

## Technical Bulletin – 16<sup>th</sup> December 2019

### Contents:

- A Message from the Managing Director
- Revised Audit Upload Deadline
- RBAS Lodgement Stats – Nov '19
- Non-Domestic RBAS Auditing
- Complete DEA Workshop
- Storage Heating
- Quidos Christmas Opening Hours



### A Message from the Managing Director



2019 has been an interesting year in Energy Assessment; the first major swathes of Energy Performance Certificates have started expiring, private domestic landlords are now required to put their hands in their pockets to improve their homes, further progress made to codify the standards of assessing and coordinating retrofit projects within PAS2035, and most importantly, legal backing to ensuring the UK meets net-zero carbon emissions by 2050.

As we have always done, Quidos has been at the forefront of influencing policy and ensuring that the views and opinions of our members are represented to the highest levels. We have worked closely with Trustmark on the development of the PAS2035 standards, chaired the Working Group dealing with domestic smart audits, and been highly vocal when Government has pushed an agenda which we have felt not in the best interest of our members.

As we move into 2020, we will see EPCs being further embedded into the social consciousness through changes to Building Regulations, minimum EPC standards for Scottish private-rented dwellings, and the full implementation of retrofit pathways into ECO. All of these changes will require Assessors, domestic and non-domestic, to be as skilled and knowledgeable as always; we will support you in all these changes and work with you all to achieve on-going success for yourself and the Industry.

A handwritten signature in black ink that reads 'Piers Salama'.

## Revised Audit Upload Deadline

Due to the Christmas and New Year bank holidays, the audit reminder emails sent out by iQ-Energy will not be correct.

The deadline for all audit uploads will be 6pm on:

# Thursday 2<sup>nd</sup> January 2020

## RBAS Lodgement Stats – Nov '19

#	RBAS Trigger Description	# EPCs	# DEA	OCT # EPCs	OCT # DEA
1	Any occurrence of 2 or more EPC lodgements for the same UPRN within a 3 calendar month made by assessors from the same scheme	23	20	25	23
2	No main heating system present, but mains gas supply present	10	9	8	8
3	Main building age band of L	16	13	8	8
4	Heating controls of boiler energy manager	0	0	0	0
5	Overridden U-Values for the main walls	2	2	4	4
6	Wall of any building part that has insulation type unknown	22	19	23	18
7	Floor of any building part that has insulation type unknown	9	9	10	9
8	Non-pitched roof or roof room of any building part has insulation type/thickness 'unknown'	37	34	41	34
9	No heating controls present, but main heating system is a gas (incl. LPG) or oil boiler	42	24	35	28
10	Any floor of any building part room height is <1.5m or >4m	34	25	37	32
11	Mechanical ventilation present in property built prior to 2003	19	9	16	11
12	Gas/Oil/LPG boiler main heating system and hot water from electric immersion	29	19	58	38
13	Age band A (pre-1900) with cavity walls	13	11	14	11

## Non-Domestic Risk-Based Auditing

We have begun the implementation of risk-based auditing for all non-domestic lodgements. Quidos, along with the other schemes, have long pushed for a change in the SORs to allow for auditing based on risk, alongside fewer random audits. This change has now been approved and new auditing criteria for all non-domestic strands will be as follows:

- Quidos must audit 2% of all lodgements in a calendar year;
- An assessor will be subject to a **minimum** of **one** audit every **four years**;
- The rest of the assessor's audits will be made up of RBAS;
- Audits for new members, complaints and follow-ons will make up the 2% requirement.

Please note that these are minimum requirements and because we have to meet 2% of all lodgements as a Scheme, if you are completing lodgements on a regular basis you will receive more than one audit every four years.

### NDEA EPC Rules

#	Rule	Priority No.	Risk/Impact on EPC
1	Any occurrence of 2 or more ND EPC lodgements for the same UPRN within a 3 calendar month period made by assessors from the same scheme.	1	Highest
2	More than 30 ND EPC lodgements in a calendar month.	2	Highest

Please note: Rule 2 will be a randomly selected and will only be applied once per assessor per calendar year.

### DEC Rules

#	Rule	Priority No.	Risk/Impact on EPC
1	More than 50 ND DEC lodgements in a calendar month.	1	Highest

Please note: Rule 1 will be a randomly selected and will only be applied once per assessor per calendar year.

### ACEA Rules

#	Rule	Priority No.	Risk/Impact on EPC
1	Any occurrence of 2 or more ACEA lodgements for the same UPRN within a 3 calendar month period made by assessors from the same scheme.	1	Highest
2	More than 30 ACEA lodgements in a calendar month.	2	Highest

Please note: Rule 2 will be a randomly selected and will only be applied once per assessor per calendar year.

## Complete DEA Workshop

For World Quality Day on 14<sup>th</sup> November, we held the first in a series of workshops for DEAs.



This was the first classroom-based training session that Quidos have held in about three years and had some fantastic feedback from those who attended.

We have already sold out our next training session is Manchester in January, but we are already planning another session in **London for March 2020**. We would hope to hold this session just off the M25 in order to make it as accessible as possible; we will also be hoping to have more attendees that previously so that as many as possible are able to get the benefit of face-to-face training.

Keep your eyes out on iQ-Energy and your emails for more details when we're able to confirm them.

## Storage Heaters

Storage heaters should be relatively easy to identify. They are often bulky and extremely heavy due to the weight of the storage bricks. They almost always have feet. They are designed to only release heat after they have gathered their charge, usually overnight. The heat lowers in temperature as the heat is used. A secondary system is usually needed to compensate for this.





## Old (Large volume) Storage Heaters

These are larger than modern systems and date from the 1960s and 1970s. There is only ever one cable connected to these and often come in a brown colour like the one to the left. Just because a storage heater is old does not necessarily make it an old-style storage heater.

## Modern (Slimline) Storage Heaters

Modern storage heaters are a lot less bulky in size and are as their name suggests 'slimmer' than old storage systems. Again there should only be one cable connection.



## Fan Assisted Storage Heaters



Fan assisted storage heaters often look similar to modern systems. The clear way to identify between them is the fan assisted storage systems have two grilles as per the image to the left. Essentially, they are modern storage heaters with a fan to assist in distributing the stored heat.

## Integrated Storage and Direct Acting Heater

There are storage heaters which act as a direct acting heater during the day. Known as integrated storage heaters, they have two cables and two sets of controls.



## High Heat Retention Storage Heaters (HHRSH)



These storage heaters have advanced controls which allows a timer and often room thermostats to be used to control the system. They use smart technology to estimate heating demands based on room temperature & external temperature. They also have improved insulation.

Please Note: You can **ONLY** select systems on the database.

## Quidos Christmas Opening Hours

*Have a Merry Christmas and  
a Happy New Year from everyone at*

**Quidos**



The Quidos Main Office will be closed for the Christmas break for the following dates:

**CLOSED:** 21<sup>st</sup> December 2019 - 1<sup>st</sup> January 2020

The office will be open as usual from 9am on  
2<sup>nd</sup> January 2020.

There will be limited online technical support for Energy Assessors over the Christmas period.

All queries should be submitted to the Support Log:  
<http://support.quidos.co.uk> or  
email [support@quidos.co.uk](mailto:support@quidos.co.uk)

### And finally...

Have a very merry Christmas, and prosperous New Year to all of our Energy Assessors – we wish you all the best for 2020.

**David Jones** – Scheme Quality Manager (PCQI)

**Billy Say** – Quality, Training & Support Coordinator

**Jon McChesney** – Non-Domestic Support Expert