new merchandise bundles especially for you and the ease of energy assessment in mind, so, now's the ideal time to gear up with our latest branded merchandise.

Refresh your work wardrobe with our comfortable T-shirts, smart Polo shirts, cosy Fleeces, and practical Gilets.

There is also the option to enhance your toolkit with must-haves like our durable Rucksacks, Rulers, Tape Measures, Glass Thickness Gauges, Gas Meter Keys, and more!



- [Energy Assessor Enthusiast Pack](#)
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-
-

[ComfortPro Pack](#)

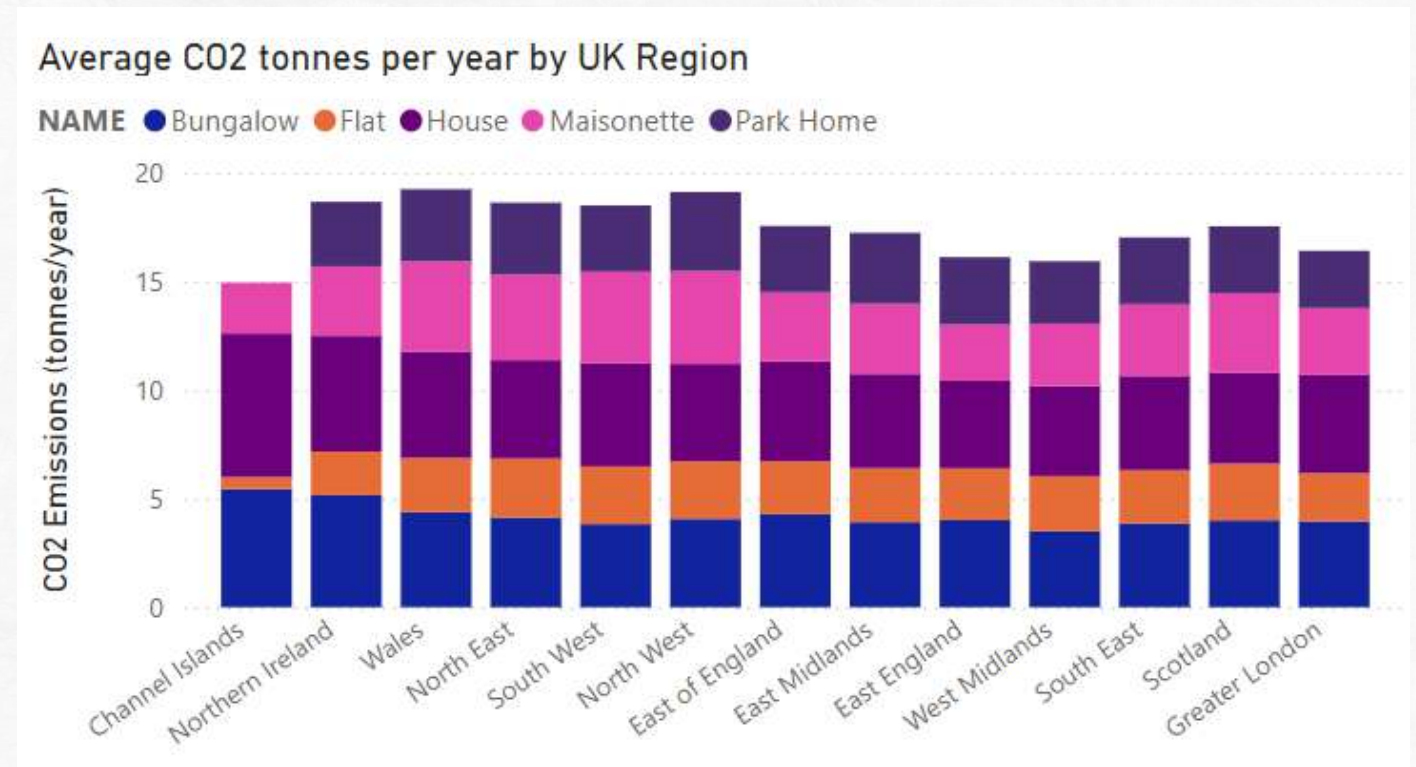
[Energy Assessor Intermediate Pack](#)

[EnergyPro Pack](#)

[Visit our website to see the full range!](#)

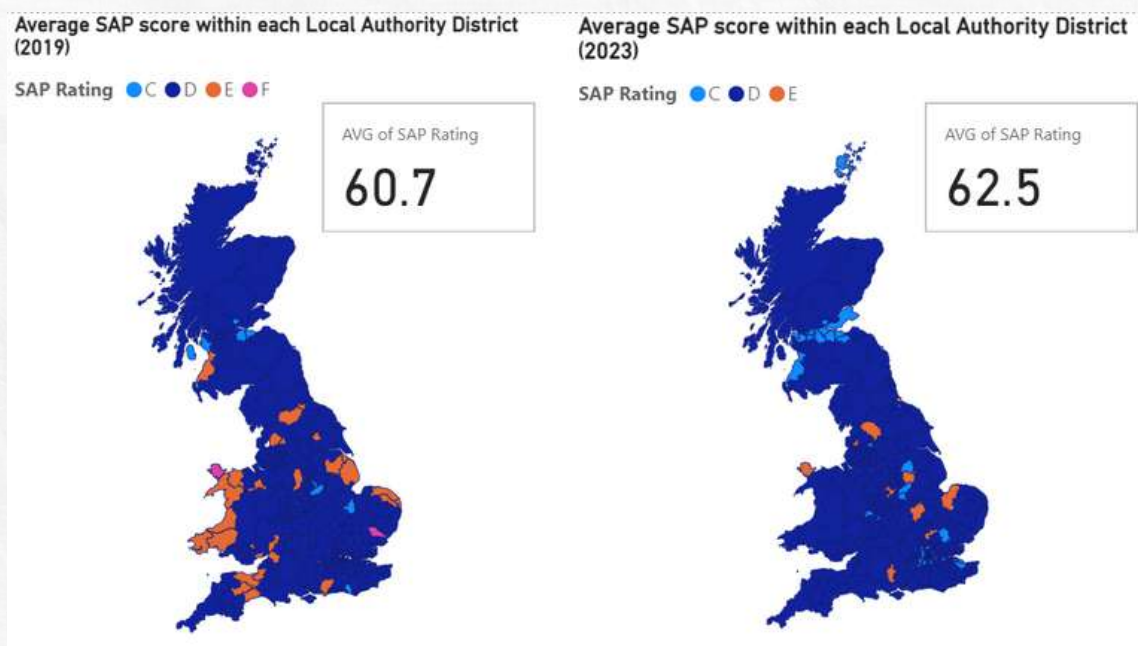
Data Insights

Over the last few weeks, our data team has produced some data insights on EPC SAP rating trends, how the implementation of RdSAP recommendations can affect a SAP score and carbon emissions. We hope you enjoy reading this interesting information!



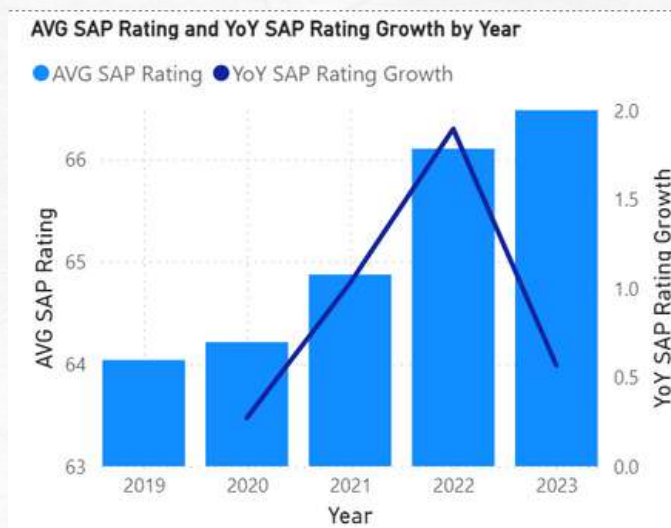
This graph illustrates the average CO2 emissions across various UK regions, highlighting the North East and North West as having the highest levels.

Each bar is further divided by property type, with houses and maisonettes standing out as the most significant contributors to CO2 emissions.

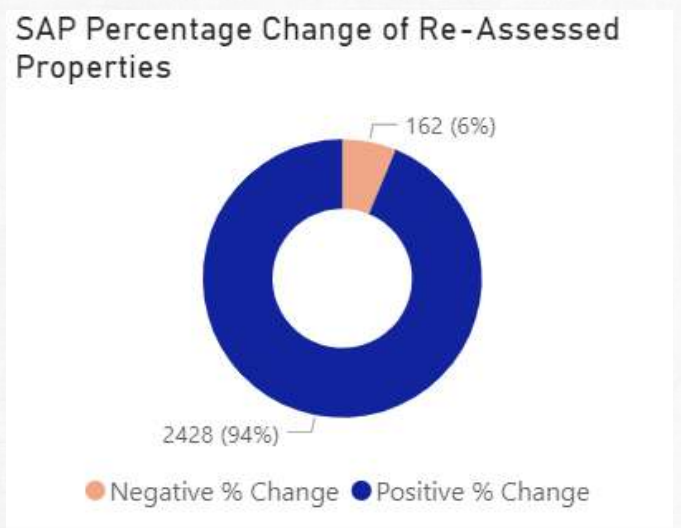


In **2023** there was **no Local Authority District (LAD)** that had an average **SAP Rating of F** and there was a reduction in the number of LADs that had an average **rating of E**, especially in Wales. We see an increase in areas with an average **rating of C**, notably in places like Outer London and Scotland, and overall, SAP Ratings have **improved** across Britain between from 2019 to 2023.

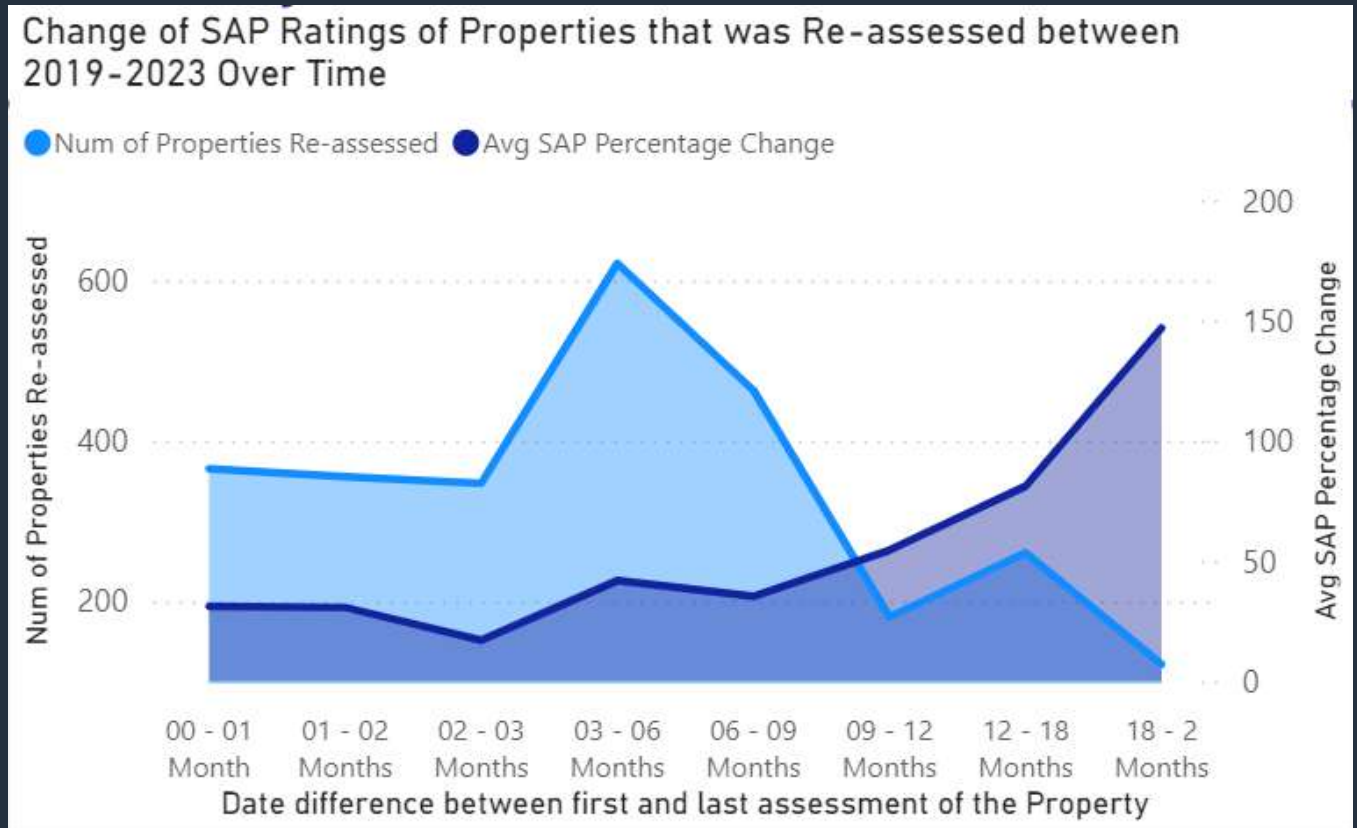
*Excludes NIR and Jersey



SAP Ratings of all RdSAP lodgements calculated with Quidos have overall increased. The Year on Year SAP Rating growth peaked during 2022 with almost 2% increase in average SAP Ratings.



For most properties who were re-assessed in 2019-2023 most of them (**94%**) had a **positive** percentage **change in their SAP Rating**. This backs up the idea of improved SAP Ratings across the country



This graph looks at re-lodgements where the time difference between the **earliest** and **latest** lodgement on the **same property** is **greater than 7 days**. SAP percentage change is the difference between the SAP of those lodgements.

The **average** percentage change of **SAP Ratings increased** as **time difference** between the last Lodgement **increased**. However, there was less data gathered for larger time differences.



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Discover how TrustMark can enhance your business by watching this short video highlighting all the perks and advantages available to you:

[TrustMark Benefits](#)

Join the TrustMark community today and start reaping the rewards!



We value your continued partnership and would love to hear your thoughts on your experience with Quidos. Your feedback is essential to helping us improve our services and provide even greater value to our customers.

Please take a moment to share your experience on Trustpilot. Your insights will help guide other businesses in their search for a reliable partner.

[Share Your Experience on Trustpilot](#)

Thanks for being with us.
We really appreciate your support and can't wait to hear from you.

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:

Quidos make major updates to RdSAP Software

Quidos are very proud to announce the release of our newly updated user interface within iQ-Energy. Having listened to our members about the need for speed, innovation and efficiency, we took on board feedback to update with an updated RdSAP interface better suited to the data entry and in

preparation for the release of RdSAP10. There are three main benefits to using the updated RdSAP interface:

- The software runs much quicker.
- The screens and layout are simpler and more user intuitive
- You will need to use a completely new software when RdSAP 10 is released, so it starts the preparation now.

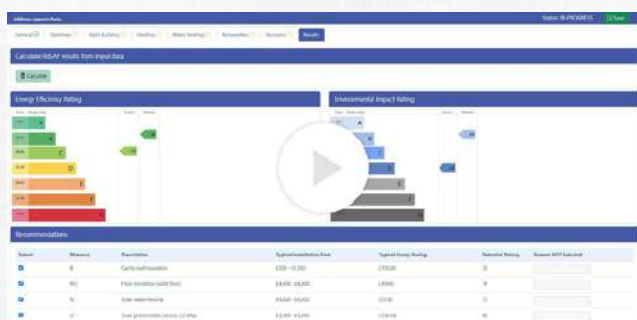


QUIDOS TECHNICAL SUPPORT

The good news is there is no huge learning curve with the new software - all the data entry requirements are exactly the same as they currently are. All assessors have been sent communication on how to access the software, but if you need reminding, then please contact support@quidos.co.uk or give us a call.

We hope you shouldn't need help in using the software, but if you do we have created a video walkthrough to get you to grips.

- This video is just over 10 minutes long
- and we would strongly recommend
- watching this video before using the
- software.



These updates are just the start of what is coming from Quidos software in the next few months. With the release of RdSAP10, you will see also see a complete overhaul of the mobile app with lots of new features.

Quidos respond to BS40104 Retrofit Assessor Standard Consultation

Quidos have in the last couple of weeks responded to the “BS 40104 Retrofit assessment for domestic dwellings - Code of practice” consultation. The standard is essentially a new standard for Retrofit Assessors which is designed to supersede/replace clauses 7.3 and 7.4 of PAS2035:2023.

In our response, we welcomed the consultation and a uniform approach to retrofit assessment. In having a uniform approach, it will offer consistency and quality alongside protection of consumers. It will also offer consistent software and ensure that software providers are the most up to date.

However, whilst on the face of things we support this, we have serious concerns over the level of competency and detail required as part of this standard. If all retrofit's have to follow this standard, we believe there is an increased cost and time needed which will slow down the supply chain and reduce the numbers of retrofits being carried out.

QUIDOS TECHNICAL SUPPORT

Quidos have proposed having a tiered or levelled approach to Retrofit depending on certain criteria. The most complex of properties would all require the level of detail as set out in the British Standard and those properties looking for funding for 1 or 2 measures would follow a reduced version of the data collection required.

The consultation response is due on 20/03/2024 and we will update members when we know more. More information can be found here: <https://standardsdevelopment.bsigroup.com/projects/9021-05901#/section>

Recent Issues with iSBEM

It has come to our attention that many of our members who are using iSBEM are receiving the error code 3048 alongside the message "cannot load more databases".

We suspect this error is likely caused by a recent Microsoft Windows/Office Update on the users' computers.

We suggest the users be advised to follow the steps on pages 2-4 of the "installations instructions" document on the UK-NCM website (https://www.ukncm.org.uk/filelibrary/Installation_instructions_for_iSBEM_v6.1.e.pdf)

This will allow the user to add the folder "C:\NCM\" (or wherever the user has installed iSBEM on their computer if they changed the default location) and its subfolders to "Trusted Locations" in MS Office.

This should resolve the error they are encountering, but if it does not, please let us know.

Sharing your data

Rules change regarding data sharing.

There has finally been an amendment to the Energy Performance of Buildings Regulations in England and Wales as of 24th June 2024. This amendment allows for the data collected as part of an EPC to be shared with the following:

- Homeowners
- Occupiers
- Landlords
- Third parties with the consent of the above



QUIDOS TECHNICAL SUPPORT



This change affects all assessment data that was collected during the EPC and covers, EPCs, DEC's and Air Conditioning Inspection Reports. Assessors are under no obligation to share the data but if they do, they will be required to abide by the Quidos' new data sharing agreement.

There will be a strict procedure to ensure that assessors abide by the agreement. All assessors will be contacted via email shortly with more information on this.

Convention/Domestic problems in focus

In this Tech Bulletin we will be looking at the current guidance we have as to whether a dwelling needs a SAP EPC or an RdSAP EPC please see the guidance we hold on this below:

RdSAP is for existing buildings. An existing building is any property built before April 2008. Post-2008, SAP should have been the methodology of use. First, for the compliance sign-off and then the lodgement of the first EPC. If a SAP was not done on a property post-2008, then if the SAP data is available it should be the methodology used.



here is an exception to this, in that, if the SAP EPC would now be expired (had it been completed originally), then an RdSAP can be completed. However, it is not the responsibility of the owner or energy assessor to ensure that the correct methodology is used. Therefore, if an energy assessor is contacted on a new build for lodgement of an EPC (NOT COMPLIANCE), then as long as the energy assessor makes the dwelling owner/occupier aware that they are entitled to a SAP (and puts this in their site notes), if they choose to go for an RdSAP, the assessment can still take place.

If a SAP has already been carried out then the next EPC of course can be an RdSAP.

Updated RdSAP Software



We're thrilled to announce the general release of our updated Quidos RdSAP software for creating and lodging domestic EPCs. This new version offers a faster, more intuitive experience that will significantly benefit our assessors.

Key Updates

- **Improved Speed and User Interface:** The new software is quicker and more user-friendly than the current iQ-Energy system.
- **Seamless Access:** Use your existing iQ-Energy login details to access the new software.
- **Updated Field Sheets:** New Quidos field sheets are available, designed to align with the new software layout.

Access the New Software

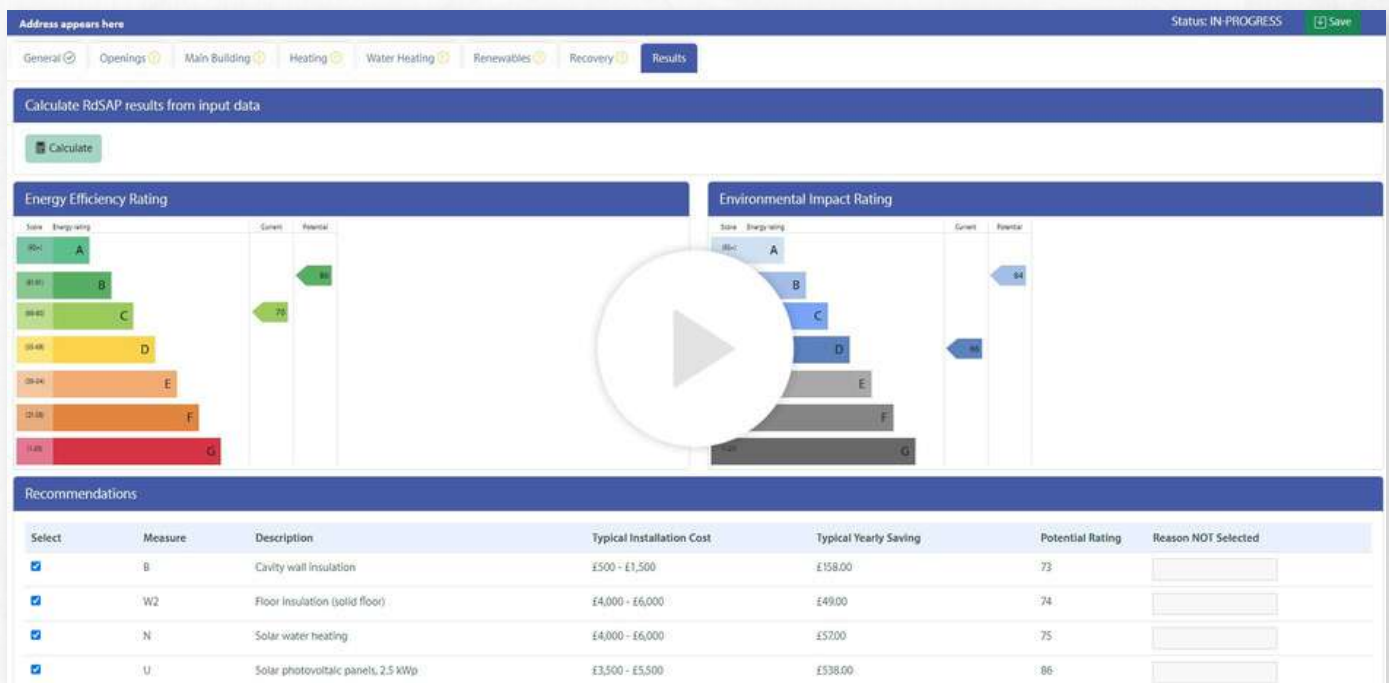
Your login details for the new software are the same as they are for the current iQ-Energy interface.

To complement the new software design, we've updated our field sheets. Download them here to streamline your assessment process:

[Download Updated Field Sheets](#)

Learn How to Use the New Software

We've created a comprehensive video guide to help you navigate the new interface. Watch below to get started with the updated Quidos RdSAP software:



This video walks you through the key features and functionality of the new software, ensuring you can make the most of its improved capabilities.

Important Note for Mobile App Users

The iQ-Mobile App will maintain its current format until the release of RdSAP10. However, reports uploaded from the app will now be imported into the new RdSAP interface. App users should familiarize themselves with the new software, noting that only reports progressed past the calculation stage can be uploaded to the new interface.

Recent Webinars

We recently held webinars discussing the new software updates and features. If you'd like more information about what was covered, please contact our support team.

Need Support?

For any questions or assistance, please contact our support team:

Email: support@quidos.co.uk

Phone: 01225 667570



Graeme Fox
FGas Scheme Director

Quidos Welcomes Graeme Fox as FGAS Scheme Director

We are excited to announce that Graeme Fox will be joining Quidos as the new FGAS Scheme Director, starting on 16th September. Graeme brings extensive experience and deep knowledge of the industry, having spent many years advising businesses on how to comply with F-Gas regulations and understand the complex legal requirements.

As the UK prepares to update its F-Gas regulations, Graeme's expertise will be crucial in helping our FGAS Register members meet these new rules and adjust smoothly to the changes. His leadership will ensure that our members get the support and advice they need to stay compliant and continue running their operations efficiently.

Graeme shared his thoughts on stepping into the role:

"I'm thrilled to be joining Quidos at such a pivotal time for the industry. As we look ahead to the revisions in the UK's F-Gas regulations, I'm excited to help businesses navigate these changes and work closely with government bodies to shape smarter, more effective regulation going forward."

With Graeme's leadership, Quidos is committed to guiding the industry through these regulatory updates and helping businesses continue to operate responsibly and successfully. We are confident that his expertise and dedication will help the FGAS Register thrive and further establish Quidos as a leader in regulatory compliance.

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, JPA Technical and Salus Certification?



@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



Salus Certification is an effortless certification service within the Health & Safety sector, saving you time on administration and ensuring that you are compliant.



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@SalusCertification



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QUIDOS ASSESSOR ZONE - EVENTS

Homes UK



27-28 November 2024, ExCeL, London



The Homes UK event taking place in November is a brilliant event to learn from many housing and asset management, development and sustainability professionals!

The conference has free entry so don't miss out on this opportunity, you can book your ticket by clicking [here](#).

Futurebuild 2025

Missed out on seeing us at all of the recent events?

Not to worry, you can now register your interest for a ticket for Futurebuild 2025 taking place from 4th - 6th March 2025.

Just click [here](#).



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info@quidos.co.uk