

Terms and Conditions

1. Standard Conditions of Engagement

Your Warm Home Survey report (and Energy Performance Certificate and/or Occupancy Assessment, where either is provided), is to be produced by an Energy Assessor, **who is licensed by a government approved Accreditation Scheme.**

Where an Energy Performance Certificate (EPC) is provided, the Energy Assessor has a duty to provide the EPC in accordance with the 'Scheme' standards and regulations.

To get a licence from the scheme, an Energy Assessor has to:

- Pass an assessment of skills, in line with National Occupational Standards; and
- Have insurance that covers negligence.

Energy Assessors must follow necessary standards and as specified by their 'Scheme' **Code of Conduct.**

An Energy Performance Certificate is not valid unless it has been produced by an Energy Assessor who is a member of a government approved scheme and it has been entered on the **Energy Performance Certificate Registers.** The Energy Performance Certificate Registers are operated by the Government via the gov.uk website.

If you have any complaint about your Warm Home Survey or EPC, you can complain by following the complaints procedure, which is explained in more detail at the end of this document.

Your Warm Home Survey Report (and EPC Report where provided) gives the following information:

- The property's performance, rated in terms of the energy used per square meter of floor area, energy efficiency based on fuel costs and environmental impact on Carbon dioxide (CO₂) emissions.
- The energy performance of your home on the date it was inspected
- The energy efficiency rating, which is a measure of the overall efficiency of a home. The higher the rating, the more efficient the home is and the lower the fuel bills are likely to be.
- The environmental impact rating, which is a measure of a home's impact upon the environment in terms of carbon dioxide (CO₂) emissions. The higher the rating, the less impact it has on the environment.
- The Report tells you about the energy and environmental performance of the home and suggests improvements that you can make.

This Report does not tell you:

- The value of your home or cover things that are more specifically considered when a valuation is provided, such as the locality of the home or the availability of public transport or facilities.
- About the condition of the building or its building services; or about any health and safety risks noted by the Energy Assessor except in respect of such risks to the Energy Assessor as may restrict the scope of the inspection.

A seller, buyer or lender who needs advice on subjects that are not covered by the Energy Performance Certificate must arrange for it to be provided separately.

What is inspected?

The Energy Assessor inspects the inside and outside of the main building and the visible parts of the gas and electricity services. No parts of the building requiring access equipment will be inspected except lofts which can be safely accessed from a 3-metre ladder (which the Energy Assessor will provide, unless a built-in pull-down access ladder is available).

Important note

The inspection is 'non-invasive'. This means that the Energy Assessor does not take up carpets, floor coverings or floorboards, move furniture or remove the contents of cupboards. Also, the Energy Assessor does not remove secured panels or undo electrical fittings.

The Energy Assessor will say in a covering letter where it was not possible to inspect any parts of the home that are normally reported on.

Where the Energy Assessor has reason to be concerned about these parts, the letter will tell you about any further investigations that are needed. The Energy Assessor does not Report on the cost of any remedial work or how these recommendations should be carried out.

2. Rights of the Energy Assessor to withdraw from the Warm Home Survey home visit

The Energy Assessor reserves the right to withdraw from the Warm Home Survey site visit or the agreement to provide a Warm Home Survey report (and/or EPC where applicable) for any reason, including, but not limited to the following:

- If the property poses a threat to the Energy Assessor's health and safety beyond the normal domestic risks reasonable for a property in current residential occupation.
- If access, for the Energy Assessor's visual inspection, is found to be restricted and if such restriction is likely, in their opinion, to have a material effect upon the completeness and/or accuracy of the Energy Performance Certificate.

- If electricity, gas (if provided) and water services are not fully connected and in working condition during the inspection (which will include having a lamp in every light fitting).
- If any part of the property or the premises is a building site, **unless** the current building works are being managed by a contractor, who is competent in construction health and safety and who will be present throughout the duration of the inspection, ensuring compliance with the accepted site safety rules.
- If a potential or actual conflicts of interest come to the Energy Assessor's notice at any stage throughout the process.

3. Rights of the Client to cancel the Contract

The Client has the right to withdraw from the Warm Home Survey process or site visit at any point. Formal notice of withdrawal must be made in writing to the Energy Assessor.

4. Data Protection

The Energy Assessor will hold personal information in accordance with Data Protection Act [2018] and this information will not be used for any purpose other than the production of the Warm Home Survey Report, Energy Performance Certificate and/or Occupancy Assessment, where applicable.

5. Complaints Statement

If you have a problem, we can help

We aim to offer you the best possible service, but there may be occasions when you feel you have cause for complaint. If so, we will always try to resolve the problem quickly and to your satisfaction. If you are unhappy with our response, you can take your complaint further through our complaints procedure. Please make your feelings known as soon as possible and preferably in writing.

Where to first make your complaint

We aim to resolve your concerns within five working days. Sometimes it may take longer to look into the matter fully. If that happens, we will let you know within 5 working days who will reply and when. You can contact us in any of the following ways to let us know of the problem:

Write to us at Leicester City Council, Energy & Sustainability, Energy Projects Team
City Hall, 115 Charles Street, Leicester LE1 1FZ

Telephone us on: 0116 454 3780

E-mail us on: warmhomesurveys@leicester.gov.uk

We will then arrange for the right person to look into it and respond to your concerns.

In the unlikely event that you remain unhappy, you can ask for us to review your complaint.

If you are still not happy

If after that review you are still not satisfied, you can contact Leicester City Council's complaints team via the online self-service portal at <https://councilfeedback.leicester.gov.uk/> - this is our preferred method and will ensure the swiftest possible response;

Or by emailing customer.services@leicester.gov.uk;

By telephone on 0116 454 1000;

By writing to "Comments, Compliments and Complaints, Customer Services, Leicester City Council FREEPOST LE985/33, CITY Hall, 115 Charles Street, Leicester, LE1 1FZ".

In person at the Customer Service Centre;

Or through your local Councillor.

Please also refer to the council's full complaints procedure at:

[Corporate complaints policy \(leicester.gov.uk\)](https://www.leicester.gov.uk/council/corporate-complaints-policy/)

Or, if your complaint is regarding the EPC the Energy Assessor provided, you can at that stage ask the 'Scheme' to help. The 'Scheme' will investigate your complaint and if felt necessary, it will pass your complaint onto an Independent Adjudication Service to be nominated by the Scheme.

This service, which is an entirely independent mediation and adjudication service will consider your complaint and decide whether to take action against the Energy Assessor as a result. The Energy Assessor can be ordered to undertake various actions including if appropriate, paying you compensation.

Our company supports fully and is a member of the 'Scheme'

The 'Scheme' details are provided below:

Elmhurst Energy Systems Limited

Unit 16 St Johns Business Park

Lutterworth

Leicestershire

LE17 4HB

Telephone: 01455833250

E-mail: enquiries@elmhurstenergy.co.uk

Website: www.elmhurstenergy.co.uk

Please be aware that the existence of this complaints process does not prevent you from pursuing a complaint through the courts and as such does not affect your existing statutory rights.