Property Assessments Client Guide

SAP, SBEM, energy statements, air tightness testing, water calculations and overheating assessments

Document control	
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Welcome

Thank you for considering Assessment Hive. We send this guide with every quote and again when you instruct us, so you have everything in one place. It explains our property assessment services, how a project runs from instruction to building control sign-off, what we need from you and the terms that apply.

Our services

Service	What it is	When you need it
SAP calculations	The government method for showing a new home meets the energy and carbon requirements of Part L of the Building Regulations. Produced at design stage and again as built, leading to the on-construction EPC.	New homes, conversions and some extensions
SBEM calculations	The equivalent Part L calculation for non-domestic buildings, producing the compliance report and, on completion, the EPC	New or altered commercial buildings
Energy statements	A report showing how a development will reduce energy use and carbon emissions, to meet the council's planning policy	Planning applications or conditions that require one
Air tightness testing	A test measuring how much air leaks through the building fabric, using a calibrated fan in an external door	Near completion of new homes and buildings, for building control
Water calculations	A calculation showing expected water use per person meets the Building Regulations (Part G) or a planning condition	New homes and conversions
Overheating assessments	An assessment showing a new home limits summer overheating, as required by Part O, using the method that applies to the project	New residential buildings

Your project journey

1. **Instruction:** we confirm your order and explain the next steps.
2. **Information review:** we check your drawings and specifications before starting. Complete information now avoids delays.
3. **Project assessment:** we check the design for potential compliance issues and contact you if anything needs attention.
4. **Calculations:** completed against the current regulations. Small practical changes often resolve issues.
5. **Draft report:** we send the report with any recommendations and next steps, after it has been checked by our Chief Compliance Officer.
6. **Construction support:** tell us before changing the specification so we can check it still complies.
7. **Final calculations, air test and EPC:** issued once construction is complete and we have the as-built information and certificates.

What we need from you

At the start	Before sign-off
Architectural drawings (plans, elevations, sections) Site address and planning reference Construction specification and U-values Window and door specification Heating, hot water and ventilation details Renewable technology details, if any	Air tightness test result Ventilation commissioning certificate Confirmation of the final construction specification Renewable technology certificates, if any Photos or product details of anything changed during the build

Missing something? We will guide you on what is needed. For air tightness tests, we will send you a site readiness checklist before the test to avoid a wasted visit.

Before you change your specification

Please contact us before changing windows, external doors, insulation, heating, hot water, solar PV, heat pumps, or ventilation and MVHR, so we can check the effect on compliance.

Who looks after your case

Every job is managed in our case management system from your first enquiry to final delivery, so whoever you speak to can see where your order is up to.

- Your work is carried out by a member of our team who is trained, accredited for that type of work and DBS checked. Assessors carry photo ID on every visit (if required)
- Our Chief Compliance Officer, Andrew Andreou, checks every report, certificate, plan and search before it is issued to you.
- We keep you updated at each stage, and tell you straight away if anything will cause a delay.
- Your calculations follow the methodology and software version required for your project, and the version is recorded on every report.

We also check a sample of completed work every month as part of our quality monitoring.

Key terms

Our full Terms of Business are sent with every quote and are on our website. By placing an order you accept them. The main points are:

- We confirm the service, price (stating whether VAT is included) and timescale in writing before starting. Quotes are valid for 30 days.
- Payment is due before work starts unless you have a credit account with us. Payment is due whatever the result or rating.
- Consumers ordering by phone, email or online can cancel within 14 days. If you ask us to start within that time, you pay for work carried out before you cancel. To cancel, tell us by email, letter or phone.
- Our total liability is limited to £2,000,000 per order. This does not apply to death, personal injury or fraud, and consumers' statutory rights are not affected.
- Our reports are for you and your client, for the purpose they were ordered for. We own the copyright, and licensed data (such as Ordnance Survey and HM Land Registry data) must not be copied or resold.

Terms that apply to this service

- Our calculations are based on the drawings, specifications and information you provide. You are responsible for their accuracy and for telling us of any changes.
- Design-stage SAP and SBEM calculations include one free recalculation following changes to the design. Further recalculations are charged at the rate we quote.
- As-built calculations need evidence of what has been built, such as photographs, product data and certificates. Missing evidence may require default values, which can affect the result.
- Air tightness tests need the building to be ready: external doors and windows fitted, all penetrations sealed, and trickle vents and extract fans in place. If the building is not ready when we arrive, or a test fails and needs repeating, the re-test is charged at the rate we quote.
- We are not designers. Where a result does not meet the target, we can suggest options, but decisions on design, compliance and approval rest with you, your designers and building control.
- The fee is payable whether or not the assessment or test achieves a pass.
- If you cancel an assessment, calculation or test after we have started work, you must pay for the work carried out up to the time you cancel, as a fair proportion of the quoted fee, together with any costs we have already incurred. If you have paid in advance, we will refund the balance. If you have not yet paid, we will invoice you for the work carried out, and payment is due on receipt of our invoice. This does not affect a consumer's rights under section 4.

If something goes wrong

Please tell us straight away so we can put it right. Contact Andrew Andreou, Chief Compliance Officer, on 020 3745 1093 or at info@assessmenthive.co.uk.

We acknowledge complaints within 3 working days and send a full written response within 10 working days. If you remain unhappy about a certificate or assessment, you can raise it with the accreditation scheme named on it: Elmhurst Energy (01455 883 250, www.elmhurstenergy.co.uk) or Quidos (www.quidos.co.uk).

Our standards and policies

Area	Details
Accreditation	Our energy assessors are accredited with Elmhurst Energy and Quidos
Insurance	Professional indemnity insurance with QBE of £2 million for any one claim, plus public liability insurance
Our people	Trained, accredited for the work they do, DBS checked, and carry photo ID
Policies	Terms of Business, Complaints Procedures, Privacy and Cookies Notice, Quality and Compliance, and Health, Safety and Environment are all on our Ethics & Code of Conduct page at assessmenthive.co.uk

Contact us

For a quote, to book or with any question about your order:

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