

# Energy Performance Certificate survey

**This information outlines how we will plan any work to be carried out and how this work could affect you.**

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## What is an Energy Performance Certificate (EPC)?

An Energy Performance Certificate (EPC) is like a report card for your home's energy efficiency. It gives your property a rating from A to G, with A being the top of the class for efficiency and G being the least efficient. This rating reflects how well your home uses energy for things like heating, lighting, and hot water.

But that's not all an EPC does! It also includes:

- ▶ A detailed breakdown of your home's energy performance.
- ▶ Insights into how your property's energy use affects the environment.
- ▶ Handy recommendations for improvements you can make.
- ▶ An estimate of your energy usage and potential savings.

## Why do you need to carry out an EPC survey on my home?

The government has set an ambitious goal: by 2030, all socially rented homes need to achieve at least an EPC rating of C. At Wrekin, we're dedicated to upgrading all our properties to meet this standard by 2027.

To help us understand which homes need improvements to boost their energy performance, we need to have an up-to-date EPC (Energy Performance Certificate). This survey gives us a clear picture of what work is necessary, ensuring that your home is not only comfortable but also energy-efficient.

## What happens next?

The survey will be done by a certified Domestic Energy Assessor (DEA). They'll contact you to arrange a time to carry out the survey on your home.

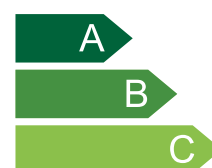
## How long will the survey take?

The survey will take on average between 30 to 40 minutes, but can take longer depending on the size of your property.

## What will the assessor look at during the EPC survey?

During the survey, the energy assessor will explore each room in your home, taking detailed measurements and gathering important information on:

- ▶ The type and age of your property.
- ▶ Construction materials used.
- ▶ Insulation levels.
- ▶ Wall thicknesses.
- ▶ Heating systems and their controls.
- ▶ Details about your hot water cylinder.



- ▶ Insulation of the water cylinder.
- ▶ Any secondary heating systems (if applicable).
- ▶ Floor construction.
- ▶ Window glazing types.
- ▶ Lighting, especially if you're using energy-saving bulbs.

### **How long does an EPC last for?**

An Energy Performance Certificate is valid for 10 years from the date of the survey.

### **Here's what you can expect from us when we come to work at your home:**

- ▶ All of our staff will wear ID badges so you know who they are. They will be polite and respectful when they are in your home.
- ▶ Our work hours are from 8am to 5:30pm, Monday to Friday.
- ▶ The work might be a little noisy and messy, but we will try to keep it to a minimum and clean up at the end of each day. We will use floor protection when needed and make sure to clear away any waste.

### **Here's what we expect from you:**

- ▶ Please make sure someone over the age of 18 is at home while we work.
- ▶ Be nice to our staff and clear away any obstacles in the work area.
- ▶ Let us know if the work date we give you doesn't work for you.
- ▶ Tell us right away if you have any special needs or concerns, or if there's anything important we should know before we start working.
- ▶ Keep pets and children away from the work area.
- ▶ And if you're not happy with something, please tell us.