



In Association With



Overview

Surveyours have secured a long term PAS2035 Retrofit Assessment Contract for LAD & HUG Schemes on behalf of Kent Council, in association with Baxter Kelly and EON Energy.

All the properties will be within the Borough of Kent County Council Local Authority.

This is a LAD / HUG Contract and so all D, E, F & G Rated properties will qualify.

ALL the properties provided on the shared sheet (see 'Appointment Booking & Status Updates) have been selected from EON Customer base and have been Pre-Qualified for the funding.

Our role within the supply chain is to Conduct a Basic Draft EPR to confirm the property qualifies as being 'D' Rated or below and complete a PAS2035 Retrofit Assessment along with all applicable Measure Surveys for qualifying properties, or a Draft EPR for non qualifying properties.

If the property has a current SAP rating of 'D' or below;

- Proceed to complete a Full PAS2035 Retrofit Assessment +
- All Energy Efficiency Measure Surveys applicable to that property and funding type (Using iAuditor Survey Forms SF007 – SF011).
- Obtain a Copy of a Recent Electricity Bill and Signed LAD Prequalification Form
- Submit a Post Survey Outcome Report (SF006)

If the property has a current SAP rating of 'C' or Above;

- Abandon the survey
- Submit the Draft Pre EPR via iAuditor Form SF006 'Post Survey Outcome Report' to receive an Abandoned Survey Fee of £45.00 (Ex VAT)

Survey Process

The funding applies to D, E, F & G Rated Properties, for the measures listed below only;

Loft Insulation

Cavity Wall
Insulation

Room in Roof
Insulation

Under Floor
Insulation

Air Source Heat
Pump

Solar PV

High Heat Retention
Storage Heaters

External Wall
Insulation

We have been instructed to provide a Full PAS2035 Retrofit Assessment + any Applicable EEM Surveys on all qualifying properties

The Property is above a D Rating

Save the Pre Draft EPR

Submit via Post Survey Outcome Report (SF006) to claim an 'Abandoned Survey' Fee

The Property is D Rating or Below

Complete Full Retrofit Assessment (SD002)

Complete all Applicable EEM Surveys Forms SF007 - 011

Take a copy of an Electricity Bill & a Signed LAD Prequalification Form

Submit via Post Survey Outcome Report (SF006)

Registration & Data Access

How to be Included

If you feel you are competent to conduct these surveys, as instructed for this particular project, you will need to provide your 'Pairing Code' for either Stroma's 'ECO Surv' or ECMK/Core Logic's PASHub platforms (whichever you prefer to use). You can email this information to antony@surveyours.co.uk. Receipt of this information will be considered as registration for the project.

How to Access the Property Data

You will then receive an invitation into a shared Google sheet. This is a list of the properties which require assessment under this scheme. You can select, contact and arrange your own diary appointments from this list. It is important, for all users, that the status is correctly set next to each property activity (See Appointment Booking & Status Updates).

The Shared Sheet '*Status*' & '*Surveyor*' Columns have Pre-Populated Drop Down Lists and the '*Date*' Column has a Pop Up Calendar.

It is important that these columns are only used with the options provided. Manually typing into these fields effects the formatting of the shared sheet. Any additional information can be manually entered into the '*Comments*' Column.

DO NOT CUT & PASTE THE ROWS, COLUMNS OR FIELDS. This will seriously effect the sheets operation and requires completely reformatting when this happens.

How to Access the EEM Survey Forms

You will also be sent your 'Log in' details for our iAuditor Survey Reporting App. This can be downloaded from Appstore for Apple or Playstore for Android. You will need to submit your EEM Surveys through this application via Forms SF007 – SF011 along with SF006 'Post Survey Outcome Report' after each survey to report the outcome.

Appointment Booking & Status Updates

When making your calls to arrange survey appointments, you are calling from;

"Surveyours, on behalf of Kent County Council, in association with EON Energy, regarding the funded energy efficiency home improvements you are scheduled to receive".

STATUS	DESCRIPTION/ACTION
PENDING	When you have secured consent for a survey but have not confirmed a Survey date, but have committed to following up, change the 'Status Column' to 'PENDING' and change the 'Date' Column to the date you will be calling back.
BOOKED	When you have secured consent and confirmed a survey date, change 'Status' Column to 'BOOKED' and change the 'Date' Column to the date of the survey.
CANCELLED	When the customer no longer wants to proceed, change 'Status' Column to 'CANCELLED' and change the 'Date' Column to the date of the call.
NON-COMPLIANT	When the phone conversation reveals the property is unsuitable for the scheme (eg: already above a D Rating), change 'Status' Column to 'NON-COMPLIANT' and change the 'Date' Column to the date of the call.
WRONG NUMBER	When the number provided is not in service or is not correct for the property, change 'Status' Column to 'WRONG NUMBER' and change the 'Date' Column to the date of the call.
ABANDONED	When, at the survey, the Draft EPR shows the required SAP Uplift cannot be achieved, change 'Status' Column to 'ABANDONED' and change the 'Date' Column to the date of the Draft EPR Survey submission.
COMPLETE	When a full Retrofit Assessment + EEM's have been completed & Submitted, change 'Status' Column to 'COMPLETE' and change the 'Date' Column to the date of completed Survey submission.