

Energy Performance Certificate Policy

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1. Introduction

1.1. Statement of Objectives

The Energy Performance Certificate Policy aims to ensure that the Association effectively administers compliance with its landlord obligations in respect of the management of Energy Performance Certificates (EPCs).

Our objectives include:

- providing a prompt, efficient and cost effective EPC service.
- maintaining our stock in accordance with the relevant and applicable legal requirements placed on us and our responsibilities set out in our tenancy agreement.
- ensuring that systems are in place to enable the Association to comply with its duties in relation to EPCs.
- using appropriately qualified and accredited operatives to carry out EPC surveys and produce EPCs in line with legislative requirements.
- operating an effective EPC monitoring system, including audit trails and reporting systems that ensure compliance with the EPC process; and
- collecting and using business intelligence on the condition of our stock and demonstrate that we are using this to make informed financial decisions to maintain and improve our stock.

1.2. Compliance with Regulatory Standards

In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator has identified a number of key indicators relevant to housing maintenance by which it will measure landlord performance, including the following:

- Meet the Scottish Housing Quality Standard (SHQS)
- Meet the Energy Efficiency Standard for Social Housing (EESH) by March 2020
- When they are allocated, are always clean, tidy and in a good state of repair.
- That tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.
- Tenants, owners, and other customers receive services that provide continually improving value for the rent and other charges they pay.

1.3. Expected Outcomes

Key outcomes of operating an effective Energy Performance Certificate Policy include:

- ensuring that properties are well maintained, safe, secure and in line with the SHQS.
- optimising customer satisfaction with the energy performance of their homes; and
- delivering value for money.

Informing and Involving Stakeholders

We will promote our Energy Performance Certificate Policy through our newsletter, website, and tenancy handbook. Where we plan to make significant changes to the policy, we will consult tenants in line with our Customer Engagement Strategy.

1.4. Corporate Fit Legislation and best practice

We will comply with all relevant legislation and associated regulations, including:

- The Health and Safety at Work Act 1974
- The Housing (Scotland) Act 1987, 2001 and 2010
- Environmental Protection Act 1990
- Data Protection Act 2018
- The General Data Protection Regulation (EU) 2016/679 (the "GDPR").
- Energy Performance of Buildings (Scotland) Regulations 2008
- The Scottish Social Housing Charter

Our Energy Performance Certificate Policy is consistent with our:

- Corporate Strategy
- Business Plan
- Housing Maintenance Policy
- Estate Management Policy
- Health and Safety Policy
- Risk Management Strategy
- Procurement Strategy
- Financial Regulations
- Delegated Authority Policy

Equalities

Our Energy Performance Certificate Policy complies with CVHA's Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times CVHA will therefore consider all tenants, regardless of sex, faith or religion, race, ethnic origin, sexual orientation, mental or physical health, disability, or marital status.

Confidentiality

CVHA recognises that confidentiality is important to tenants and will treat their tenancy information in the strictest confidence under the Data Protection Act 2018 and in line with CVHA's Openness and Confidentiality Statement.

Business Plan and Risk Management

Our Business Plan reflects that EPCs are a key landlord responsibility. We seek to mitigate against business risk through managing EPCs in an efficient, effective, and economic manner.

Lead Officer

The Investment Director has responsibility for overseeing the implementation of the Energy Performance Certificate Policy and the Housing Maintenance Manager is responsible for key aspects of the day to day service delivery with delegation of specific tasks to appropriate staff.

Function / task	Responsibility
Energy Performance Certificate Policy - review, amendment, and approval	Board
Energy Performance Certificate Procedures development, monitoring, and review	Investment Director and Housing Maintenance Manager to develop operational procedures that reflect the principles set out within the Energy Performance Certificate Policy

2. Key Principles

2.1. Context

Legislation and regulations prescribe CVHA's landlord responsibilities in terms of EPCs. CVHA's policy is therefore to ensure that relevant legislation and regulations are fully complied with in order that CVHA fully discharges its landlord responsibilities in terms of EPCs.

CVHA's property database will be routinely updated to ensure that all properties that require EPCs are clearly identified and through its EPC Procedures, the Housing Maintenance Manager will ensure that competent operatives are instructed to carry out EPC surveys and produce EPCs within the timescales prescribed.

2.2. Funding

CVHA will allocate sufficient resources from within its maintenance budget to produce EPCs for every tenancy where a tenancy agreement has been entered into from 4 January 2009 - it therefore applies to new build, void properties, etc.

Policy Change History

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1.0	Formatting sorted; new front cover & version history applied	A Cavinue		11/07/23	Y