

**Energy Performance of Buildings
(Certificates & Inspections)
Regulations (Northern Ireland) 2008
(as amended)**

Enforcement Protocol

between

**the Department of Finance and
Personnel**

and

**Belfast City Council
(facilitating authority)**

1 April 2015 – 31 March 2016

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1. INTRODUCTION

Enforcement responsibility for the Energy Performance of Buildings (Certificates and Inspections) Regulations (NI) 2008 (as amended)¹ (the EPB Regulations 2008) transferred to district councils on 3 December 2009 with the coming into operation of the Energy Performance of Buildings (Certificates and Inspections) (Amendment) Regulations (NI) 2009. The exception to this is enforcement relating to district councils' own relevant buildings which remains with the Department of Finance and Personnel (DFP). An overview of the EPB Regulations 2008 is provided at Appendix A.

Belfast City Council (BCC), with the approval of all of the other district councils, has co-ordinated enforcement of the requirements on behalf of all district councils since January 2010 as set out in accordance with an Enforcement Protocol between DFP and BCC (facilitating authority).

The Energy Performance of Buildings Team (EPB Team), employed by BCC to work on behalf of all councils, forms the key link between DFP and district councils to co-ordinate enforcement activity and facilitate effective communication between all parties.

A Service Level Agreement (SLA) between BCC and the other district councils clarifies the roles and responsibilities of the EPB Team and district councils in meeting the requirements of the EPB Regulations 2008 and in delivering the requirements of this Enforcement Protocol (see Appendix B).

This Enforcement Protocol:

- covers the period 1 April 2015 to 31 March 2016;
- sets out the role of BCC, as the facilitating authority, in co-ordinating and supporting enforcement with all district councils and the reporting arrangements back to DFP on the enforcement activities of all other district councils;
- will be reviewed in September 2015 to ensure it remains appropriate and is being implemented in light of Local Government Reform; and
- follows the guiding principles of the Regulators' Code² in that regulatory activity should be carried out in a way which is transparent, accountable, proportionate, consistent and targeted.

¹ S.R. 2008 No. 170 as amended by S.R. 2008 No. 241, S.R. 2009 No. 369, SR 2013 No. 12, and SR 2014 No. 43

² https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/300126/14-705-regulators-code.pdf

Quarterly monitoring meetings

EPB enforcement is undertaken by Building Control within district councils. DFP will meet a representative group of Building Control Officers, headed by the BCC representative and the EPB Team, on a quarterly basis. The purpose of the meeting is to review the enforcement activities undertaken by district councils in the previous quarter (see Section 3), to discuss any issues that may arise with the operation of this Enforcement Protocol and to agree the emphasis for forthcoming enforcement activities. DFP will respond to issues raised by this group within one month.

Amendments to this Enforcement Protocol

Suggested amendments, made by either DFP or district councils, will initially be discussed and agreed with representatives from Building Control and the EPB Team who attend the quarterly monitoring meetings. The EPB Team will inform the district councils of any suggested amendments. Amendments will be made once agreement has been received back from the Building Control representatives with the necessary authorisation from their district council. The EPB Team will facilitate this process.

2. ENFORCING THE REGULATIONS

In this and subsequent sections 'the EPB Regulations 2008' means the EPB Regulations 2008 (as amended) and any future amendments made to the Regulations during the period of this Enforcement Protocol.

DFP will continue to be the enforcement authority in relation to all district council buildings.

Each district council will continue to enforce the requirements of the EPB Regulations 2008 in relation to all other buildings within its district.

District councils will continue to adopt a compliance-based approach to enforcement of the EPB Regulations 2008, ensuring adherence to the requirements. District councils will work together in continuing to exchange information and maintaining public awareness of their responsibilities and the requirements for producing lawful and valid Energy Performance Certificates (EPCs), Display Energy Certificates (DECs), associated reports and air-conditioning systems' inspection reports (ACIRs).

The EPB Team, on behalf of BCC (as the facilitating authority), will continue to co-ordinate and facilitate cross-council working, delivering awareness raising activities with the aim of ensuring consistency in approach and messaging across all district council areas. The EPB Team may also check for compliance within any district council area with the agreement of that district council. However, it will be a matter for the relevant district council to undertake any enforcement action, or the issuing of Penalty Charge Notices, within its own district.

District councils and DFP will adopt a risk assessment approach to determining how best to target advice and publish information on enforcement activities.

3. MONITORING COMPLIANCE

The provision and maintenance of accurate statistical information is fundamental to monitoring of compliance. District councils will provide statistical and other relevant information to the EPB Team on a quarterly basis. The EPB Team will in turn summarise this information on a Northern Ireland basis. This will form the basis of a quarterly report to DFP which will include the following:

- awareness raising activities undertaken;
- stakeholder feedback;
- number of property advertisements checked by type of property and the estimated level of compliance;
- number of properties checked for display of EPCs and estimated level of compliance;
- number of properties checked for DEC's and estimated level of compliance;
- number of properties checked for air-conditioning systems compliance;
- number of complaints by type of property and nature of breach;
- action taken when EPB requirements have not been satisfied by type of action;
- number of enforcement letters issued by letter type and outcome achieved (e.g. EPC obtained, property taken off the market); and
- number of Penalty Charge Notices issued and associated income.

Additionally the EPB Team will report to DFP where any district council has failed to scrutinise EPCs, DEC's or air-conditioning compliance during the reporting period.

The full list of monitoring information is at Appendix C. The EPB Team will co-ordinate the returns from other district councils and submit the relevant information electronically in the format agreed with DFP.

The EPB Team will maintain cross-council benchmarking information, progress actions to correct gaps in compliance and enforcement activities and share ideas on best practice.

The EPB Team will support district councils in achieving better awareness of the EPB Regulations and establish, or improve appropriate mechanisms to record details of systems, enforcement activities and compliance levels. This will help to ensure consistency in the approach to enforcement across the district councils. Activities planned by the EPB Team in this regard are summarised at Appendix D.

The EPB requirements have now been in force for a number of years. Looking ahead, DFP would expect district councils to continue to monitor and improve compliance where possible in:

- the domestic rental sector;
- the non-domestic sector;
- air-conditioning requirements; and
- relevant public sector buildings.

DFP will include EPB Regulations 2008 enforcement work in the list of auditable functions which its own Internal Audit unit may scrutinise periodically and may raise issues for discussion at the quarterly meetings with district councils' representatives.

4. INFRINGEMENTS OF THE REGULATIONS

Infringements of the EPB Regulations 2008 will come to the attention of district councils in a number of ways. These include:

- as part of other Building Control enforcement duties which require inspections;
- complaints;
- referrals from, for example, the Department, Trading Standards Officers etc;
- through targeted investigations by the authorised officers; and
- where district councils have reason to believe a breach of duty has been committed.

All reported infringements of the Regulations must be investigated and appropriate and reasonable action taken in accordance with this Enforcement Protocol to ensure compliance with the EPB Regulations 2008.

5. ENFORCEMENT ACTIONS

Where an authorised officer is advised of a situation which **may** result in a future breach of the legislation (for example someone indicates that they will not be providing an EPC), s/he will deal with this either by visiting the relevant person to provide advice or by providing advice in writing.

In cases where a district council is advised that the EPB Regulations 2008 **have been** breached an authorised officer will investigate formally.

In cases where a breach has been established, and where there has been failure to comply with request letters, the district council in whose area the breach occurs will determine if the issue of a Penalty Charge Notice is the correct course of action. If so, it will be for that council to issue the Penalty Charge Notice.

It will be for the relevant district council to review issue of the Penalty Charge Notice if requested and confirm or withdraw it (regulation 36), to progress the Penalty Charge Notice and to respond to any appeals to the County Court in accordance with the provisions of regulation 37.

6. FINANCING ENFORCEMENT OF THE REGULATIONS

DFP will provide funding to BCC (as the facilitating authority) of £150,000 for the financial year 2015/16.

DFP expects BCC to be economically responsible and cost efficient in their approach to the expenditure of the allocated budget. BCC will submit quarterly bills to DFP, a quarterly expenditure sign off sheet and all relevant supporting documentation completed by the Head of Building Control and confirmed by the Chief Financial Officer.

Each district council is responsible for underwriting the cost of any court proceedings. DFP will not bear any responsibility for any action, proceedings during the period 2015/16, cost, claims, demands or liabilities whatsoever arising from any or all of the activities associated with district councils' enforcement of the EPB Regulations 2008.

District councils will be entitled to retain the income from Penalty Charge Notices solely to resource enforcement duties in this regard, and shall detail this income on the pro-forma attached at Appendix E.

DFP is under no obligation to fund any claims for expenditure for work, goods or services which are not acceptable for funding and will require BCC to repay any such payments, or such lesser amount as DFP may specify, forthwith on written demand.

DFP officials, including those from its Internal Audit, and from the Northern Ireland Audit Office, will require access to all relevant documentation to

facilitate random verification spot-checks on the work being undertaken across Northern Ireland to enforce the EPB Regulations 2008. DFP will be undertaking quarterly audits of the new councils. Councils will be advised of this in advance of the visit.

See also Appendix F for General Conditions.

Signed on behalf of the Department of Finance and Personnel

DC McDonnell
Head of Properties Division

Date

Signed on behalf of Belfast Building Control Service, the facilitating authority

P Williams
Director, Planning and Place,
Belfast City Council

Date

OVERVIEW OF THE EPB REGULATIONS 2008

The EPB Regulations 2008³ implements Articles 7, 9 and 10 of the Directive on the Energy Performance of Buildings (2002/91/EC) and requires:

- the production of an EPC for all dwellings available for sale, from 30 June 2008 (regulation 5);
- the production of an EPC for all new build properties and properties modified into a different number of separate units where services are modified or extended, from 30 September 2008 (regulation 6);
- the production of an EPC for all other buildings available for sale and all new rentals, from 30 December 2008 (regulation 5);
- from 30 December 2008, the production and display of a DEC for buildings over 1000m² occupied by public authorities and by institutions providing a service to the public and therefore frequently visited by these persons (regulation 11); and
- the regular inspection of all air-conditioning systems with an effective rated output of more than 12kW (regulation 15) at intervals of not greater than 5 years, with the first inspection:
 - a. by 4 January 2011, for systems installed before 30 December 2008; or
 - b. within 5 years of installation for systems put into service after 30 December 2008.

EPCs are valid for not more than 10 years (regulation 8 (3)) and must be accompanied by a report that contains recommendations for the cost-effective improvement of the energy performance of the building (regulation 7).

DECs are valid for not more than 12 months (regulation 11(3)) and must be accompanied by an advisory report (containing recommendations for cost-effective improvement of the building's energy performance). The advisory report is valid for 7 years (regulation 11(4)).

Air-conditioning systems must be inspected at least every 5 years from the date of the first inspection (as defined in regulation 15). A written report of the inspection (ACIR) must include an assessment of the energy efficiency of the system compared to the cooling requirements of the building and advice as appropriate on possible improvement or replacement of the system (regulation 16).

EPCs, DECAs and ACIRs may only be produced by Accredited Energy Assessors (Part 5 of the EPB Regulations 2008).

³ <http://www.legislation.gov.uk/nisr/2008/170/contents/made>

The Energy Performance of Buildings (Certificates and Inspections) (Amendment) Regulations (Northern Ireland) 2008

The 2008 amendment⁴ came into operation on 30 June 2008 and made some minor corrections to the EPB Regulations 2008.

The Energy Performance of Buildings (Certificates and Inspections) (Amendment) Regulations (Northern Ireland) 2009

The 2009 amendment⁵ came into operation on 3rd December 2009. It identifies district councils as the enforcement authority for the EPB Regulations 2008, except for their own buildings, where DFP remains the enforcement authority.

The Energy Performance of Buildings (Certificates and Inspections) (Amendment) Regulations (Northern Ireland) 2013

The 2013 amendment⁶ came into operation on 18 February 2013 implementing Articles 4(2), 11, 12, 13, 16 and 27 of the recast Directive on the Energy Performance of Buildings (2010/31/EU). The key changes introduced are:

- advertisements in commercial media for sale or rent of properties must include details of the energy performance indicator (regulation 5);
- an EPC may be produced for a dwelling based on the assessment of another representative building of a similar design and size and with a similar energy performance (regulation 8);
- where an EPC has been issued for a non-domestic building larger than 500m² and that building is frequently visited by the public (retail outlets, banks, restaurants, cinemas etc.), the EPC is to be displayed in the building in a prominent place (regulation 8A); and
- DEC's must be issued for buildings larger than 500m² occupied by a public authority and frequently visited by the public. This threshold will fall to 250m² from 9 July 2015. The DEC is to be displayed in a prominent place clearly visible to the public (regulation 11).

The following is a summary of other changes which further enhance compliance and make better use of data on the Northern Ireland Registers:

- clarification on when an EPC should be produced (regulation 5);
- requiring the lodgement of Advisory Reports within 28 days of issue (regulation 11);

⁴ <http://www.legislation.gov.uk/nisr/2008/241/contents/made>

⁵ <http://www.legislation.gov.uk/nisr/2009/369/contents/made>

⁶ <http://www.legislation.gov.uk/nisr/2013/12/contents/made>

- requiring the lodgement of air-conditioning inspection reports on the Register (regulation 13);
- extending the use and disclosure of information and data from EPCs held on the Northern Ireland Register (regulations 14 & 15); and
- requiring persons with an interest in the non-domestic sector to provide energy use data to the occupier (regulation 21).

The 2013 amendment also provides for offences and penalties for breaches of the new requirements relating to EPCs, DECAs, air-conditioning inspections and the provision of data.

The Energy Performance of Buildings (Certificates and Inspections) (Amendment) Regulations (Northern Ireland) 2014

The 2014 amendment came into operation on 25 February 2014, implementing Articles 2(9), 11(2)(a), 11(2)(b), 11(3) and 13(2) of the recast Directive (2010/31/EU). The key changes are:

- inserting definitions for 'building element', 'controlled fitting' and 'thermal element' and amending the definition of 'recommendation report' (regulation 3).
- clarifying that recommendation reports shall include cost effective measures that could be carried out with and without major renovations. The cost-effective measures recommended by the energy assessor must be technically feasible (regulation 4).
- requiring the display of energy performance certificates in certain buildings where a certificate has already been issued on construction (regulation 5).

Service Level Agreement

between

**Causeway Coast and Glens
Borough Council**

and

**EPB Team (facilitating authority)
1 April 2015- 31 March 2016**

Effective Date: 01 April 2015

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Approval of the Service Level Agreement

This document identifies the roles of all parties to ensure effective working in partnership to satisfy the requirements of the EU Directive, the EPB Regulations and in delivering the requirements of the EPB Enforcement Protocol 2015-2016

In signing below, I agree to the terms and conditions outlined in this Service Level Agreement

Signed

Chief Executive of Council

Date

1.0 Forward

Enforcement responsibility for the Energy Performance of Buildings (Certificates and Inspections) Regulations (NI) 2008 (as amended) referred to as the 'EPB Regulations' transferred to district councils on 3 December 2009. The exception to this is enforcement relating to district councils' own relevant buildings which remains with the Department of Finance and Personnel (DFP).

District councils (as the enforcement authority) should be seen to lead the way in demonstrating EPB compliance with regard to council owned/leased relevant buildings. Councils must ensure that the appropriate energy certificates are in place as required: Energy Performance Certificate (EPC); Display Energy Certificate (DEC) and Air-conditioning Inspection Report (ACIR).

Belfast City Council (BCC), with the approval of the other district councils, has coordinated enforcement of the EPB requirements on behalf of all district councils since January 2010 through a dedicated EPB Team funded by the DFP. The Co-ordination, administration and management of EPB activities are carried out in accordance with an Enforcement Protocol (between DFP and BCC) and follows the guiding principles of the Government's Regulators Code. This code requires that regulatory activity is carried out in a way which is transparent, accountable, proportionate, consistent and targeted only at cases in which action is needed.

This Service Level Agreement (SLA) clarifies the roles and responsibilities of all parties in satisfying the requirements of the EU Directive, the EPB Regulations and in delivering the requirements of the Enforcement Protocol 2015-2016. The SLA is an essential element which outlines how the EPB Team will work in partnership with district councils to collate data, determine EPB compliance levels and address any matters arising from quarterly feedback.

To date the feedback data from district councils has proved invaluable in providing statistical information and evidence of EPB Regulations enforcement across N.Ireland. This information has been used by the DFP to respond to a number of potential infraction proceedings which Europe has presented to the UK Region. The feedback data documents the EPB activities being carried out by councils: level and nature of compliance, volume of enforcement letters issued, number of site visits and various awareness raising activities.

Meetings between DFP representatives, the EPB Team manager, a representative of the Building Control Managers and a Belfast City Council manager are held on a quarterly basis to review the enforcement activities undertaken by the 11 councils during the previous quarter. This provides opportunity for all parties to discuss any issues that may have arisen with the operation of the Protocol or this SLA and to agree the emphasis for forthcoming enforcement activities.

2.0 Terms of Reference

For the purpose this document the following terms of reference include:

Service Provider: The Energy Performance of Buildings (EPB) Team

Customer: Building Control Manager/ Head of Service on behalf of the Council

Stakeholders: Elected Council Members, Building Control staff of the 11 councils in N.Ireland, DFP, members of the public/ members of industry affected by EPB Regulations

Document owner: Chief Executive of Causeway Coast & Glens Borough Council

3.0 Agreement Overview

This Agreement represents a Service Level Agreement (the Agreement) between the Energy Performance of Buildings Team (the Service Provider) and the Council Building Control Manager (the Customer).

Each of the 11 councils in N.Ireland are responsible for the provision of EPB related services required to support and sustain enforcement of the EPB Regulations 2008 and any subsequent amendments to these regulations.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the Customer.

This Agreement outlines the parameters of all EPB related activities as identified in Section 9.0 Customer responsibilities, these are mutually understood by the stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

4.0 Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide a consistent EPB related service support and delivery between the Customers and the Service Provider and to promote positive working in partnership.

The **goal** of this Agreement is to obtain mutual agreement on EPB related service provision between the Service Provider and the Customer.

The **objectives** of this Agreement are to:

- Fulfill the EPB enforcement requirements set out by the EPB Regulations
- Clearly define ownership, accountability, roles and/or responsibilities
- Present a clear, concise and measurable description of service provision to the Customer
- Monitor and raise levels of compliance for properties affected by the EPB Regulations
- Satisfy the requirements of the EPB Enforcement Protocol 2015-16 set out by the Department of Finance and Personnel (DFP) and agreed with the facilitating council.

5.0 Periodic Review

This Agreement is valid from the Effective Date outlined herein until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Customer is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Customer will inform the Document Owner of all subsequent revisions and obtain mutual agreements / approvals as required.

Amendments and revisions are records in Section 10.0

Document owner: Chief Executive of the Council

Customer: Building Control Manager/ Head of Service on behalf of the Council

Review Period: as required and within 12 months from 01 April 2015

Review Date: before 01 April 2015

6.0 Confidentiality

The Service Provider will treat as strictly confidential all information acquired by it from, or about the other councils, and external suppliers. No party will disclose such information to any other party, directly or indirectly, except where disclosure is required by law or is with the relevant parties' prior written consent.

Whilst under the conditions of the Protocol, the EPB Team are required to report to the DFP where any council within which EPB compliance has not been scrutinised during a reporting period; the EPB Team may be required to identify any such council.

The DFP will monitor the EPB Activities of district councils by carrying out an audit of that council's processes, enforcement activities and means to record / act upon findings, and awareness raising activities.

7.0 Variations

There may be circumstances during the year which prevent the full discharge of the Service Level Agreement through no fault of any party. Circumstances in which variations may occur during the period of the Service Level Agreement may include:

- Non-provision of responsibilities by the Service Provider or Customer
- Significant changes in the anticipated workload
- New regulations or change in policy
- Performance of Hardware / Software

All parties will discuss the need for any variation to the Service Level Agreement at the earliest opportunity and will make any variation by mutual agreement.

8.0 Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

The following sections provide relevant information as to the extent of services provided by the EPB Team in order to maintain a consistent level of support during this period.

8.1 Service Availability

Service Provider coverage parameters specific to the services covered in this Agreement are as follows:

- Telephone support : 0900 to 1700 Monday – Friday

- Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- Email support: 0900 to 1700 Monday – Friday
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- On-site assistance guaranteed within 72 hours during the business week

8.2 Request for Service

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames. The priority level will be determined by the Service Provider.

- 0-5 hours (during business hours) for issues classified as **High** priority.
- Within 12 hours for issues classified as **Medium** priority.
- Within 5 business days for issues classified as **Low** priority.

Remote assistance will be provided in line with the above timescales dependent on the priority of the support request.

8.3 Service Provider Responsibilities

The following Services to be provided are covered under this Agreement:

- Manned free phone and mobile telephone support available to the general public and 11 council building control services

- Email support available to the general public and all council building control services
- Each district council will have a dedicated support officer from within the EPB Team who will aim to provide assistance and advice on specific queries or opinions related to EPB regulations when required within one week of receiving the query.
- Monthly assistance provided by the dedicated EPB support officer to each council for EPB enforcement activities. This will be commensurate to individual council requirements in relation to EPB activity
- Dissemination of quarterly DFP reports to all councils along with any outcomes and relevant information arising within 10 days of the meeting.
- Provision of advice, guidance and interpretation of EPB legislation with the aim of achieving consistency of EPB enforcement across all councils
- Provision of DFP liaison on behalf of the councils
- Provision of Landmark Register liaison through the DFP on behalf of the councils
- Provision of training for any revisions / amendments to the EPB Regulations or recasts to the EU Directive
- Provision of EPB related information and web links to use on individual council websites where available
- Presentations to stakeholders as requested or required
- Provision of EPB Regulations related legal opinions
- Provision of EPB related data for individual council committee reports
- Attendance at relevant council committee meetings upon request

- Offer guidance and support with enforcement procedure and proceedings
- Provision of EPB related media information and articles within budget requirements
- Reporting to BCNI Committee and BCNI Managers upon request
- Provision of EPB advisory leaflets and literature within budget requirements
- Any revision or amendment to the SLA will be communicated and documented to the Customer

9.0 Customer Responsibilities

Customer responsibilities in support of this Agreement include:

- Availability of a customer representative when resolving EPB related requests or related incidents
- Councils shall maintain paper and/or electronic records in such a way that enables the DFP to verify enforcement activities undertaken in any given quarter. Such information should identify clearly verification checks or audits on the work being undertaken to enforce the EPB Regulations. If required, the DFP and/or NI Audit office will be given access to all relevant documentation to demonstrate that the EPB Regulations are being enforced.
- To facilitate the requirements of DFP officials (including those from its internal audit and from the NI Audit Office), access may be given to all relevant documentation to facilitate random verification spot checks on the work being undertaken to enforce the EPB Regulations.
- The enforcing council will underwrite the cost of any court proceedings.

- Provision of council EPB feedback data is required to assist in determining levels of compliance (as stipulated by the DFP) in the quarterly report and must be forwarded to the Service Provider within five business days from the end of quarter period

The EPB feedback data required from the Customer (as complied within the feedback form) includes the following information:

EPC (Energy Performance Certificate):

- number of marketing estate agents or private agents in council area
- number of marketing estate agents or private agents visited/checked for compliance in domestic and non-domestic sectors for properties for both sale and rental (on site, on internet, in press, etc)
- number of properties marketing agents advertising without the EPC energy rating indicator on all their advertising commercial media (90+ % of properties with energy rating indicator on commercial media may be deemed as being compliant)
- number properties identified as having to display the EPC (500m² visited by the public) and the number of properties compliant
- number of new build or buildings modified into units to be used separately
- number of new build or buildings modified into units to be used separately with EPCs lodged on the Landmark Register
- where compliance is not found, the reasons for this
- and the enforcement action taken for any non-compliance

DEC (Display Energy Certificate):

- number of properties visited which require a DEC (250m² publically funded and visited by the public);
- number of properties with valid DEC (in date and correctly displayed) and which have a valid advisory report (AR) issued
- where compliance is not found, the reasons for this
- and the enforcement action taken for any non-compliance

Air-conditioning Systems:

- number of properties identified as requiring an air conditioning inspection report (ACIR) to be carried out
- the number of properties with air-conditioning which are compliant, ie. have a valid ACIR lodged onto the Landmark Register
- where compliance is not found, the reasons for this, and
- any enforcement action taken for non-compliance

Complaints and queries:

- any complaints and queries to council in respect of EPC, DEC or air-conditioning, the action taken and the outcome.

Enforcement Correspondence:

- number and nature of breaches identified,
- number of enforcement letters issued (Letters 1 and 2)
- extent of compliance gained as a result of enforcement letters issued
- action taken and outcome
- where compliance is not found, the reasons for this
- number of Penalty Charge Notices issued by nature of breach and associated income
- number of Penalty Charge Notices (PCN) withdrawn and reason for withdrawal; and details of any County Court appeals.

10.0 Amendments and Revisions to Service Level Agreement

Document Owner:
Chief Executive of the 11 District Councils

Revision reference:	Revision date:	Author:

