

WI07 - Domestic Energy Assessor (DEA) Quality Assurance Requirements in Scotland

Quality Assurance (QA) audits are a requirement of your accreditation and are important to ensure that EPCs are produced to an accurate and consistent standard. Approved Organisations (AOs) must have QA procedures in place to check the quality of EPCs produced by their members and to undertake appropriate corrective action where the required standard is not met.

Audit Frequency

AOs must ensure that a **minimum of 2%** of the total number of EPCs produced by members are checked for accuracy. The sample should be based upon a random sample, augmented by any identified need for targeted audit as a result of complaints or requests from other organisations identified by the Scottish Government (e.g. Green deal Accreditation Body).

AOs must ensure that output from any active assessors is checked **at least every six months**. Where the number of certificates produced by an individual assessor is five or less within a six month period, the checking period may be extended to at least every 12 months.

All new members should have output checked within the first month of active membership.

The QA Audit Process

Independent assessment must check that:

- a) The assessor is certifying within their level of declared competence (where applicable);
- b) Sufficient evidence is recorded to allow assessment of the building;
- c) That information recorded was entered accurately;
- d) There is sufficient in the definition of the building model file;
- e) 95% of randomly sampled EPCs must be within a defined percentage accuracy compared to an independent assessment of the same building using the evidence contained in the assessor's records. Accuracy shall be:
 - **EE rating within 5 SAP points (+/-)**
 - **EI rating within 5% (+/-)**

Defective EPCs

Certificates identified as being below standard (including incorrect data entry or recommendations) should be replaced within six weeks and corrective action to be taken where assessor activity is found to be outside accepted practice.

Responsibility for replacement of defective certificates rests with the assessor who provided the certificate.

Recommended Evidence

Assessors should ensure that sufficient evidence is provided to allow the data entry in the RdSAP software to be verified. It is also a mandatory requirement that DEAs keep accurate records of their inspections.

The evidence provided by an energy assessor to a Scheme, and retained by that Scheme, must be sufficient for an independent assessor to generate an EPC with an identical SAP rating as the QA assessor based on the evidence provided, and that the evidence provided should be of such a nature that an independent assessor will be reasonably certain that the evidence provided relates to the particular energy performance certificate.

The requirements are:

1) Recommended photographs

- Front elevations of the property showing doors, openings, rooms in the roof etc
- Rear elevation if the property has any extensions or conservatories
- Main and secondary heating systems

2) Optional photographs

- Hot water cylinder (if present) showing the feed/return pipes, immersion heater, insulation and thermostat (if fitted)
- Heating controls (programmer, room stat, TRVs, etc.). Alternatively their positions could be shown in the room layout in the floor plans
- Cavity wall insulation
- Loft insulation
- Gas and electricity meters
- LPG cylinder

These additional photographs are helpful but are not essential. Occasionally the homeowner may not permit photographs of their property and, in these cases, the site notes should be expanded to allow for this.

3) Floor Plans

- Carefully drawn, clear and concise, with relevant dimensions (metric) indicated. These need not necessarily be drawn to scale
- Heat loss perimeter walls should be clearly indicated
- Room layout (with labels) for each storey, extension(s), non-separated conservatory, basement and room in the roof (if there is one) would be helpful
- Sheltered sections should be shown for flats

Please note: The calculations for the floor area and total heat loss perimeter for each storey should be shown.

4) Site Notes

These should be detailed, legible and accurate and may include some free text to support photographs and floor plans. Evidence of cavity fill (where appropriate) and wall thicknesses should be given. There are a variety of approaches for recording this information and DEAs are free to choose whatever method they wish (Elmhurst or similarly comprehensive formats are acceptable). However, you should ensure that enough information is given so that the entries in the RdSAP software can be verified. If any of the recommendations in the EPC are removed, reasons must be given.

IMPORTANT NOTE FOR RdSAP GO USERS

Please be aware that Elmhurst's RdSAP GO software is not a direct substitute for site notes therefore users must ensure that the level of evidence collected on site meets DCLG's mandatory minimum evidence requirements. Users are still required to produce hand written site notes and floor plan to authenticate RdSAP GO data inputs. Where RdSAP GO users choose to record less information on their written site notes, additional photographic evidence must be obtained to allow the auditor to verify all RdSAP GO data inputs. In these circumstances, it is recommended that the photographs listed in the 'Optional Photographs' section above is also obtained at the time of inspection.