

QUIDOS QUARTERLY

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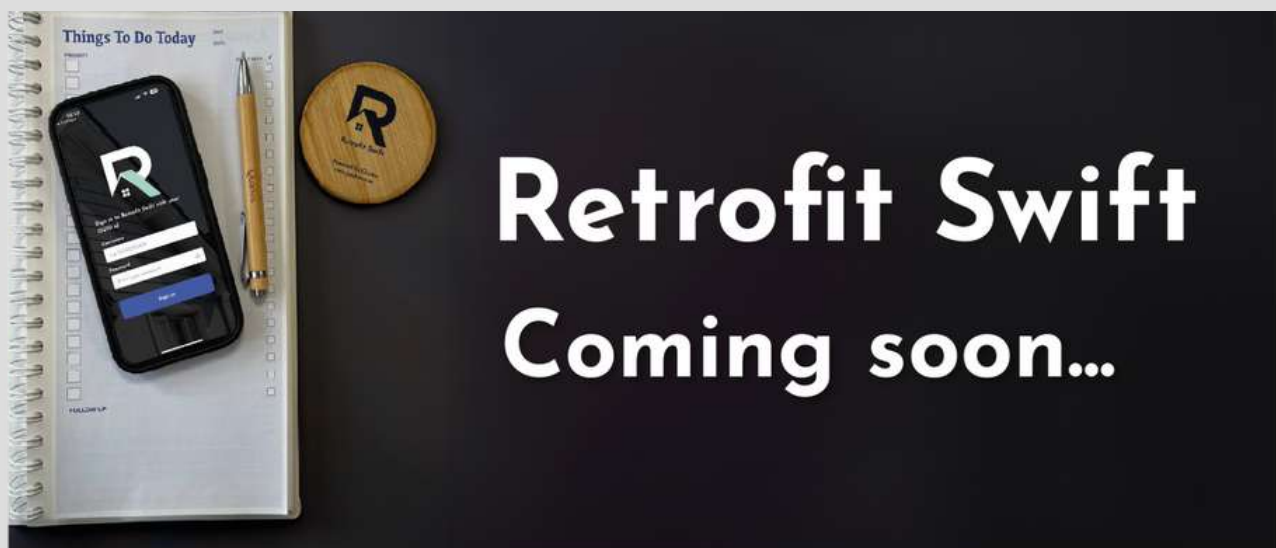


Qidos
Excellence in Efficiency

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FOREWORD

Forewords are a good chance to reflect on the 3 months previous, so I'm going to use this one as a reflection on the first quarter of 2024. I'm sure many would agree 2024 has started with a bang, we have seen EPC lodgements across industry really begin to pick up.

Every conversation around funding revolves around the EPC, so its safe to say EPCs are not going anywhere despite some negative press.

Whilst the EPC is hot on everyone's agenda, we see this as the perfect time to continue to call for reform. This starts with the Future Homes Standard and Home Energy Model consultations, but will continue when the EPC reform consultation is finally published. The EPC has to stay reputable and 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 is looking increasingly unlikely. Stakeholders are redoubling their efforts to ensure that further progress can be made, however there are currently no firm dates for implementation.

Following on from Quidos' busy end to



last year, we are happy to announce that we are under new ownership. With this comes investment into the software and the service we provide members. Our RdSAP10 new UI is coming along nicely and we are already seeing significant increases in speed. EPRs have been integrated into the mobile app too ready for Retrofit Swift which goes live this week.

It was mentioned in December that we expected 2024 to be busy and it certainly has started that way. We have some great updates and new partnerships on the horizon and we can wait to share them with you.

Billy Say, Scheme Manager

INDUSTRY NEWS

Energy Efficiency is key to a property holding its value

A property expert claims capital values on properties should drop significantly if they are not considered appropriately energy efficient.

"Homes which aren't energy efficient may find their value dip sharply. Climate change is a concern for everybody. Towns and cities are far from immune but it is fair to say that the effect are often felt more acutely in the countryside with an increased chance of flooding from rivers and hills" according to Jonathan Rolande of the National Association of Property Buyers.

He suggests that although energy efficiency is gaining importance for buyers across any property type, he believes rural areas face greater challenges due to colder climates.

Communities in these areas are more adversely affected by price increases, especially if they don't have access to mains gas. "Older, country homes can be cold and drafty and costly to insulate, especially without spoiling character" he suggests.



Rolande lists five other issues which can significantly impact on a property value when selling. These issues consist of connectivity, location, nearby amenities, transport and crime.

If you wish to read more about these issues in the article from Landlord Today then click [here](#).



INDUSTRY NEWS

UK halves emissions

The UK has achieved a significant milestone by being the first major economy to cut its emissions in half.

Accomplishing a 50% reduction between 1990 and 2022 alongside an impressive 80% growth in the economy, this surpasses France's 23% reduction and the status quo in the US over the same period.

Renewables now play a substantial role, contributing almost 40% to the UK's electricity, a substantial increase from the 7% recorded in 2010. The major driver behind these reductions lies in the shift from coal to renewables in energy generation, with the contribution of coal to UK electricity expected to reach zero later this year.

If you would like to read more of the article produced by Energy Live News on this topic, please click [here](#).



Improving your EPC rating could increase your home's value by up to 20%

The UK government has reiterated its commitment to achieve an EPC C rating for all homes by 2035 in its 2021 Net Zero Strategy.

Despite improvements in the energy efficiency of housing over the past decade, progress has been sluggish. Estimates from the Department for Business, Energy, and Industrial Strategy indicate that the rate of retrofitting needs to increase sevenfold to meet the set target.

According to data from the ONS' Opinion and Lifestyle Survey, only 26% of households are contemplating enhancing their home's energy efficiency. A significant barrier is cost, with 36% of those not considering improvements citing financial reasons.

If you want to read more on this article from Knight Frank, then click [here](#).



QUIDOS ON TOUR - FUTUREBUILD

Futurebuild

Futurebuild 2024 proved to be a remarkable success for our team. From day one, our stand opposite the National Retrofit Conference stage attracted a constant flow of passionate professionals.

Engaging conversations covered the latest in sustainability training, accreditations, software updates, and more. A highlight was our Managing Director Philip Salaman's insightful talk on optimizing retrofit coordination.



Over the three-day event, we made invaluable connections with individuals driving positive change in the built environment. Attendees' enthusiasm for a greener future inspired us to continue impactful discussions and collaborations.

We're grateful to Futurebuild's organizers for uniting the industry on this amazing platform to advance sustainable construction forward.

QUIDOS ON TOUR - PROPTECH SHOW

PropTech Show

At the end of February, we had the pleasure of being exhibitors at the second London PropTech Show at the ExCeL in London's Docklands. It was our first time at the event and was a fantastic opportunity to meet industry professionals and possible partners as we discussed retrofit, EPC changes, and our suite of software solutions.

It was clear that non-domestic retrofit is going to have massive potential over the next few years, with numerous discussions with attendees about non-domestic rating predictions, improvement works and keep on top the myriad of compliance schemes, such as ESOS, NABERS UK and BREEAM.



Most importantly, we were able to demonstrate our Snug software, a predictive energy rating tool that fills in the gaps in data from the 40% of properties currently without a domestic EPC. With high-street banks already using this software, it was a fantastic showcase for the work we're doing and promoting the importance of energy ratings within the property sector.



If you would like to discuss our products and services please do contact our sales team sales@quidos.co.uk

ACCREDITATION & TRAINING

CPD requirements have now changed for Energy Assessors

In line with the new SOR's linked here - [Level 2 v1.10](#) - CPD requirements have now changed for Energy assessors.

The Biggest change for energy assessors now is a minimum of 50% of the CPD completed each 12 month period has to be formal CPD. For more information on what's counts as formal CPD please follow the link [Quidos CPD Guidelines](#)

Each energy assessor has to undertake a minimum of 10 hours of CPD per year. If you are accredited for more than one strand you will need undertake an additional 5 hours CPD per year for every additional strand on top of the minimum 10 hours required. This does mean that if you are accredited for example two strands of energy assessor you will owe 15 hours of CPD per 12 months of accreditation and a minimum of 50% of this CPD will now need to be formal so 7.5 hours each 12 months of accreditation.

We still require all energy assessors to keep up to date records of the CPD they have undertaken during a 12-month membership period and upload this to their training portal. The link for the training portal is here - <https://qfe2.quidos.co.uk/>

For any questions in regards to CPD please email QAS@quidos.co.uk



CPD deadlines

April 20th

May 31st

June 30th

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

Training Centre update

Quidos training centre has been providing courses on Domestic energy and Retrofit assessor courses. All the feedback from the courses have been fantastic and we are really happy to not only offer these but 6 day Domestic energy and Retrofit assessor partially funded courses.

Please see below what our learners had to say about the courses so far.

"I am using this opportunity to say that the training has been very good, effective and well delivered. Finally, I now have great in depth knowledge on how to complete an Energy Performance Certificate (EPC) assessment. Thank you to the trainer for taking the time to teach us both in group and 1-2-1 sessions. Thankyou once again."

"Thank you for your excellent attention, dedication and explanation of the topic. Especially your professionalism, your friendliness and kindness also stand out, fostering a relaxed and friendly atmosphere in the group"

It really is great to see the growth and commitment from our learners to dedicate time to a new career or to continue to

learning by undertaking the retrofit course and we would like to thank all learners for choosing Quidos to train with us. Please call us on 01225 667570 (option 5) to discuss training courses coming up or CPD courses we have available.

Quidos are EEA members

Quidos are proud to announce that we are officially EEA members!

We look forward to seeing what new opportunities open up for us. Let's drive energy efficiency forwards together.



TRAINING

We're hiring a new Internal Quality Assurer

Quidos is searching for a skilled Internal Quality Assurer to join our growing team. In this key role, you'll help ensure our training programs and learner assessments maintain excellent standards.

What you'll do:

- Monitor and quality assure assessment processes
- Manage external quality assurance requirements
- Review portfolios to ensure assessor decisions are fair, valid, and sufficient
- Support assessors with guidelines/policy interpretation
- Provide constructive feedback to assessors
- Assist with appeals and disputes
- Chair regular meetings to ensure assessor standardization

What you'll need:

- Assessing qualification (e.g. IQA, CAVA)
- Previous training and assessment experience



Quidos
Excellence in Efficiency

WE'RE HIRING

Join our team

OPEN POSITIONS:

Internal Quality Assurer

Send your resume to:
training@quidos.co.uk

- Energy Assessor/Retrofit Assessor background
- Great communication, organizational, and problem-solving skills

Apply today by sending your CV to training@quidos.co.uk to be considered.

"We have recently moved our commercial department over to Quidos and cannot fault the level of customer service and technical support that we have been provided across all of our commercial products. Kate helped make the move as smooth as possible and has provided continued support ever since. As a company we have a strong focus on the quality of work that we produce and Quidos compliment this very well. Having consistent and quick technical advice on hand is key to us and both Alex and Jon have been really helpful with this. Thank you!"

**Review from
Easy EPC**

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:

Technical Bulletin: March 2024

Contents:

- CPD requirement update
- RdSAP10 fuel costs
- RBAS auditing
- High lodgement audits
- A note to all Scottish Approved Organisations (OCDEA) and SAP 10 stakeholders
- RdSAP in focus

CPD Requirement update:

Following changes to the 'Scheme Operating Requirements', the amount of CPD needing to be certified is now a minimum of 50% of your annual CPD requirements (10 Hours for first strand and 5 hours for additional strands).

This is industry wide and does not include retrofit. Quidos members will not see a huge change as currently the amount needing to be certified was already 40%, so make sure to take note of the new requirement. The remaining 50% can still be informal learning.

As a reminder, please see below the following few examples which would qualify as certified CPD:



- Completing an accreditation backed training course/module.

Ours can be found at <https://quidos.co.uk/training>

- Going to a conference with proof of attendance.

- Completing an 'up-skill' with certification at the end.

- Adding a new strand to your business with the correct accreditation.

<https://shorturl.at/xH235>



QUIDOS TECHNICAL SUPPORT

RdSAP10 fuel costs:

Please see below a very useful update from our Energy Calculation Lead David Jones:

DESNZ have confirmed that RdSAP 10 will use the same fuel unit prices as are currently used in RdSAP 9.94. This will prevent ratings varying wildly between the two methodologies as we have seen in the past. The new specification document is now available on the BRE website -

<https://files.bregroup.com/SAP/RdSAP10-dt13.02.2024.pdf>

Why was this an issue? With SAP 10, there would have been a 25% increase in the fuel price for electricity, meaning dwellings with heat pumps could potentially have had worse ratings. By sticking with the same fuel prices, there should be some consistency in how ratings are calculated giving some reassurance given how fuel prices have fluctuated over the last couple of years.

The carbon and primary energy factors which the calculation uses will shift to use the SAP 10 values. For different reasons, this is fantastic. Due to the decarbonisation of the electricity grid, the use of electricity becomes one of the greenest options within RdSAP. As we race towards a net-zero future, this change will help re-evaluate our carbon use.

These changes should illustrate how simplistic our current rating system is.

Having a single, cost-based metric is becoming too problematic for the complexity and nuance of addressing net zero and energy poverty.

Quidos is eagerly awaiting Government consultation into changes in how EPCs represent the calculation outputs and continue to support a multi-metric approach which the Scottish Government have already consulted on.

RBAS Auditing:

A bit of an update to the auditing process next as we get regular questions regarding the selection criteria.

Quidos have long pushed for rewarding members for passing audits and it has now been agreed across the industry that if a member passes an RBAS audit, they do not need to be audited on the same RBAS audit trigger for the next six months, as they have demonstrated their competence on the issue.

This will lower the number of RBAS triggers for those who show competency. However, we reserve the right to call an audit(s) for the same trigger within those six months in exceptional circumstances. E.g. a highly unusual number of the same rule being triggered.



QUIDOS TECHNICAL SUPPORT

Additionally, if a member does not trigger the same RBAS rule within six months, the requirement for the follow-on audit will be cancelled. This will hopefully provide a bit more clarity and should put some assessor's minds at ease.

Please note: this may see RBAS audits being called on lower triggers. For a full list of rules go to easob.co.uk

High lodgement audits:

We have another small update coming to the auditing process which affects the DEA strand only.

It has been agreed across industry to bring back auditing for high lodgements. Where a scheme assesses that a member is lodging an unusually high number of certificates in any calendar month, we will undertake additional checks to provide assurance the member in question has in-fact visited the properties.

For Quidos, these additional checks will be a photo/assessment date/location check and NOT a full audit. We will also be implementing a rule so that if an assessor passes one of these photo checks, they will not be audited on high lodgement for 3 months.

EPC lodged using sampling and cloning techniques can be excluded from these audits.

This will start from April 2024 lodgements.

A note to all Scottish Approved Organisations (OCDEA) and SAP 10 stakeholders:

The following information has been released in order to clear up the confusion over how the new SAP version will be used in Scotland.

If a dwelling is the subject of a Building Warrant application made prior to 1 February 2023, SAP 2012 can be used as the methodology to produce the EPC once construction is completed. Developers and assessors are encouraged to consider using SAPI0 where possible to provide prospective purchasers with current information about the building's environmental impact. For buildings warranted on or after 1 February 2023, SAP 10 is the appropriate methodology to be used to produce the EPC upon completion of construction. This is summarised below. Please note that this decision relates to arrangements for EPCs for new domestic buildings only.

Date of Building Warrant Application	SAP Version - Building Regulations Compliance	SAP Version - On Construction EPC
Before Feb 1 2023	SAP 2012	SAP2012 or SAPI0
1 Feb 2023 onwards	SAPI0	SAPI0

QUIDOS TECHNICAL SUPPORT

RdSAP in focus:

Finally, we will have a quick look at a few areas that seem to be regularly tripping up assessors. These are areas leading to multiple assessors failing audits or that we receive regular calls about.

Addenda to EPC:

We have several audits fail every month because addenda haven't been selected when they should have been. Always check through the conventions if you are wondering if an addendum is needed and if in doubt give Quidos support a call. We are more than happy to point you in the right direction.

The list of addenda are:

- 1. Wall type does not correspond to options available in RdSAP
- 4. Dwelling has a swimming pool
- 5. Dwelling has micro-CHP not found in database
- 6. Storage heater or dual immersion, and single electric meter
- 8. PVs or wind turbine present on the property (England, Wales or Scotland)
- 9. Two main heating systems and heating system upgrade is recommended
- 10. Dual electricity meter selected but there is also an electricity meter for standard tariff
- 11. Single electricity meter selected but there is also an electricity meter for an off-peak tariff
- 12. Dwelling is using a biomass fuel that is not in the RdSAP fuel options
- 14. Dwelling has a special energy saving feature

PV input:

We have discovered several instances of the kWp for photovoltaics being entered unusually high. Especially in cases where there are multiple panels facing in different directions. Be sure to check the MCS and the peak power for the whole system. For example: If the peak power is 4.2kWp and there are panels facing both East and West the kWp would be 2.1 for each.

Using 'Unknown' for insulation:

We are still seeing a lot of assessors failing audits for the incorrect usage of the 'unknown' option when it comes to insulation, especially flat roof insulation.

Be sure to double check convention 3.03 a, b and c and if in doubt give us a ring.

Remember if you incorrectly select 'Unknown' this will result in an audit failure as it would result in a change to recommendations.

Convention help for this topic is on the following page.



QUIDOS TECHNICAL SUPPORT

3.03b	"Unknown" insulation type (walls, floors, roof)	<p>Do not use the "unknown" insulation type option for insulation inappropriately as this automatically suppresses any insulation recommendation.</p> <p>"Unknown" should be used only in exceptional circumstances, such as:</p> <ul style="list-style-type: none"> •• when there is conflicting evidence (inspection and/or documentary) of added insulation whose presence cannot be ascertained conclusively •• for a fully boarded or obstructed loft, unless the householder has documentary evidence (maximum thickness is depth of joists) or is prepared to lift the boards. •• where there is a pitched roof and no access to the loft space or access prevented (see 3.04) and no documentary evidence <p>In these cases, clarification must be provided in site notes.</p> <p>Note: if the floor construction cannot be determined, "unknown" construction is appropriate.</p>	<p>March 2010 amended April 2015 amended Aug 2016 amended 31 Dec 2017 amended Sept 2018</p>
3.03c	"Unknown" insulation thickness	<p>"Unknown insulation thickness" should be used only in exceptional circumstances, such as:</p> <ul style="list-style-type: none"> - conflicting evidence of insulation thickness (visual and/or documentary) - when you can see insulation present but cannot measure its thickness. 	<p>June 2016 amended 31 Dec 2017 amended Sept 2018 amended May 2019*</p>

Convention 5.03:

Another area we are seeing a lot of confusion is with this particular convention:

#	Topic	Convention	Issue date
5.03	Fuels for solid fuel fires and room heaters	<p>If it can burn only one fuel, specify that fuel (includes exempted appliances burning wood in Smoke Control Areas). Otherwise:</p> <p>Smoke control area: Open fire - smokeless fuel; closed heater - anthracite.</p> <p>Not smoke control area: Open fire - dual fuel; closed heater - wood logs if capable otherwise anthracite.</p>	Oct 2010

This is all about consistency. If 5 different assessors viewed the same property over the year and a pile of logs was by the heater for 2 of those visits during winter, but for the other 3 the pile of logs was gone whilst the weather was warmer. Following the convention will mean every assessor consistently selects the same thing.

Another issue we are having is assessors not checking if the area is smoke controlled or not. Be sure to check the UK AIR map: <https://uk-air.defra.gov.uk/data/sca/>

If in doubt please get in contact with the local authority to check.

QUIDOS ASSESSOR ZONE - EVENTS

PEPA Conference - Virtual Annual Conference

Missed out on seeing us at Futurebuild?

Not to worry, as we're delighted to share the news that you can now secure your spot for the Virtual Annual PEPA Conference taking place on April 24th 2024.

Key Event Details:

Date - April 24th, 2024

Location - Online

CPD hours - up to 5 CPD hours



Virtual
Annual Conference
24th April 2024

www.pepassociation.org

Breaking News

Added to the programme -
A dedicated panel session
for Non-Domestic Assessors

Topics covered:

- MEES
- EPC Reform
- DECs & Compliance

(Your chance to raise questions and discuss the future)

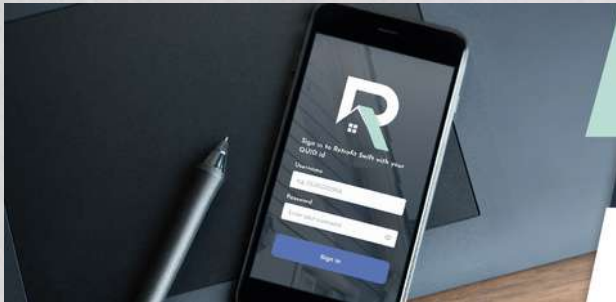
Up to 5 CPD hours available

For more information and to book, click here -

<https://www.eventbrite.co.uk/e/pepa-conference-2024-virtual-registration-815061469797>



QUIDOS ASSESSOR ZONE - RETROFIT SWIFT



Retrofit Swift

Powered by **Quidos**
Excellence in Efficiency

Retrofit Assessment Mobile App

Introducing Retrofit Swift!

Exciting news for retrofit professionals!

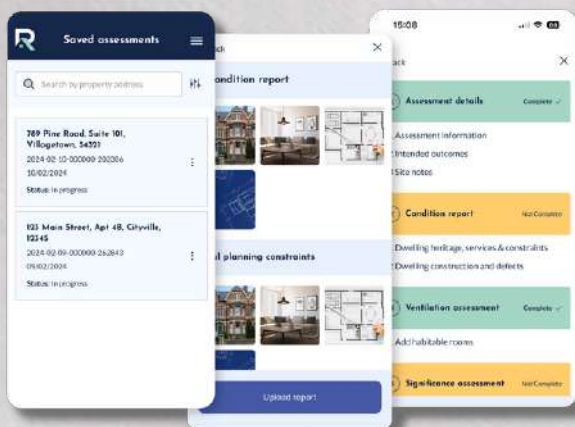
Get ready for a game-changing app that will revolutionise on-site assessments!

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 optimized 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.

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 minimize time on site - optimized 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.



Don't miss out! Sign up for early access to Retrofit Swift now by clicking [here](#).

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Or contact us using the details below:

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