

## Statement of Requirement for Display Energy Certificates – Lot 3

In providing these services, the Service Provider will be expected to deliver the following:

- The production of DEC's by qualified Energy Assessors (EA's) who are members of an accredited scheme in respect of the data they collect, hold and use.
- Where the sampling or multiple certification methodology is used, the production of DEC's by EA's that are qualified to do so.
- The production of DEC's within ten working days of being notified of the requirement (subject always to the necessary access and data being provided).
- The DEC that incorporates a summary of the energy efficiency rating of the property concerned, its environmental impact rating and recommendations to increase its energy efficiency performance, where necessary.
- Where a DEC is required, a survey of the property concerned to gather data about the building fabric, the extent of any insulation, the installed heating and hot water services and the fixed lighting.
- Where existing DEC input data is being used, a survey of the property concerned to validate the accuracy of the data provided and to ensure that it can be relied upon.
- Where a DEC is required, make all necessary arrangements with the site manager concerned or in the case of void properties, with a Council officer/ other nominated contract officer(s).
- The DEC's must be accompanied with an advisory report (AR) that contains recommendations for improving the energy performance of the building concerned.
- The DEC and AR must be lodged on the national register and given a unique reference number. The national register is operated by Landmark Information Group on behalf of the Secretary of State and can be found at [www.ndepregister.com](http://www.ndepregister.com).
- The consistent reporting of data that has been gathered from a survey;

- DEC's and their full details must be electronically uploaded by the supplier to the Council / other organisation every two weeks (via a bulk upload) using relevant uploading software.
- A copy of the DEC must be provided to the building occupier in A3 size for display purposes in accordance with the regulations. An electronic copy of the DEC and advisory report should be forwarded to the Council / other organisation in pdf format.
- During the contract period the supplier will ensure that any existing DEC's and AR's are kept up to date and the Council / other organisation are notified at least one month prior to the expiry of any DEC or AR.
- Ensure the competence of the EA's that produce the DEC's and conduct periodic quality checks on their work.
- Ensure that all personnel in providing the services have passed a basic Disclosure and Barring Service (DBS) check and comply with the code of conduct referred to hereunder and.
- Maintain close channels of communication with the Council's / other organisation nominated contract officer(s).

## **Volume of services required**

### **Working Days**

Services are to be provided as follows (excluding bank and public holidays):

- Monday to Friday **08.00 to 17.00**.
- Saturday **08.00 to 16.00** (only in exceptional circumstances)

### **Service provider' communication systems**

The service provider must provide an e-mail address, freephone or low-cost telephone number and a facility for reporting requesting services via the internet.

### **Identification of Assessors**

The service provider assessors must display identity cards at all times and be prepared to show these at the request of residents.

### **Health and Safety**

Safe working is a fundamental requirement of this contract.

The service provider must comply at all times with the Health and Safety at Work Act 1972 and all other relevant regulations. The use of unsafe means of access will not be permitted in any situation.

**Disclosure and Barring Service (DBS) Checks**

Due to the possible presence of unsupervised children or vulnerable adults with support needs in the housing properties being assessed, all Energy Assessors and all data gatherers involved in providing these services must have passed a Disclosure and Barring Service (DBS) check.