

Our energy assessor will need access to various parts of your property to comply with regulations that came into effect in January 2013 and will take reference photos to support the information collected. These areas include but are not limited to:

Boiler and hot water cylinder (if applicable)

The energy assessor will need to note the make and model number of the boiler. In most cases, the model number is printed on the front or side of the boiler. If this is not visible, the assessor will have to note the boiler as 'generic' and this can affect your overall rating. If your boiler doesn't clearly have a model number printed on it, a receipt or gas safety certificate may have it noted – Boiler manuals will not suffice as they usually cater for a few boilers with different power outputs.

Double glazing

If you have double glazing in your property and it was installed in 2002 or later, please provide documents to confirm this. Receipts and FENSA certificates are common forms to identify the date of installation.

Internal, external and cavity wall insulation

Verification of this type of insulation can only be documentary. The assessor will need to see a work schedule or receipt from the construction company. For loft insulation & loft conversions, loft access will be needed to ascertain the depth of insulation installed. If you have a boarded loft, the assessor will either need documentary evidence to show the depth of the insulation (in mm) or boards lifted to view the insulation. If you will not be present at the time of our survey, please leave any paperwork in clear view of our assessor. If you are unable to have this paperwork ready by the time of our visit, please notify us by email and send through the paperwork as soon as you are able to. We can still go ahead with our survey provided we receive the documentation as soon as possible thereafter.