

QUIDOS QUARTERLY

March 2023 | Issue: 03 |



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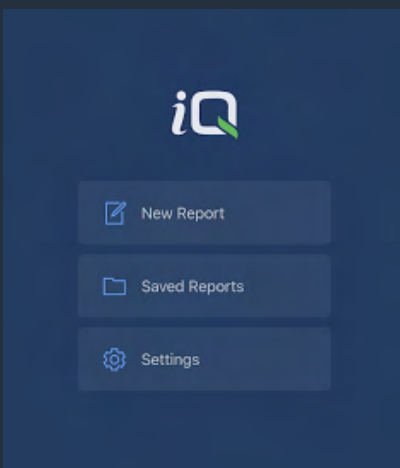
Qidos
Excellence in Efficiency

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iQ Mobile now includes zPlan Floor Plan Software

You can now draw your floor plans within iQ-Mobile at no extra cost. With the simple tap of a button, EPC information is automatically populated, saving you time. All for FREE.

Are you on the correct lodgement package?

The more lodgements you do, the cheaper they become. Contact our friendly accreditation team today to check you are on the correct package.

FOREWORD

Spring has finally sprung and there are positive vibes coming from the industry!

The meetings we are having with Government although slow, are heading in the right direction. They are listening to what we have to say and taking our knowledge of the industry on board. The changes within Government over the last year have put delays on progression within several areas including the EPC Action Plan. We hope to see a push on this in the next six months.

One of the major advances that Qidos have been working on over the last year has been with major high street lenders. This includes a retrofit pilot project that is feeding into a report going to Government to push for further change with a Coalition made up of British Gas, Shelter, NatWest and Worcester Bosch. Qidos believe that the way forward will involve these major players and that lenders will push this roller coaster of a ride even faster towards our goal of Net Zero Carbon Emissions.

As your Accreditation Scheme we are here to support you and look forward to everything the industry pushes our way this year for our members. 2023 will be a busy year that will see further integration with other third-party software, the release of new software for several strands.



We believe that cooperation and communication are key to innovation and will continue to seek other partners to work with throughout 2023. Qidos Community area is one way we are moving forward and putting the needs of our members first. This will allow our members to interact with each other, share work and discuss areas they feel topical with each other.

The growth of Qidos has continued too. We have seen an increase in member numbers across all strands, an extra office to support the growth internally with the need of more resource. The Qidos hub is expanding, and we look forward to sharing all new development with you so watch this space!

Catherine Garrido, Operations Director

INDUSTRY NEWS

The Great British Insulation Scheme (previously named ECO+)

A new Scheme to push the need to help people insulate their homes, saving money on their energy bills by focusing on energy efficiency. The Scheme will launch in Summer 2023 and run until March 2026. Take a look at the Government Response to the consultation [here](#).



SHDF Wave 2.1

A total of £778m has been awarded through the second wave of the Social Housing Decarbonisation Fund (SHDF).

- This funding will enable housing associations across the country to make significant progress in retrofitting and decarbonising their homes.

BSI Publications

PAS 51215-1: Energy and net zero assessment - Process - Specification

PAS51215-1: Energy and net zero assessment - Competencies of lead assessors and assessment teams - Specification - Closed 20th March 2023

PAS 2035/PAS 2030: Consultation on revising both standards - commenting period closing on Wednesday 26th April 2023. [Take a look here](#).

As Energy Assessors we recommend that keeping your ear to the ground on future funding rounds or even new standards, will allow you to understand what is going on in the industry and what you can expect going forward.



QUIDOS ON TOUR

Proficiency CPD

As part of our promise to increase our communication and events for Energy Assessors, March saw Qidos host a CPD event for Proficiency. The virtual evening event saw Billy Say (Technical Director) & David Jones (Energy Calculation Lead) go through some unusual scenarios in RdSAP based on situations which were sent directly from the Assessors. This 1.5hr interactive session saw frustrations aired, debates had, and solutions to Assessors problems. It was free to Proficiency members and Qidos Assessors.

Proficiency is a membership organisation for qualified and accredited Energy Assessors and associated professions. It exists to support its members with providing the highest quality services to meet the changing needs of the public and local communities; not just in complying with national legislative requirements but ultimately in doing our part to protect the planet for future generations.

Proficiency membership can add significant additional benefits for Qidos members which is why we encourage our members to consider joining them as well. Together we can achieve more for you. To become a member of proficiency or see the benefits, head to their [website](#)

We are hoping to do more events like this over the next year, so don't miss out!

EEA event

Qidos were delighted to attend the ECO4 & Sustainable Warmth event hosted by the Energy Efficiency Association in London on 23rd March. The Energy Efficiency Association host the National Energy Efficiency awards and are an organisation who bring together the best, and the brightest in the industry, for networking, education and software demonstrations.

This was the first of numerous regional versions of the conference and showed off some of the fantastic people and companies within the industry, who all have something to offer. Technical Director, Billy Say presented on Training and Certification for Retrofit Assessors and Coordinators. These events are going to be a regular thing in 2023 in as many regions in the UK as possible. We look forward to hopefully seeing some of you there.

P.S They count towards your CPD.



FUTUREBUILD 2023

Futurebuild

It was great to attend Futurebuild at the London Excel at the beginning of March and it was lovely to meet lots of new faces and connect with familiar ones too!

We thoroughly enjoyed our time there and loved hearing about all the interest and passion there is surrounding the industry. There were so many conversations heading in the right direction.

For those who were fortunate to attend, I am sure you will agree, that it encapsulated the importance, growth and massive potential our industry holds.



"With our TrustMark friends as neighbours, it truly was a valuable event and a platform for us to accelerate."



ACCREDITATION & TRAINING

Continued Professional Development

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 (April/May/June), we are required to check if you have completed the required number of CPD hours.



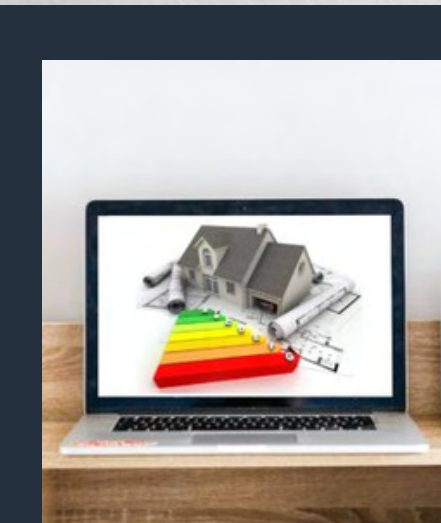
CPD deadlines 2023:

April 26th

May 26th

June 27th

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

Complaints Procedure

Let's be honest nobody likes it when someone complains, but we do all love to complain!

As always, Quidos are here to support our assessors, however, with our current economic climate showing no sign of change and the media's daily covering on the importance of energy efficiency, it is no surprise that the focus on EPC's have become heightened. Without a doubt, this has seen us receiving a larger increase in correspondence from the public. Therefore, we feel it is important that you have the support and tools in place to placate any complaint.

In order to reduce the need for queries to escalate into a complaint, below you will find useful tools and information to assist you. We hope you find these a useful reminder and if you have any questions please contact qas@quidos.co.uk

-DEA Business Practice CPD

By completing this 1-hour CPD module you will be provided with the tools around the interaction with customers. Followed by how data can be organised and how complaints can be handled.

The module then finishes with a look at how assessors can navigate the financial aspects of the job and how further potential work opportunities can be obtained.

Complaints, disciplinary and appeals procedure

We recommend you review this procedure in line with your membership agreement. Let us not forget that any complaint should be handled by the assessor before it is escalated to Quidos, therefore it is best to respond to such matters immediately.

We also advise including, The Energy Assessor Complaints Process when issuing the EPC to your client. Please contact the Accreditation team if you need help as this was a requirement on entry into your accreditation.

Finally, you are welcome to review the Terms and Conditions where further information and support can be found. As always, we are here to help and support our members, however the onus is on yourself with this matter.

ACCREDITATION & TRAINING

Quidos Merchandise

Checkout our Merchandise store!

Our store features a variety of clothing and essential tools for an energy assessor, whether you're new to the industry, or have years of experience.

New to the industry? Kick-start your career with our energy assessor starter pack, featuring the essentials you need to get you started!

Click [here](#) to view our full range of products.



Quidos Community

By now we hope you have had a chance to read our recent email about the long-awaited launch of Quidos Community (if not have a quick read!).

Many of us at Quidos are qualified Assessors and we understand the importance in keeping up to date with the industry, opportunities for work and the value having contact with fellow Assessors can bring. This is where our Community platform comes in.

Over the next week look out for our email with full login details and the **BENEFITS** you can gain from participating.



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:

Non-Domestic Minimum Energy Efficiency Standards

On April 1st will see the long-awaited introduction of the new Minimum Energy Efficiency Standards (MEES) for non-domestic properties. We have already seen a big increase in the number of Non-Domestic EPCs and hope this is the same for all of our members. MEES shouldn't be something new to the commercial world as the initial stage of MEES started in April 2018, as stated in the non-domestic landlord's guidance.

So, what's changing? Well on April 1st 2023 if a property has a rating below an E, landlords must not continue letting a sub-standard non-domestic property to existing tenants even if there has been no change to the tenancy renewal, extension or indeed new tenancy or to new tenants. However, this doesn't include an exemption which applies to the property or when all improvements have been made and the EPC still reaches a rating below an E then it will



not need to follow the change.

In short landlords are not allowed to rent a property which has a rating less than an E on existing tenants and are not allowed to renew or extend it without an exemption. There are some scenarios which could arise and we need to be careful in dealing with as it's not all that simple. Don't panic though because we will explain these scenarios on the following page:

DID YOU KNOW?

Quidos' software is available on iOS and Android. Linking to floor plan software through zPlan, you can draw a plan and it self populate your EPC data inputs, create an EPC and lodge within minutes. Try it out today!



QUIDOS TECHNICAL SUPPORT

Non-Domestic Minimum Energy Efficiency Standards continued

(These scenarios are taken from the “non-Domestic property: guidance for landlords” document so really advise on reading this document)

Scenario 1: An agreement was made in 2015 for an EPC (before MEES) the rating came out as an F which is not compliant with 2018 MEES which is an E, however, the tenancy was agreed on by the EPC and was before the rollout of MEES, does this landlord need to get another EPC in order for the tenancy to continue? YES

Scenario 2: A tenancy agreement was made for 30 years on a property and in the same year the EPC was obtained in 2012. Ten years go by and it's 2022 and the EPC is now expired and then April 1st, 2023 rolls out. Does this property need an EPC? NO

This is because according to the law, landlords are not obligated to obtain a new Energy Performance Certificate (EPC) during an ongoing tenancy. It's only necessary to obtain a new EPC and comply with the minimum energy efficiency standards if the landlord plans to re-let the property to either the current or a new tenant after the current



lease expires or if there are any modifications made to the property that require a new EPC.

What does this mean for us now and in the future? Well, we hope to see a lot of work in the Commercial EPC world and hopefully, if the appropriate authorities are policing the minimum energy efficiency standards for Non-Domestic EPCs on these properties, we should see improvements made to properties and therefore more EPCs too.

Electric Meters

Electric meters can have a big impact on an EPC rating. If you have a dual rate meter you can see significant SAP point increases. It can be hard however, to identify these meters. This is particularly true with modern meters and with the ever more increasing installations of smart meters, sometimes there can be confusion about how we view these meters and how to enter them in the software.

Quidos have created a new CPD module called Electric Meters which goes into the identification, differentiation and common mistakes that can be used to help our understanding of electric meters. Below is a sneak peek at the CPD:

QUIDOS TECHNICAL SUPPORT

Electric Meters

The most common type of electricity meter is a standard single electric meter through which electricity is charged to the occupier at a flat rate.

With a single electric meter, the cost of electricity remains the same throughout the day regardless of when the electricity is being consumed.

When an electric central heating or water heating system is present therefore the RdSAP engine assumes that the heating costs remain consistent throughout the duration of the heating periods.

- What we need to remember is that sometimes we may find a meter which says "single phase meter" but this doesn't necessarily mean it is a single rate meter. It's a very common mistake that we find in assessments where a single rate meter is entered on the EPC but looking at the evidence the meter states multi-rate and clearly identifies it being a multi-rate meter but what's more, is the meter was entered as a single because of "single phase watt-hour meter" showing on the meter. "Single phase" only indicates the type of power provided to the meter and not the actual meter type.

If interested in learning more about Electric Meters take a look at the CPD module [here](#).



Convention 2.05 Basements and whether to include them in the assessment

The last quarter has seen a big increase in questions and queries on basements. These queries have centered largely on whether to include them and how they are input if they are included. Convention 2.05 itself states that basements are to be included if it meets certain criteria. The criteria are as below:

- fixed staircase such that one is able to walk downwards facing forwards and either:
 - the basement is heated via fixed heat emitters, or
 - the basement is open to the rest of the dwelling, i.e., no door.



QUIDOS TECHNICAL SUPPORT

Other factors linked to this convention and how it is input for example is whether it is classed as a habitable room or not. Most notably if the basement is being used for utility/storage and if it is void of natural light then it is to be disregarded as a habitable room.

Example Scenarios

If the basement is a conventionally heated basement and part of the habitable room count then you can simply just select heated basement on the general tab. This will open the heated basement section up on the dimensions tab allowing you to input your dimensions you would enter your floor area and room height as normal. The difference comes when putting in the details for the heat loss perimeter. As all walls are presumed to be against soil the loss perimeter will be the length of all the walls. You would only enter party walls if there were basements on either side of the basement and it could be proved that it was heated. You would then enter this length in the party wall section.

What about an unconventional type of basement? If you were to enter a property and the basement is only covering half the property, how would you enter this? Everything that corresponds with the floor area of the basement on the ground and first would all be entered as main property anything that falls out of the scope of the basement floor area would be classed as a single-storey or two-storey extension with either build type of solid or in most cases suspended timber.

If the basement doesn't meet any of the criteria above and isn't heated then for the section of the floor you simply put above unheated space and enter the rest of the details as explained above.



TOP TIPS FOR USING LESS ENERGY

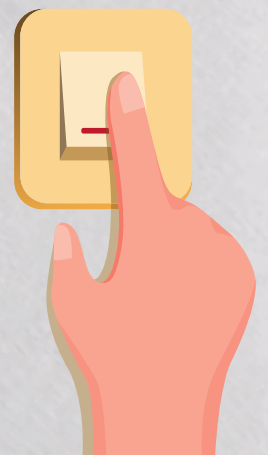
Whilst one of the best ways to reduce energy bills will always be to thermally upgrade your home using the recommendations on an EPC, or via a retrofit assessment, we understand that this can cost a lot of money. Therefore, we have produced a low cost list of tips for reducing your energy and water usage.

1. Be wary of your washing machine use - You can save your energy usage by being more careful with how you use your washing machine. This can include using your washing machine on a 30-degree cycle rather than setting it to higher temperatures. Also, limiting the number of times you use the washing machine will significantly reduce your energy use, so make sure that you are putting a full load in to wash. It's also good to be aware that washing your clothes on the shortest cycle that works for you will mean you use less water as well as saving energy.



2. Close your curtains - Closing the curtains at night will help to retain heat in a room, therefore stopping any heat loss through doors and windows. In addition to this, make sure to pull back any window coverings during the day to allow natural sunlight to heat up a room.

3. Don't heat empty rooms - Heating an unused room can be a major cause for energy waste. If its possible to do this, then its highly recommended to not heat empty/unused rooms. You can do this by using the individual radiator valves to either reduce or turn off the radiators.



4. Turn off lights - Turn off your lights when you leave a room or when you aren't using them, therefore you aren't wasting energy unnecessarily. This is a simple thing to do to save money on energy usage, however it's often a task we forget to do.

TOP TIPS FOR USING LESS ENERGY

5. Keep your doors shut - By keeping adjoining room doors shut, you can stop heat escaping between rooms. This means that a room you need heated will heat quicker and retain it better, therefore using less energy. You can also counteract the issue of heat escaping through doors by getting a draught excluder as this will cover any gaps at the bottom of the door.

6. Bleed your radiators - Bleeding your radiators is very important in keeping the efficiency of it at a good level. Trapped air can cause this efficiency to decrease which means it will take longer to heat up. You can either learn how to bleed a radiator yourself or you can find a heating engineer to do it for you.

7. Defrost frozen food in the fridge or on a worktop - Defrosting frozen food ahead of time in the fridge or on a worktop will halve the cooking time that it requires, therefore saving energy use. This also means that you can avoid using the microwave to defrost the frozen food, again saving the amount of energy you are using.

8. Invest in an energy monitor - Making sure that you are aware of what your energy consumption levels are can help you to work out if and when you need to make a change in the way that you're using energy. It can help you to keep track of what needs improving but also what is efficient enough.



QUIDOS ASSESSOR ZONE - EVENTS

Annual Virtual PEPA Conference

Wednesday 19th April 2023

10:00 - 15:00

Taking place online

[Book your tickets here](#)



VIRTUAL ANNUAL
CONFERENCE
19th April 2023

"Addressing the energy crisis - and
the role that energy information and
advice plays"

Virtual Conference

- Speakers are Andrej Miller covering ECO4, ECO PLUS
 - Keeran Jugdoyal on the Energy Bill and plans to support EPC reforms
 - Jessica Skillbeck will cover MEEs and the Lenders' Consultation
- Other topics will be SBEM & RdSAP

Bookings now open

<https://www.eventbrite.co.uk/e/pepa-conference-2023-virtual-registration-537505823387>

4 CPD available
www.pepasassociation.org



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We have many more exciting events we will be attending throughout 2023 so keep an eye out for event details in future editions of the Quidos Quarterly and our social platforms.

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