

Depending on the size of the property, our qualified EPC assessors take no longer than 30 mins to complete an average survey. The following details will guide you how to help the assessor during the site visit.

## 1. WHAT TO PREPARE BEFORE THE EPC ASSESSOR ARRIVES?

- Our assessor will have to access every room in the property. This includes (where applicable) loft hatch, room in the roof, extensions, conservatory, electric and gas meters. If these rooms are not accessible please prepare a way to the assessor.
- Any improvements you have planned for your home should be finished before you book the survey. The assessor evaluates the efficiency of the house at the time the survey was taken. They can't include improvements that aren't already in place.
- Our assessors can only include energy-efficiency measures that they can see or that can be proven. So if you've had underfloor or cavity insulation installed, remember to keep **documentation(s)** to hand for the assessor to review. If you have had your windows fitted by a registered fitter, please have the **FENSA certificate** available on the day of the inspection. This is so that they don't have to make any assumptions based on the age of your house.

## 2. WHAT WILL THE EPC ASSESSOR LOOK AT DURING THE SURVEY?

They will draw a rough floor plan of the overall floor area of the property. Once this is done they will work through each room capturing all of the following relevant data:

- **The front of the property:** If the cavity of the external walls has been insulated and since rendered over, or re-pointed, please try to find the certificate/warranty relating to the insulation and show it to the assessor at the time of the assessment.
- **Type of property and age**
- **Construction materials:** If the property has been insulated during a refurbishment, please try to reveal some of the insulation, or provide the assessor with official documentation relating to the works at the time of the assessment.
- **Wall thicknesses**
- **Heating systems & controls**
- **Hot water cylinder details**
- **Floor construction**
- **Window glazing type**
- **Lighting:** If you use low energy light bulbs but they are concealed under coverings, please consider removing some of the coverings to allow for photographs to be taken.
- **The rear of the property:** If the property has been extended, or the loft converted, try to establish the date of the works and obtain the Building Control Completion Statement (this is particularly important regarding loft conversions). If a completion statement is not available for a loft conversion, the assessor is required to enter the date as the original build date of the house, meaning the EPC software will apply the insulation levels in accordance with the building regulations set at that time.
- **The loft:** If the loft is mainly boarded and insulation lies beneath the boards, consider removing some of the boards to allow for measurements to be taken by the assessor.
- **Gas and electricity meter**

**Please note that if you fail to present the relevant documents before or at the time of the visit of your property, we are unable to accept any complaint after the assessment has been done. We are regularly audited by a government approved accreditation body to ensure the accuracy of all EPC assessments we undertake.**