

# QUIDOS QUARTERLY



Dec, 2023 | Issue: 06 |



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**Quidos**  
Excellence in Efficiency

[info@quidos.co.uk](mailto:info@quidos.co.uk) | 01225 667570 | [www.quidos.co.uk](http://www.quidos.co.uk)



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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

Last December, I wrote how we would look back on 2022 as the year things changed and I stand by that statement. A growth in the industry unlike others throughout the years, new software and new Government announcements meant it was only a matter of time before we started seeing action in 2023. We saw the announcement of RdSAP10 (due to be released in 2024), consultations on EPCs in Scotland and finally the long awaited Future Homes Standard, Home Energy Model and Home Energy Model: Future Homes Standard assessment.

The industry has been near top of the agenda in news, media and politics too. Now, this comes with it's disadvantages. There has been an awful amount of negative press on the EPC and methodology in particular; many of which could be seen as valid. However, many of these criticisms are down to lack of understanding on the EPCs original purpose. Irrespective of this, the increased exposure offers an opportunity for the whole industry to lead on these changes and responses to the consultations mentioned above are crucial.

RdSAP10 is the first step in moving to an update methodology. Whilst it is clearly not the finished article, it starts to introduce a more intricate assessment which bridges the gap between assumptions and reality. This is fully supported by Qidos as an interim step, but we must go further. The metrics on which an EPC is based must be reviewed and we expect this in 2024.

Qidos has had an extremely busy year, for reasons above, the introduction of software improvements and the merging of two accreditation bodies has



seen an influx of new members and increased lodgements. Non-domestic has been especially busy and there has real focus on the service we offer non-domestic assessors. We have continued our work with high street lenders finishing the home is where the heat is project, which saw the whole house retrofit of 8 properties.

2024 is in line to be the busiest yet. We have the release of "Retrofit Swift" in March 2024, a brand new UI for RdSAP10 and the introduction of measured windows into our mobile energy assessment solution. We believe that cooperation and communication are key to innovation and will continue to seek other partners to work with throughout 2024.

We will always be your friendly, professional, and supportive alternative in energy assessor accreditation.

To all our members, partners, and industry stakeholders, Qidos wishes you a very merry Christmas and a happy, prosperous new year. We look forward to working with you.

**Billy Say, Scheme Manager**

## Collaborative Initiatives Paving the Way for Sustainable Homes

Quidos proudly announces its collaboration with NatWest, a union that signifies a monumental leap in reshaping home energy efficiency solutions. At the forefront of this collaboration stands NatWest's Home Energy Hub, a revolutionary platform featuring an enhanced rendition of their Home Energy Plan tool. Powered by Quidos' esteemed home energy software, this platform epitomizes a step forward in empowering homeowners with personalized energy improvement solutions.

Discover NatWest's Home Energy Hub Powered by Quidos.

This integration introduces homeowners to an intuitive and comprehensive interface, providing tailored energy improvement plans and actionable insights aimed at optimizing energy efficiency within homes.

Quidos and NatWest join forces not just to integrate technologies but to educate and equip homeowners with the tools needed for informed energy consumption decisions. This partnership signifies a commitment to fostering sustainable practices and a greener future.



**NatWest**

**Join Quidos and NatWest on this transformative journey!  
Explore NatWest's Home Energy Hub, empowered by Quidos' expertise, and embark on the path to a more energy-efficient and sustainable home.**

☎ 01225 667 570

🌐 [quidos.co.uk](https://quidos.co.uk)

✉ [info@quidos.co.uk](mailto:info@quidos.co.uk)

in [@quidos](https://www.linkedin.com/company/quidos)

# INDUSTRY NEWS

## UK Shelves property efficiency Rules, Prompting EPC System Review

The UK government recently scrapped energy efficiency targets for landlords, opening debate on reforming or replacing the current Energy Performance Certificate (EPC) home rating system.

EPCs score a property's efficiency from A-G but face criticism for being inaccurate and simplistic. However, they provide useful basic improvement recommendations. With buildings contributing 30% of UK emissions, industry leaders argue EPC methodology must be overhauled to drive decarbonization.

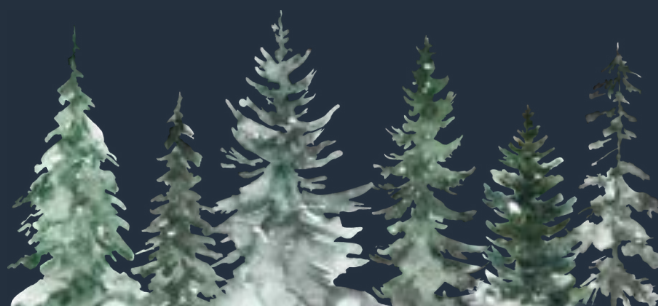
Suggestions include enhancing EPCs as part of a comprehensive "property passport" or following Scotland's lead in updating assessments. The government recognizes the need for change and intends to consult on regulatory reforms soon.

## UK Homes Gear Up for Triple Glazing as Energy Rules Loom

While most UK homes have double glazing, a growing number are switching to triple glazing to drastically reduce heat loss and boost comfort. Triple glazed windows can achieve 50-60% better insulation than standard double glazing.

The glazing industry expects rising demand, especially as 2025 regulations may make triple glazing the new standard for English housing. Other innovative window technologies like vacuum insulation and aerogel glazing are also emerging to curb heat transfer. However, properly ventilating homes remains vital when sealing them up.

As rules push efficiency, the market gears up with windows to seal in warmth.





# QUIDOS ON TOUR - PEPA & EEA

## PEPA Conference

The PEPA Conference 2023 face to face was a massive success this year. With speakers from DESNZ and DLUHC on SAP & RdSAP10, the EPC Action Plan, ECO4, GBIS and MEES, as well as an update on the Scottish Consultation. The day concluded with the ever-popular panel session with scheme members, along with Emma Cooke, Policy & Information Manager (NTSELAT).

Quidos are proud to be members of PEPA and for the work we do behind the scenes please [click here](#). Schemes should be working together to better the industry and work hard to be the voice of our members.



## Wales EEA event

Managing director Philip Salaman and Sales Manager Kate Hearn had a great time at the Wales Energy Efficiency Association CIC Supply conference & exhibition in Cardiff on 18th October 2023.

Great to hear from speakers from Ofgem, Llywodraeth Cymru / Welsh Government, City Training Group, Pas Safe Solutions Ltd, TrustMark, ECO Surv, SWIP LTD, YES Energy Solutions, and of course Quidos Managing Director Philip Salaman.

Always a great opportunity to hear about the latest developments and policies in the energy sector and opportunities for funding schemes. Great discussion about GBIS and ECO4 as well as retrofit solutions and opportunities for homeowners and housing associations.



# QUIDOS ON TOUR - ROADSHOW & MEP

## RdSAP10 Roadshow

November saw the introduction of the RdSAP10 Roadshow. Starting in Bristol, we travelled to London, Birmingham and Manchester across the month to talk all things RdSAP10.

Reaching over 70 assessors over a 4-week period, it was great to discuss not only the theory in RdSAP10, but also what that means practically for energy assessors. Every session saw dedicated and very talented group of assessors discuss and debate the industry. Billy Say, Scheme Manager, would like to thank all of those who attended for such valuable sessions.



RdSAP10 is due for release early in 2024, if you missed these sessions and want to get all of the intricate information, we are hosting an online version of the roadshow early in January. Keep an eye on your emails for more information.



In October, we attended the annual MEP event in Birmingham. "FROM COMPLIANCE TO PERFORMANCE" focussed on current and future challenges that are crucial to success in realistically, economically and practically achieving success in modernising the UK's building stock.

It was great to see so many engaging energy assessors from the midlands and beyond. We recommend anyone in the industry to join assessor groups like MEP to truly have your voice heard as well as meeting all your CPD requirements. We can't wait for the next one!

# ACCREDITATION & TRAINING

## Continued Professional Development

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

If your accreditation anniversary is approaching (Dec/Jan/Feb/March), we are required to check whether you have completed the required number of CPD hours.



## CPD deadlines

29th December

31st January

29th February

28th March

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



## REED in Partnership

Quidos have partnered with REED in Partnership as their training provider to deliver high quality Domestic Energy Assessor and Retrofit Assessor courses. The course will be delivered over a 6-day period with the requirement to submit an end portfolio.

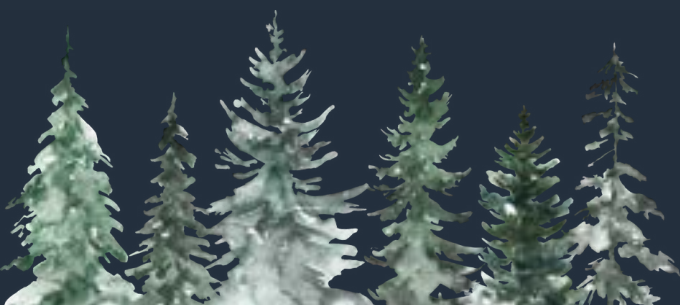
The current project sees us delivering partially funded classroom courses spread across the UK. With the plan to provide courses in Bristol, Sheffield, Milton Keynes and Southampton in January, we look forward to rolling these courses out and creating new employment opportunities across the sector.

A sector that will grow at speed over the next few years, we need to be prepared to get the industry ready for the retrofitting task ahead.



We also have various other training courses still running with a range of dates.

[Click here to take a look at what courses are on offer for the new year!](#)



# ACCREDITATION & TRAINING



Training Centre update - we have had our first successful training sessions!

The training centre has fully opened its doors with the successful completion of our first courses, and has now had feedback from the Domestic Energy Assessor Course and Retrofit Assessor Courses both online and classroom led.

The feedback we have had from both have been outstanding. Our trainers provide high quality training with extensive knowledge within the industry and are also personable.

We hope to continue this success and we hope you will consider us for all your training needs. Please contact us for more information.



## Some of our reviews

"Mike delivered the training in a professional, fun manner which was very engaging, and thorough. He kept us focused and delivered the course material in an easy to follow format, making it enjoyable to attend. I would highly recommend Mike for delivery of any future courses you may have in this topic, as I feel his style of delivery would be of great benefit to anyone who attends the course "

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

"First of all I want to say a massive thank you to your team for making the Retrofit training possible. Secondly, I am not sure if there would be a survey later to rate the training and how it was delivered, so 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 Mr. Michael Smyth for taking the time to teach us both in group and 1-2-1 sessions. Thank you once again."

# 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:

## Shell and Core

What is Shell and Core?

**Shell:** This refers to the basic structural elements and the external envelope (walls, roof, and floor) of the building. Essentially, it's the basic, enclosed structure without any internal finishes.

**Core:** The core typically includes essential services and elements necessary for the basic functioning of the building. This may include basic utilities, elevators, staircases, and other fundamental structural and service elements.

So, a "shell and core" building is one that has been constructed to the point of having a complete external structure (shell) and essential internal elements (core) but lacks internal finishes and specific services like heating, ventilation, and air conditioning (HVAC). It's a kind of semi-finished state, allowing future occupants or tenants to customize the interior according to their specific needs or preferences.

Examples of Shell and Core:



### DID YOU KNOW?

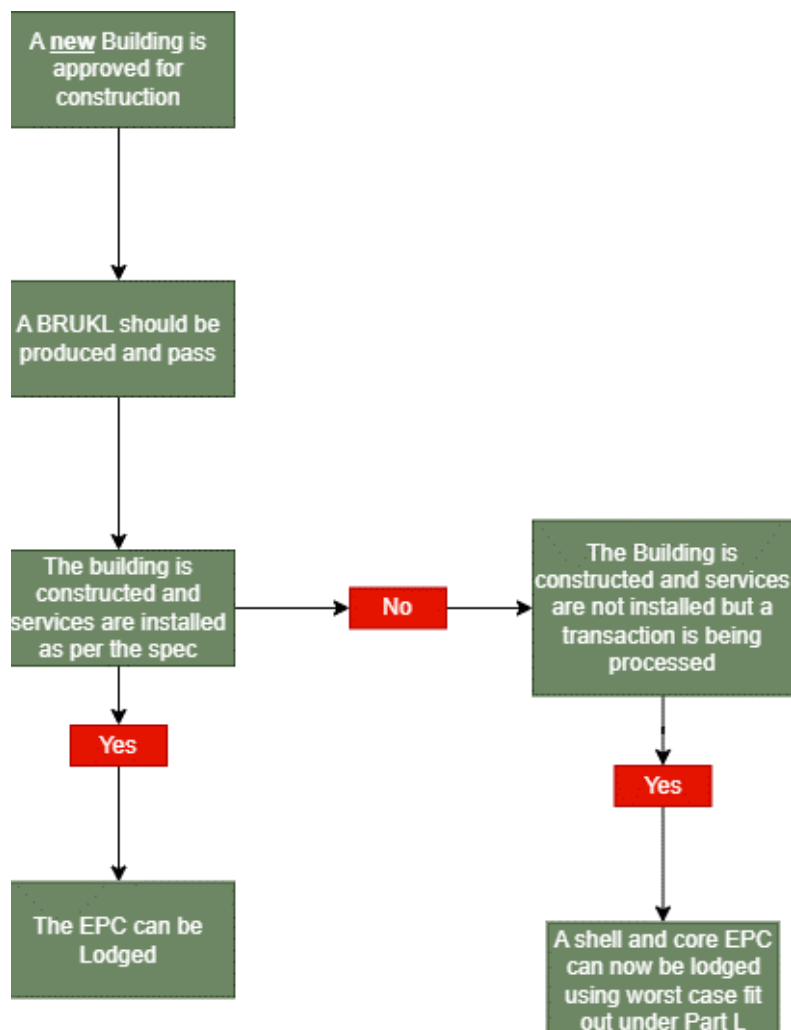
Quidos' software is available on iOS and Android. Linking to floor plan software through zPlan, you can draw a plan and it self populate your EPC data inputs, create an EPC and lodge within minutes. Try it out today!



# QUIDOS TECHNICAL SUPPORT

This can open some questions; What level is a Shell and Core? When do you have to produce a Shell and Core? Can a Shell and Core be done on an existing property which has been gutted?

Well let's look at the following flow chart which explains the Process:



It's important to remember that an EPC should only be lodged at the Shell and Core phase when its purpose is to cover a transaction e.g. Sales or Rental.

So as you probably have already gathered the level of complexity of the EPC should be level 4 as it's producing an EPC after the BRUKL so it would be a New Build EPC which requires a level 4 qualification.

What if a property which has already been built and has existed for some time now has been gutted and all the services have been stripped out? Does it need a Shell and Core EPC? The answer to that question is NO. Existing buildings which have been stripped out do not meet the requirements for a shell and core. Shell and Core as mentioned earlier should only be done when it is a new build and the BRUKL has been completed. The EPC should then be produced as a normal level 3 and should follow the conventions for defaults to enter when systems are not available.



# QUIDOS TECHNICAL SUPPORT

## RdSAP Conventions Version 11.4 2024

Version 11.4 of the RdSAP Conventions has been approved and due for release 01/01/2024.

With this being the case, we have created a MANDATORY CPD module for all of our members. This is worth 30 minutes CPD.

All audits for lodgements completed before 01/01/2024 will be completed under version 11.3 of the conventions.

If you have any questions or queries regarding these conventions, please contact [support@quidos.co.uk](mailto:support@quidos.co.uk)

Kind regards,  
Quidos Technical Support Team

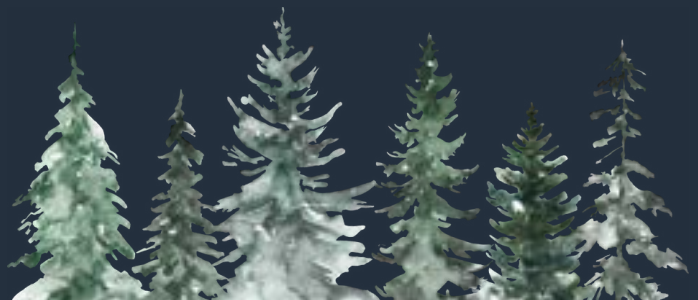
## Adding a Scottish address to the Register

The way new addresses are added to the Scottish Register is changing.

Sadly, you are still not able to upload or amend an address in iQ-Energy which is Scottish, as these are managed separately by EST.

However, from 1st December 2023 the way you request a new address from the register is changing.

Head to the Quidos Technical Support Log where you can access a guide on how you now request these changes or [click here](#).



# QUIDOS ASSESSOR ZONE - EVENTS



## Futurebuild

5th - 7th March 2024  
ExCeL, London

Exciting news, we are headed back to Futurebuild for another year. We always have a great time meeting many of you at the event and we can't wait to do it all over again.

Come and visit us at stand M26!

[Book your place now](#)



# QUIDOS ASSESSOR ZONE - CHRISTMAS

## Office Closed for Holiday Break!

We wish everyone a wonderful holiday season and happy New Year!

Take time to relax and celebrate with loved ones.

The Quidos office will be closed for Christmas and New Year's holidays *starting December 21st, reopening on January 2nd.*

While our office is out on break, don't forget that online access to portals, resources, and community spaces will still be available 24/7! We've got you covered. Already looking forward to 2024 and more great things in store for our community and members!

Sending warm holiday cheer your way!

For any urgent inquiries during office closure dates or upon our January return, please email us at [support@quidos.co.uk](mailto:support@quidos.co.uk) and we'll follow up swiftly.

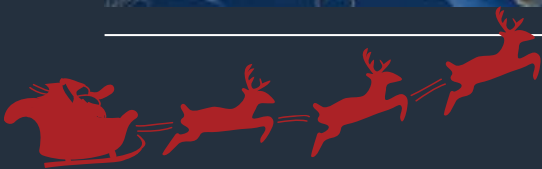
Enjoy the festivities and happy holidays!

Talk soon into the New Year!



**Merry Christmas and Happy New Year!**

(The office is closed from 21st Dec to 1st Jan)





# WANT TO KEEP UP TO DATE MORE FREQUENTLY?

Follow us on our social media pages:



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## Contact our friendly team

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

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Or contact us using the details below:

01225 667570

[info@quidos.co.uk](mailto:info@quidos.co.uk)

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