

You have agreed for your property to be assessed for the purposes of a **Domestic Energy Performance Certificate**. This contract sets out the Terms and Conditions for this.

The Letting Protection Services uses EPC-World, a specialist provider of Energy Performance Certificates. A named accredited Domestic Energy Assessor (DEA) will be appointed to your contract.

Payment details will be taken at the point of order. From point of order the customer will have a 7 day cancellation period, after this time the payment will be processed and non-refundable.

Your named Assessor will contact you directly to arrange a convenient time for the assessment.

### PROPERTY ACCESS

If access to the property is not possible at the agreed time, then EPC-World reserve the right to not carry out the assessment. It can be rescheduled at a more convenient time. **In the event of the landlord failing to provide access to the property, without giving more than 4 hours notice then a £ 30.00 charge will be levied to cover the aborted visit.**

DEA's are required to have access to every room inside a property as well as the loft space and any cellars. If for any reason access to certain areas of the property is not possible, the assessor will defer to the building regulations at the time the property was originally constructed and make assumptions about the construction.

Our assessor will not enter a property where minors are unattended, or if the property is deemed potentially dangerous.

### ISSUING THE CERTIFICATE

Once the site-visit for the assessment has taken place the ratings of the property will be calculated and a certificate will be issued.

EPC-world is a low carbon company and we prefer to send electronic versions of the EPC Certificate. The Certificate will be in PDF format. A hard copy is available by request for a charge of £ 5.00 including Post and Packaging.

If you are not satisfied with any aspects of the report you should put your complaint in writing to Mark Garry at EPC-World and he will reply to the letter within 14 days. A full complaints procedure is available upon request.

**EPC-WORLD  
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