

## Processes for energy performance assessments

### 1. Enquiry

- Call 0161 628 2555 or email [info@allsurvey.co.uk](mailto:info@allsurvey.co.uk) to provide information about the property (Our standard questions sheet is attached)
- Formal quotation is emailed to you
- Let us know if you would like to proceed.

### 2. Site Survey

- We then book the survey in, either with yourself or directly with the occupiers.
- Confirmation email is then sent out to you detailing the survey agreed, site visit dates, times and the name of the surveyor.
- The site assessment is carried out on the date agreed.
- We will need to collect evidence of any energy performance improvements that have already been made, through photographs and any paperwork that the owner/tenant may have.

### 3. Report and recommendations

- Information gathered during the site visit is input onto the relevant energy performance software to create the rating.
- The report is written and details of any work that is required to improve the rating will be included.
- Recommendations may include retrofit LED lightbulbs, insulation and renewable energy sources.

### 4. Payment and completion

- Full payment is required at this point before lodgement of the EPC, preferably by BACS please.
- The certificate and recommendations are then sent to you along with a satisfaction survey.

### 5. Review

- The EPC is valid for 10 years. However, if you make significant changes to your property or if the size of the property has changed e.g. conservatory added, a new EPC is advisable and compulsory if you then want to rent or sell.

#### Energy Improvements Consultancy

If your rating is below an E we will contact you before lodgement and ask if you would like us to provide solutions to gain a better rating. The price for this will be from £95+VAT and inclusive of:

- Recommending improvements such as LED lighting, insulation, thermostats, timers, IHU & POU water heaters, boilers etc. (We can arrange these improvements at an additional charge).
- Provisional amendments and re-entry of potential improvements into the software.
- Additional site visit following recommended improvements to gather evidence.
- Finalising amendments prior to lodgement.

#### Supply and Fitting Energy Improvements

Following an EPC, Energy Consultancy or as a new customer wanting a supply & fit service, we are here to help. Typical solutions include:

- Light fittings, bulbs, conversion kits & sensors
- Insulation of tanks, lofts and chimneys
- Installing hand wash units and POU's
- Energy efficient boilers

## Initial contact form

|   |            |             |     |      |
|---|------------|-------------|-----|------|
| Service required<br>(delete as appropriate)       | Asbestos   | Legionella  | EPC | Fire |
| Name  |            |             |     |      |
| Address   |            |             |     |      |
| Site Address                                      |            |             |     |      |
| Tel number  |            |             |     |      |
| Email address                                     |            |             |     |      |
| Type of premises<br>(delete as appropriate)       | Commercial | Residential |     |      |
| Current use                                       |            |             |     |      |
| Sale or rent? Private or social?                  |            |             |     |      |
| Number of floors<br>(excluding loft & cellar)     |            |             |     |      |
| Number of rooms                                   |            |             |     |      |
| Size of property                                  |            |             |     |      |
| Loft  |            |             |     |      |
| Cellar  |            |             |     |      |
| What heating/hot water system is in the property? |            |             |     |      |
| Access issues                                     |            |             |     |      |
| Floor plan available                              |            |             |     |      |
| Previous reports available                        |            |             |     |      |
| Are any works being carried out?                  |            |             |     |      |
| Any additional information                        |            |             |     |      |
| Where did you hear about us from?                 |            |             |     |      |