Energy Certificates Client Guide

Energy Performance Certificates and MEES compliance

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 the energy certificate services we provide, how the process works, what we need from you and the terms that apply.

Our services

Service	What it is	When you need it	What you receive
Energy Performance Certificate (EPC)	An official rating of a building's energy efficiency from A (most efficient) to G, produced using the government-approved method, with recommendations to improve it	When a property is sold, let or built. Valid for 10 years.	An EPC lodged on the government register, emailed to you
MEES compliance	Advice on the Minimum Energy Efficiency Standards for rented property: where the rating stands against the legal minimum, the improvements that would help, and whether an exemption may apply	If you let, or plan to let, a property and need to know whether it meets the minimum standard	An EPC plus a clear summary of the rating, options and next steps

How it works

1. **Quote:** tell us the property address, type and size, and who will give access. We confirm the price and timescale in writing.
2. **Booking:** we agree a 2-hour appointment slot with you or your tenant.
3. **Visit:** your assessor surveys the property, taking measurements, photos and notes on construction, insulation, glazing, heating, hot water and lighting.
4. **Check:** the survey is entered and the certificate is checked by our Chief Compliance Officer.
5. **Delivery:** the EPC is lodged on the register and emailed to you. For MEES, we send our summary Report with draft and predicted EPCs.

What we need from you

- Access to all rooms, the loft, the boiler, heating controls and the hot water cylinder
- Someone to let us in, or keys, at the agreed time
- Any documents that show what is not visible, such as cavity or loft insulation certificates, window certificates, boiler details or building regulation sign-off. Without evidence, the method uses default assumptions, which can lower the rating.
- Tell us about any hazards at the property before the visit

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.
- 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.

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.
- Appointments are in 2-hour slots, Monday to Saturday. Cancelling with less than 24 hours' notice, or our assessor being unable to gain access, incurs a £50 administration fee.
- 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

- EPCs are produced using the government-approved methodology and are lodged on the public EPC register, where anyone can view them. An EPC is normally valid for 10 years.
- The rating reflects what our assessor could see and the evidence available on the day. Where evidence is not available, the methodology requires default assumptions, which may lower the rating. Please give us any documents, such as insulation or heating certificates, before the visit.
- The fee is payable whatever rating is achieved.
- MEES advice explains the rating against the minimum energy efficiency standard and the options available. It is not legal advice. Landlords remain responsible for complying with MEES, including registering any exemption.

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, you can raise it with the accreditation scheme named on your certificate: 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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