

## ELMHURST ENERGY SYSTEMS LIMITED - Service Level Agreement

This agreement describes Elmhurst Energy's commitment to provide its members with all the training, tools and support that are necessary to deliver accurate, valuable and dependable energy assessments.

We do this through;

- Rigorous training and qualifications
- Intuitive software
- Robust accreditation
- Practical continuing professional development
- Informative news items
- Helpful technical advice and guidance
- Effective management of complaints
- Dependable insurance

One of Elmhurst Energy's most important objectives is to meet customer's needs and expectations at all times, in the delivery of market leading software, training, certification and support services in manner that is consistent with our company vision, mission and values.

Elmhurst Energy is committed to providing equality of opportunity, through its employment practices, the services it provides to its members and other stakeholders, and is committed to acting impartially, without fear or favour in all of its operations.

### Training and Qualifications

Elmhurst delivers Excellence in Energy Assessment, and that starts with our training. A full range of training, and qualifications accredited by City and Guilds and ABBE, provide energy assessors with the best possible start in energy assessment.

Details of our current list of training and qualifications is listed on our website;  
[www.elmhurstenergy.co.uk](http://www.elmhurstenergy.co.uk)

### Software

At the heart of the service we offer is first class, intuitive and reliable software for energy assessors;

### DEAs

Elmhurst accredited Domestic Energy Assessors (DEAs) are entitled to access our online RdSAP software which calculates the Energy Performance rating and Environmental Impact Rating of existing dwellings, and produces the legally valid Energy Performance Certificate (EPC) which includes a series of recommendations of ways to improve the energy performance of a dwelling.

Elmhurst also provides access to the on-line RdSAP software during DEA training, allowing for trainees to thoroughly test and familiarise themselves with a Government approved version of the software.

### **OCDEAs**

On-Construction Domestic Energy Assessors (OCDEAs) can purchase copies of Elmhurst's Design SAP software. This desktop application is installed on the user's computer and allows qualified assessors to produce legally valid new-build EPCs.

### **NDEAs, ACEA and DEC assessors**

In order to produce the appropriate energy reports for commercial properties, an approved software methodology must be used. For EPCs on non-dwellings, the Simplified Building Energy Method (SBEM) methodology is adopted and for Display Energy Certificates (DECs) for public buildings, the Operational Rating (ORCalc) is used.

There are currently a number of SBEM and DEC third party software providers available in the market. Energy assessors are encouraged to look at a number of software providers to make an informed decision and choose the appropriate software package that best suits their individual needs.

Members should note that the use of third-party software for the production of reports may incur additional charges, although the iSBEM, ORCalc and MHCLG Air Conditioning Inspection Report software can be downloaded and used free of charge.

### **PAS 2035 (Retrofit Schemes)**

PAS2035 Retrofit Schemes (PAS 2035:2019 Specification for the energy retrofit of domestic buildings) has been developed as part of the each home counts process and is over-arching document in the retrofit standards framework, with which holders of the quality mark will be required to comply when carrying out domestic retrofit work.

Elmhurst Energy offer training and accreditation schemes for Retrofit Assessor and Retrofit Coordinators.

### **Accreditation**

Once trained and qualified the accreditation process is quick and easy to access. Our dedicated team know and understand the requirements inside out and are here to help.

Once accredited, and practising, Elmhurst will deliver a comprehensive surveillance programme, sometimes referred to as auditing. The difference with Elmhurst is that being experienced energy assessors ourselves, we understand the methodology and standards, but we also know when pragmatism is appropriate.

## Continuing Professional Development (CPD)

Elmhurst offers Members a wide variety of CPD material; some of which is free. The Training Calendar details on average more than fifty CPD courses and webinars, and this material is amended where appropriate, throughout the year. In addition, our Members area contains a library of Technical Bulletins and newsletters, all of which can provide a valuable CPD resource for our assessors.

## News items

We want our members to be well informed with developments in our industry, and this we do with regular Latest News Items on our website, the use of social media (especially Twitter and LinkedIn) and our quarterly newsletter, Energy Matters, all of which are free to members.

Newsletters are issued to Members of all accreditation strands (DEA, OCDEA and NDEA/DECs) approximately four times per year. These newsletters typically include details of recent industry developments along with technical articles and information regarding important updates to software, methodology and conventions. CPD, training and additional Members' services.

## Technical Advice and Guidance

Whenever new conventions and updates to methodology are issued by the Government, Elmhurst will ensure that the relevant information is promptly passed to members, typically via an e-mail containing a link to a Technical Bulletin within Access Elmhurst. Notification of updates and new conventions will also be communicated via our regular newsletters.

## Support

Whilst working as an energy assessor, we know that it is important to receive clear, unambiguous and dependable support quickly and therefore we invest in resources that deliver it.

### Telephone Support

Elmhurst's Teams are made up of qualified assessors. They answer technical and software queries that arise in the production of an energy certificate during office hours, Monday to Friday, 9am to 5pm. We aim to answer at least 90% of calls in 90 seconds.

The Teams can be contacted on the following numbers:

- **DEA** Technical Support: 01455 883 257
- **OCDEA** Technical Support: 01455 883 236
- **NDEA/DECs/ACEA** Technical Support: 01455 883 231

On the rare occasions that there is no-one available to take your call, Elmhurst operate a call back system for the convenience of members.

## E-mail Support

Members' queries may also be submitted to Elmhurst via e-mail using the following addresses:

- **DEA** e-mail Support: existingdwellings-support@elmhurstenergy.co.uk
- **NDEA, DEC & ACEA** e-mail Support: nondomestic-support@elmhurstenergy.co.uk
- **OCDEA** e-mail Support: onconstruction-support@elmhurstenergy.co.uk

We aim to respond to email enquiries by the end of the next working day. For quality purposes calls may be recorded.

## Audit Appeals

To gain maximum value from the audit process we encourage Members to read the feedback and if necessary call our Technical Support team to test that understanding.

In the event that a member believes an error has been made and the auditor's finding/s is/are incorrect, then the decision may be appealed. A Member wishing to appeal the outcome of an audit should contact the relevant support team within three weeks after receiving feedback, using Elmhurst's online Audit appeal form in the 'Contact us' section of our website. Please note that Elmhurst reserve the right to charge an administration fee in cases where the appeal is not upheld.

Upon receipt of the appeal, the matter will be reviewed by an independent qualified energy assessor. If the original auditor's feedback is considered to be incorrect, the appeal will be upheld and the audit result will be overturned. Where the original audit feedback is found to be correct the appeal will be rejected and the result will stand. In the event that the Member is dissatisfied with the outcome of the audit appeal, the matter may be referred for review by the relevant Team Leader, whose decision will be final and binding.

## Complaints Management

All complaints received by Elmhurst will be dealt with in a prompt and professional manner and will be thoroughly investigated in order that we may understand their cause, prior to reporting back to the associated parties.

Elmhurst will deal with complaints reported by members of the public, statutory bodies or other third parties although, where possible, Members should in the first instance, attempt to resolve any complaints made against them directly with the complainant and in accordance with Elmhurst's Code of Conduct. Members must report all complaints to Elmhurst, even if they are resolved to the complainant's satisfaction without assistance from us.

If for whatever reason the complaint is unresolved, complainants should visit Elmhurst's website, and record their complaint via an online form.

Elmhurst endeavour to respond to a complaint within five working days of it being logged. Our initial response will aim to resolve the complaint where possible although, if additional time is required for further investigation, an estimate of the likely timescale will be provided. Once a formal resolution has been agreed, this will be reported back to all interested parties.

In the event that a complaint cannot be resolved to the satisfaction of all parties, the matter will be escalated.

Further detail can be found in Elmhurst's Complaints Resolution Process, available on our website.

## Insurance

Elmhurst Energy provides Professional Indemnity and Public Liability insurance, as part of the following schemes:

- Existing Dwellings (DEA), New-Build (OCDEA), Non-Domestic (NDEA), DECs and Air Conditioning (ACEA) Accreditation schemes
- Legionella Risk Assessment
- Inventory
- Section 63
- Air Tightness Testing
- Thermography
- Ventilation

The cover is mandatory and no discounts are available to members insured elsewhere.