



Tel: 01568 797099 E-mail: reports@h-er.co.uk Web: www.h-er.co.uk

Appendix to Confirmation of Instructions

If you have any written guarantees, boiler instructions, proof of servicing to the boiler, or any other gas appliances etc could you please arrange to have these at hand for the assessment.

Please see the Terms upon which the Energy Performance Certificate is prepared on our website:

<http://www.h-er.co.uk/documents/pdfs/Terms-EPC.pdf> which explains what the report tells you, what it doesn't tell you, what will be inspected, what will not be inspected, how your personal data will be treated and what you should do in the event of a complaint.

What to expect when the Domestic Energy Assessor (DEA) visits the property:

- I will be taking internal/external measurements of the property, drawing floor plans and making site notes.
- It will be necessary to photograph some aspects of the property and appliances for the report.
- Access is required to all rooms in the property to assess the methods of heating, lighting and ventilation in the home.
- Clear access is required to meter cupboards, heating systems and their controls, i.e. boilers, timers, hot water cylinders, thermostats, etc.
- An inspection of loft spaces (if accessible) is required to assess insulation. There is no need to move or remove any items stored in the loft. I will use my own ladder where at all possible.
- It might be necessary to open windows and doors to determine wall thicknesses.
- For the average 3 bedroom property, the inspection will take approximately 1 hour - longer if the property is larger or of unusual complexity.
- I am a qualified professional - insured, accredited, licensed and bound by Codes of Conduct under government recognised Accreditation Schemes. Full details are available upon request.

To ensure the inspection runs as smoothly as possible:

- Please leave clear access to the areas indicated above to facilitate the inspection. I am not permitted to move furniture or personal items during the inspection. If I have to limit my inspection in any way because of obstructions, this might have a detrimental effect on the energy rating your property achieves.
- If you will not be present for the inspection, please be mindful that the inspection cannot take place if there are juveniles under the age of 16 in sole charge of the property.
- I am not permitted to enter a property where dogs or other animals that could pose a hazard are unaccompanied or unrestrained.
- It is important that I carry out the inspection in my own time and without distraction, to ensure none of the data vital to the production of the certificate is omitted.

[Form: G-EPC]

Herefordshire Energy Reports
Parent Company Registered Office: The Staves, Bodenham, Hereford, HR1 3JX
Company Reg. No. 5473579



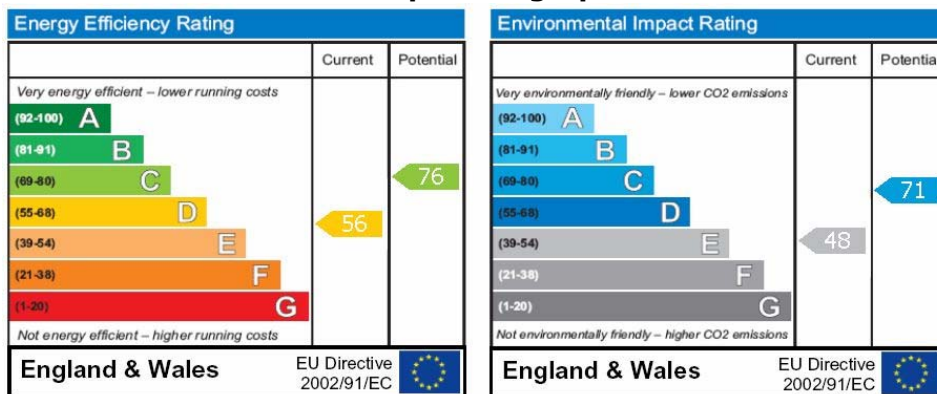
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Please note, although reasonable skill and care will be taken during the energy assessment, I will not accept responsibility for any faults that may emerge. If there are any defective elements that may be damaged and/or are likely to cause damage if operated or checked please let me know when I start the inspection, this will include (but is not limited to) loft access hatches which are not sound and windows that do not shut after opening.

What is the purpose of an EPC?

The Energy Performance Certificate is a new legal requirement which tells the potential buyers of your property how energy efficient your home is. The energy efficiency rating is a measure of the overall efficiency of a home and is represented on a scale of A-G , with 'A' being the highest score and 'G' being the lowest. The higher the rating the more energy efficient the home is and the lower the fuel bills will be.

Example EPC graphs



You can find out more about the EPC at www.homeinformationpack.gov.uk

Conservation Areas and Energy Performance Recommendations:

On your Energy Performance Certificate there may be several recommendations of how to improve the property's energy performance. If the property is in one of the local authority's conservation areas, you should check to see if planning permission is required before commissioning any alterations or improvements that would change the exterior of the property.