October 2026, Issue 17

Quidos Quarterly



QUIDOS
The answer to energy efficiency

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In this edition

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- PURE



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Completion of this Newsletter is worth 30 minutes of CPD.

Foreword



Summer is traditionally a quieter time here with Schemes, with many of you taking a well-deserved break to relax and recharge. But while things may have seemed a little quieter on the surface, behind the scenes we've certainly been keeping busy!

Over the summer months, we've been putting plans in place for the year ahead. With significant industry changes on the horizon, there's been plenty to think about, prepare for and, most importantly, look forward to.

Our focus, as always, has been on finding ways to make life easier for our members, strengthening the partnerships we've built and creating new opportunities that will benefit you and your businesses.

At the beginning of the summer, we finally received the long-awaited news surrounding Commercial Minimum Energy Efficiency Standards (MEES). This is an important development for our industry, and we're continuing to work closely with Government, alongside our trade association PEPA, to help shape what these changes will look like in practice.

It's important that we get this right. We want to see meaningful improvements in the energy efficiency of our commercial buildings, with changes that genuinely move us forward towards a more energy-efficient built environment.

Our work with PlanUp has brought desktop integration into iQEnergy, making Quidos the only Accreditation Scheme currently offering this functionality. It's a great example of how working together can deliver practical improvements, and we're continuing to explore ways to make data entry simpler, quicker and more efficient for our members.

Our partnership with DigiProp has also opened up another opportunity. Through the introduction of Digital Photographer Approval, we're giving members the chance to develop additional skills, expand the services they offer and potentially create a new source of revenue.

For me, this is exactly what our partnerships should be about. It's not simply about introducing something new; it's about making sure it brings real value to our members and helps you grow your businesses.

Of course, one of our biggest areas of focus over the past few months has been the Home Energy Model (HEM) and preparing for the changes expected in 2027. There is no doubt that we have a significant period of change ahead of us, and I'm sure there will be challenges along the way. However, we are seeing a genuine willingness to listen, engage and take on board the experience and expertise that we, alongside others across the industry, bring to these discussions.

Historically, changes within Government have sometimes slowed progress, which is why we've been particularly vocal about the need for a clear roadmap. Our members need certainty, and as an industry, we need to understand what's coming and when, so that everyone has the opportunity to prepare properly. The work we put in now will make a real difference to how well we can prepare and support you through the transition ahead.

As your Accreditation Scheme, our commitment has always been to support you, listen to you and look for ways to make your professional lives that little bit easier.

We've continued to see growth in membership across all areas of Quidos, and that's something we're extremely proud of. More importantly, it's a reflection of the trust and confidence you place in us, and I want you to know that we don't take that for granted.

We know that the industry is changing, and we know that change can sometimes bring uncertainty. But I genuinely believe there are some exciting opportunities ahead, and we're determined to make sure Quidos and our members are in the best possible position to embrace them.

As we settle into autumn and the final few months of the year, I'd like to take this opportunity to thank you for your continued support, your feedback and, most importantly, for being part of the Quidos community.

Here's to a cosy but productive autumn, and to finishing the year on a high together!

Catherine Garrido, Managing Director

Industry News

Non-domestic smart meter rollout post-September 2027

The government has confirmed new requirements to increase smart meter installations across the non-domestic sector, initially focusing on small and medium-sized premises as part of its Clean Power 2030 Mission.

Key dates

- 1 January 2027: Energy suppliers must begin informing non-domestic customers about the upcoming changes.
- 1 September 2027: New fixed-term contracts with eligible customers must include a requirement to have, or agree to install, a smart or advanced meter. Suppliers must also comply with the new consumer protection code.

What this means

The changes aim to support smart meter rollout while protecting non-domestic consumers. Energy assessors working with commercial properties should be aware of the potential implications for energy management and the responsibilities of landlords, tenants and energy suppliers. The government has also published guidance for suppliers, landlords, tenants and non-domestic consumers to support implementation.

Find out more here



Awaab's Law - Phase 2

Phase 2 of Awaab's Law comes into effect in England on 30 November 2026, expanding social landlords' responsibilities beyond damp and mould to include hazards such as excess cold and heat, fire, electrical risks and structural defects.

What this means

Energy and housing professionals should be aware of how poor insulation, inadequate ventilation and building defects can contribute to health and safety risks. Landlords must address underlying causes and meet strict response times:

- 10 working days to investigate significant hazards.
- 5 working days to complete relevant safety work.
- 24 hours to investigate and make emergency hazards safe.

Further hazards are expected to be included in Phase 3.

Scotland delays new EPC system until April 2028

The Scottish Government has delayed reforms to domestic and non-domestic EPCs until 30 April 2028, giving assessors more time to prepare for the new certificates, rating system and calculation methodologies.

Key points for assessors

- 30 April 2028: New EPC regulations take effect.
- 31 October 2026: EPC lodgement fees increase as planned, to £6.00 for domestic properties and £15.50 for other properties.
- Until 30 April 2029: Most properties can use either an existing valid EPC or a new-style certificate, subject to transitional rules.

The additional time will support the development of the Home Energy Model, new software, assessor training and updated infrastructure. The reforms have been delayed, not cancelled, and assessors should use this time to prepare for the new requirements.

Learn more here



Links

Non-domestic smart meter rollout post-September 2027

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Changes to Scheme Operating Requirements

Government has agreed the first stage of changes to the Scheme Operating Requirements, affecting how evidence is recorded and declared for EPC, DEC and ACIR assessments in England and Wales.

What's changing?

From 1 October, assessors must meet the new minimum evidence requirements for all lodgements. A formal declaration will also be introduced at lodgement, confirming that the required evidence is held (or the reason for its absence is recorded in site notes) and that the assessment complies with current methodology and conventions.

What does this mean for you?

- **E**vidence: Ensure you collect and retain the minimum required evidence for each assessment.

Where evidence cannot be obtained, record the reason in your site notes.

- Declaration: You will need to confirm compliance when lodging an assessment. The exact wording and go-live date will be confirmed.
- Methodology: These changes do not introduce new technical requirements at this stage.

For assessors already following Quidos' existing minimum evidence guidance, the changes largely formalise the practices already expected.

What happens next?
Minimum evidence requirements apply from 1 October. The lodgement declaration will follow later this year, with further details to be shared once confirmed.
Support and guidance

View the minimum evidence requirements on the EASOB website or through the Quidos Support Log.

If you have any questions, contact our support team:
support@quidos.co.uk | 01225 667570 (Option 2)



Quidos Events

Quidos Celebrates Success at the Energy Efficiency Awards 2026



Quidos is celebrating a successful evening at the Energy Efficiency Awards 2026, taking home National Social Responsibility Company of the Year for its Mouldwatch project.

The awards recognise the work being done through Mouldwatch to help address issues around damp and mould, supporting efforts to improve housing conditions and make a positive difference to people's lives.

Quidos also achieved third place in the National Quality Management, Compliance & Training Company of the Year category, recognising its ongoing commitment to quality, compliance and training across the energy efficiency sector.

Held at the Hilton Birmingham Metropole on 9 October, the awards brought together organisations and professionals from across the industry to celebrate their achievements and contributions.



These results are a proud moment for the Quidos team and reflect the work being done across the business to support the industry and deliver positive outcomes.

Congratulations to all the winners and nominees, and thank you to everyone who makes this work possible.

Quidos attends Wales Fuel Poverty Conference 2026



The Quidos team attended the Wales Fuel Poverty Conference 2026, hosted by National Energy Action (NEA) in Cardiff, joining organisations from across the sector to discuss fuel poverty, energy efficiency and ways to better support communities across Wales.

The event brought together professionals to share knowledge, explore current challenges and discuss practical

It was a valuable opportunity to connect with others working towards these shared goals, exchange ideas and strengthen relationships across the sector.

Quidos remains committed to supporting the energy efficiency industry and contributing to efforts to improve housing standards and make homes warmer and more affordable to heat.

Quidos attends EAA Meet the Contractor event

Quidos attended the Energy Efficiency Association's Meet the Contractor: Getting Warm Homes Plan Ready event, connecting with contractors, partners and industry professionals focused on delivering warmer, more energy-efficient homes across the UK.

The event provided a valuable opportunity to share insights, discuss upcoming requirements and explore how collaboration can support project delivery, compliance and the wider ambitions of the Warm Homes Plan.



Accreditation

At Quidos, we're committed to supporting your ongoing professional development with a wide range of Continuing Professional Development (CPD) courses and resources.

Tips for Keeping on Top of Your CPD

CPD doesn't have to be a last-minute scramble when your deadline rolls around! A few little habits throughout the year can make it much easier to stay on top of things.

1. Upload as you go – Finished a course or webinar? Get it logged while it's fresh in your mind, rather than digging through your emails months later!
2. Mix things up – CPD doesn't have to mean just sitting through courses. Webinars, industry updates and software guides are all great ways to keep learning.
3. Focus on what you need – Pick topics that are useful to your day-to-day work, whether that's getting to grips with new rules, learning a new methodology or brushing up on something flagged in an audit.
4. Keep track of what you've done – Keeping your CPD record up to date makes deadlines less stressful and gives you a handy reminder of how much you've learned along the way.

Already completed your CPD? If you've uploaded your certificates before your deadline, please let the Quidos Accreditation Team know so we can make a note of this.

Still need to complete your CPD? We offer a range of affordable options, starting from just £14.99 + VAT. Choose from quick 30-minute to 1-hour courses, or explore our CPD bundles featuring masterclasses and practical guidance to support your professional development.

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



Keep it Compliant: Handling Complaints

Handling complaints professionally helps maintain client relationships and protect your reputation as an assessor. Even minor concerns should be taken seriously, as a calm and timely response can prevent issues from escalating.

Listen carefully to the client's concerns, communicate clearly and aim to resolve issues informally where possible. If a complaint cannot be resolved immediately, explain the next steps, keep the client informed and maintain a clear record of any actions taken.

Always follow the relevant complaints procedure, including response timescales and escalation routes through your Accreditation Scheme.

Retrofit Course

Our next Level 3 retrofit course is now open for bookings.



Course highlights:

- 30th October
- Online classroom learning
- Expert tutor-led training
- Comprehensive course materials
- Portfolio support included

With demand for retrofit professionals continuing to grow, now is a great time to expand your expertise and explore new career opportunities.

Book Now!

DEA Course



Our next Level 3 DEA course is now open for bookings.

Course highlights:

- 26th - 28th October
- Flexible online learning
- Live tutor-led sessions
- RdSAP software training
- Portfolio support included

Gain the skills needed to produce RdSAP Energy Performance Certificates (EPCs) and begin your journey in the growing energy efficiency sector.

Book Now!

CPD of the Month

Our CPD of the Month initiative supports assessors with their ongoing professional development by highlighting a different CPD module each month at a discounted rate, making it easier to keep skills and knowledge up to date.

This month's offer:

- Extensions CPD Module
- 20% off with code **CPDofthemonth**
- Offer ends 15th November 2026

[See More Here]



Missed our Webinars?

Energy Efficiency in Transition

Our 2-hour CPD Energy Efficiency in Transition webinar is now available on demand.

[Book Now]





DEA Masterclass

Our 2-hour CPD DEA Masterclass recording is now available on demand.

[Book Now]

PURE Powered by QUIDOS

Meet PURE - The only compliance automation platform designed specifically for the full journey of Retrofit work - from lead generation, application to completion. PURE is your new go to.

The compliance engine that **removes delays** and **eliminates admin burden**

- ✓ Application Submission
- ✓ Vertification & Checks
- ✓ Coordination & Approvals
- ✓ Documentation & Evidence Gathering
- ✓ Final Submission & Trustmark





Core System Features

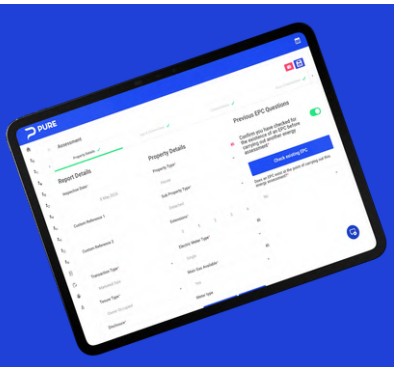
PURE brings together secure infrastructure, intelligent automation, and real-time oversight unifying every stakeholder to streamline retrofit delivery across all funding streams. These core features power faster decisions, clearer collaboration, and fully compliant submissions from start to finish.



1. Download & Install the PURE app



2. Register & Start using our app daily



3. Enjoy the automation of PURE

GET IN TOUCH

PlanUp

PlanUp offers extensive integration with IQ-Energy, helping energy assessors collect property data efficiently and transfer it directly into their RdSAP assessments.
The integration supports a wide range of RdSAP10 data, including building parts and extensions, construction and insulation, heating systems, windows, ventilation, room heights and heat-loss measurements.

Visual traffic-light indicators help assessors identify missing information and ensure all available data has been captured before transferring it into IQ-Energy.
Features such as complete RdSAP10 window data capture and the ability to copy information between windows further streamline the survey process.
While PlanUp does not yet capture every data item required for an RdSAP10 survey, it handles much of the data collection, helping reduce manual input and improve the efficiency and completeness of assessments.
Development work is also progressing on PlanUp's LiDAR technology, with live beta testing now underway. This technology aims to further support property surveying, and ongoing testing will help refine its performance across different property layouts.
The platform continues to evolve, with improvements to mobile functionality, photo handling, auto-save reliability and audit-ready data capture, supporting a smoother workflow from the initial site visit through to assessment lodgement.

For more information about PlanUp and its integration with IQ-Energy, contact the Quidos support team on 01225 667570 (option 2) or email support@quidos.co.uk.



DigiProp

Join the Digital Property Inspector Register

Quidos has launched the Digital Property Inspector (DPI) Competency Register, a new framework designed to support professionals carrying out digital property inspections using 360° imaging technology and AI-assisted capture systems.

As the property sector increasingly adopts digital inspection methods, the DPI Register provides a recognised standard for competence, professionalism, and ongoing development in this emerging field.

APPLY HERE

DPI TRaining is now live!

Our **Digital Property Inspector** (**DPI**) training course is now available to book.

Designed for professionals looking to expand their services, the course provides the knowledge and practical skills needed to carry out digital property inspections using 360° imaging technology and AI-assisted systems.

Once successfully completed, the training enables you to apply to join the **Quidos DPI Competency Register** and access new opportunities as a Digital Property Inspector.
The course takes approximately **10 hours**, including the practical assessment, and can also count towards **10 hours of CPD**.

BOOK NOW

QUIDOS X DIGiPROP



Technical Support

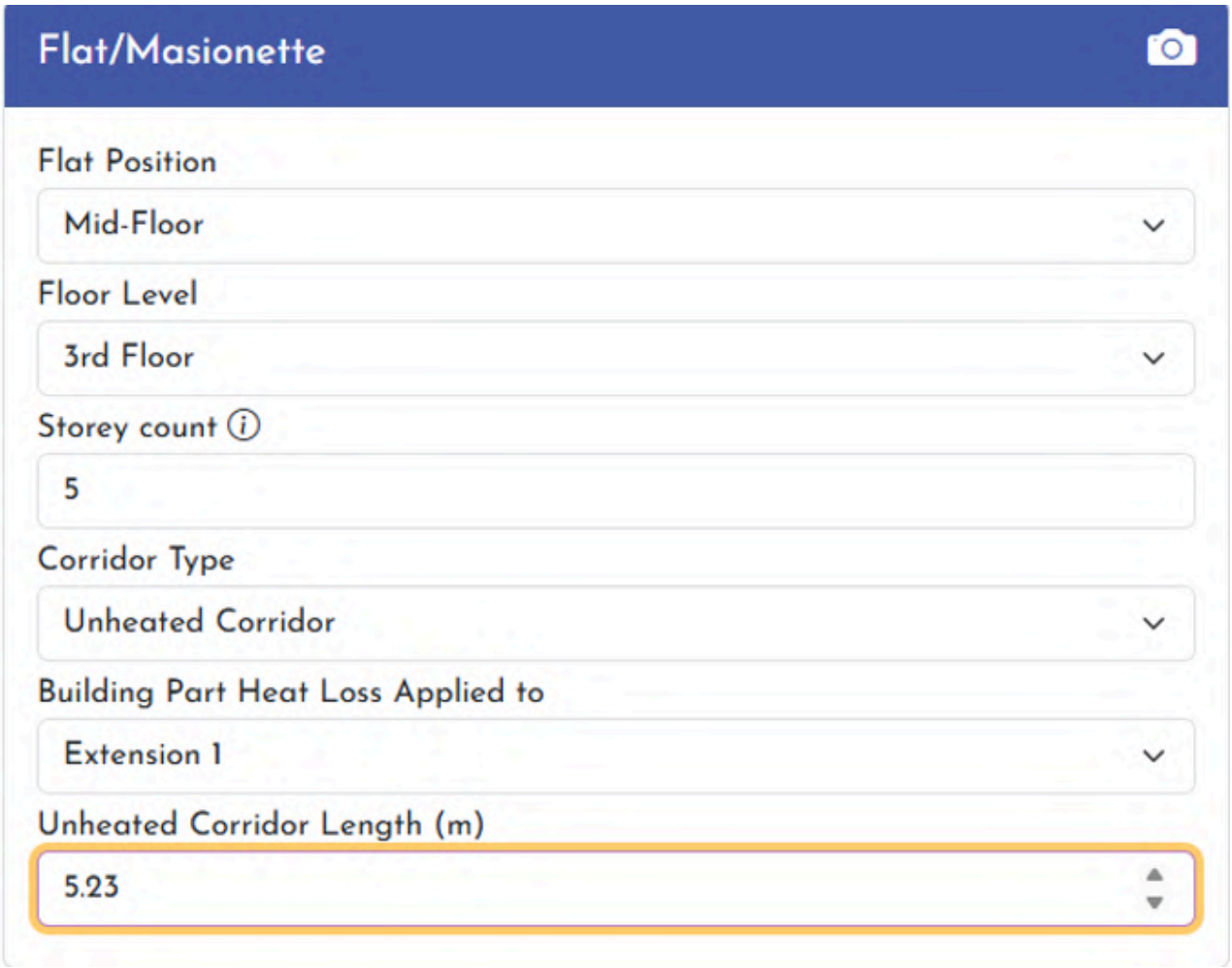
Heat Loss Perimeter and Sheltered Walls

Heat loss perimeter update:

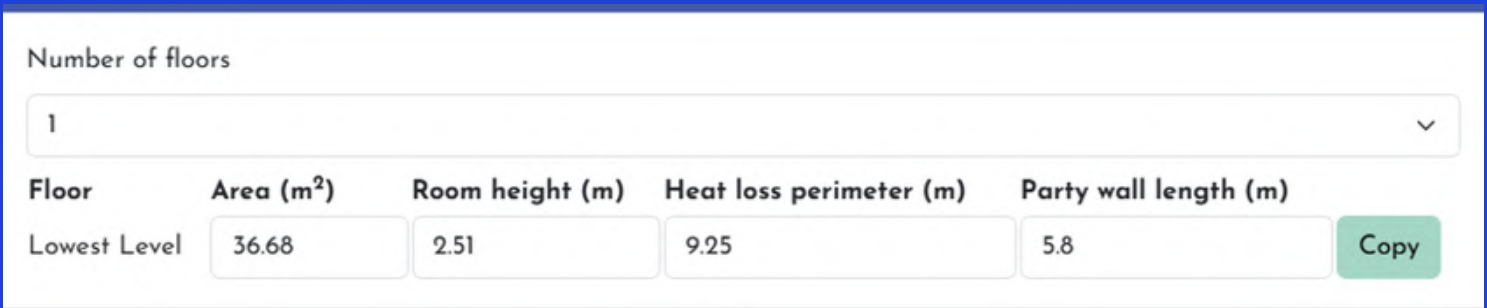
Following updates to the software it has become clear that sheltered walls are occasionally being entered incorrectly when it comes to overall dimension.

At a flat or maisonette, when you have a sheltered wall to an unheated corridor you must remember to include the measurement in two areas within the software:

Within the flat/maisonette section:



AND within the dimension details section being sure to include it in the overall Heat loss perimeter:



We have noticed this second part has been missed by some assessors, so restrictions have been placed into the software to make sure the measurements always add up and make sense.

Openings in sheltered walls:

On rare occasions you may encounter a window leading from the flat into the sheltered corridor.

These should still be counted!

Be sure to enter the opening as normal and assign it to the relevant alternative wall (normally alternative wall 1).

New App Features Walkthrough

We at Quidos continue to work hard on the app and are trying to take as much of your feedback into consideration as possible. With that in mind please find a list of changes below, as well as a link to a video walking you through the changes.

These new updates to the IQ Energy app are designed to streamline the energy assessment workflow for assessors.

Key updates include:

Report Management: The save system has been improved, allowing users to move reports between local, uploaded, and online (desktop) versions.

Default Settings: Assessors can now set various defaults to save time, including:

- Transaction and tenure types
- Ventilation types
- Wall thickness measurements
- Cylinder size defaults for regular boilers (within the PCDB database)

Automated Features: The app now automatically defaults to "unable to determine" for party wall construction in non-detached properties.

Data Protection: A new feature ensures that windows and other details are automatically retained if the app closes unexpectedly or crashes.

Database Enhancements: A broader PCDB database search now allows for more efficient system selection without needing multiple searches.

Mobile Navigation: A new "next" button has been added for mobile users to navigate between tabs more easily.

See the link to the new app changes below:

Watch Now

BE CLIMATE

Powered by Quidos

The World's Only Built Environment Climate Ecosystem

BEClimate is the first fully integrated climate infrastructure designed specifically for the built environment connecting carbon measurement, verification, finance and investment into one seamless platform.

A Connected Climate Ecosystem

Each BEClimate platform plays a unique role in accelerating decarbonisation:

BE VERIFY



Global Digital Carbon Credit Registry for the Built Environment.

BE XCHANGE



Seamless high-integrity carbon procurement, investment and portfolio management.

BE SCOPE



AI powered, Investor grade carbon accounting, accessible to every business.

Supporting Your Net-Zero Journey

BEClimate supports organisations across the built environment in delivering measurable, financeable decarbonisation.

From understanding emissions to funding and verifying reductions, our platform brings together the tools needed to turn climate ambition into real-world progress.

Why BEClimate

- ✓ Direct access to high-integrity projects
- ✓ Supports whole-portfolio decarbonisation
- ✓ Verified carbon data and reporting
- ✓ Access to funding for low-carbon technologies
- ✓ Accelerates funding and removes market barriers
- ✓ Rapid credit issuance

Our Partners:

Xpansiv · emsurge · QUIDOS · haydale · JustHeat · greenertravel · KANA · CO_2 IMPACT · Savimbo · Adaptiv Solutions

Start Your Decarbonisation Journey:

Discover how BEClimate can support your net-zero strategy and unlock funding for real climate impact.

0330 223 7442 info@beclimate.co.uk

Assessor Zone

F-Gas Premium & Premium Supplier

F-Gas certification is essential in the RACHP sector, but some businesses choose to go further. F-Gas Premium and F-Gas Premium Supplier are voluntary schemes for those who want to show a higher standard, verified through independent audit.

F-Gas Premium is for contractors who want to demonstrate effective refrigerant management, ongoing development of engineers, and stronger working practices and environmental responsibility. Members can also access manufacturers' partner programmes, which may include enhanced warranties, financial benefits, and additional training opportunities.

F-Gas Premium Supplier recognises suppliers committed to responsible refrigerant and equipment sales, supplying only legitimate F-Gas registered businesses, and staff who understand the regulations. Together, both schemes help raise standards across the whole supply chain and build trust across the RACHP sector.

Learn more about F-Gas Premium and Supplier here!



JPA Technical

We are pleased to announce that SAP 10.3 functionality is officially live and available within our JPA Designer software.



As the industry prepares for the full rollout of the Home Energy Model (HEM:FHS), SAP 10.3 serves as the essential bridge, allowing you to seamlessly complete FHS compliance calculations right now.

This critical software update integrates the new FHS parameters, including:

- The FHS Notional Dwelling: Now set with heat pumps, mechanical ventilation, and photovoltaics (PV) as standard.
- Part O Integration: Automatic inclusion of air-conditioning requirements within the notional building if your Part O assessment demands active cooling.
- Updated Metrics: Full integration of the latest carbon emission and primary energy factors aligned with the FHS methodology.

Ready to get started? Ensure your compliance workflows are up to date. The new version of JPA Designer 10, featuring SAP 10.3, is available for immediate download from the JPA Technical website.

Salus Certification



With 1000+ members, Salus offers your business a completive edge through streamlined and trust-worthy services that help you save time on administration while ensuring regulatory compliance with recognised standards.

As a Salus member, you gain access to tailored certification options like bronze and gold membership. These levels allow you to showcase key areas such as health & safety systems, insurance, trade competency, and financial checks, helping you gain more work whilst enhancing your credibility. Learn more about Salus here!

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