

SELPAC

17 Llwyn Arosfa Sketty Swansea SA2 9EJ

Terms and Conditions.

The Service – The Energy Assessment.

The Energy Assessment Service comprises:

- An Energy Inspection of the property.
- A concise Energy Report of the property and the production of an **Energy Performance Certificate (EPC)** that is provided to the client and placed on the national register (statutory requirement).

The EPC provides the client with an energy assessment of the property in terms of:

- a) An overall Energy Efficiency Rating of the property. The higher the rating, the more efficient the property.
- b) An environmental impact rating of the property's impact on the environment; its Carbon Dioxide (CO²) emissions. The higher the rating, the less impact on the environment.

The overall energy efficiency and the environmental impact of the property are calculated using the Standard Assessment Procedure (SAP), which is the government's recommended system of assessing the energy efficiency of dwellings. The ratings take into account, the property's insulation, heating systems, hot water system, fixed lighting, ventilation, number of windows and related fuels.

The ratings are expressed on a scale of 1 to 100.

Standard Terms of Engagement.

1. The assessor providing the service will be qualified and be a member of a recognised certification scheme, who is competent to assess and report on the property, which is subject to these terms.
2. prior to the Energy Inspection, the client:
 - Agrees to pay the fee and any other charges agreed in writing.
 - Agrees to make all relevant areas of the property accessible to the assessor.
 - Provides a completed pre-assessment questionnaire.
 - Will ensure that the energy assessor is made fully aware of any known hazards or risks, so that the assessor may undertake a thorough risk assessment, as necessary.
 - Returns a signed copy of these Terms and Conditions to the assessor or assessor's agent.
3. The client will be entitled to cancel this contract by notifying the assessor / assessor's office any time before the day of the inspection. The assessor will refund any money paid by the client for the service, except for reasonable expenses incurred.
4. The assessor will not proceed with the assessment of the property if, after arriving at the property, he concludes:
 - a) That it is of a type of construction of which he has insufficient specialist knowledge to undertake the assessment satisfactorily.
 - b) That it would be in the client's best interests to be provided with or seek an alternative service.
 - c) That for the purposes of providing an EPC, the property is an excluded property such as; where the property is part of a 'portfolio' of properties being marketed for sale, a non residential property, seasonal or holiday accommodation, a property to be demolished or a property that is unsafe.
 - d) He will be putting himself or others at risk of harm by proceeding with the assessment.
5. The EPC/Report/HIP provided is solely for the use of the client and the client's professional advisers and no liability to anyone else is accepted.
6. Any information recorded is used specifically for the purpose of producing an EPC/HIP for the client. All data is recorded/stored in strict compliance to the Data Protection Act 1998.
7. Complaints. A copy of the assessors' complaints handling procedure is available on request.
8. Upon accepting this agreement the client consents that their name and telephone contact number(s) will be retained on the assessors EPC generation software system so that they can be contacted as part of our quality assurance procedures. You must inform the assessor should you wish to withhold consent.