



Energy Performance Certificates Policy

Policy Ref: PS07

Prepared By	Georgina Kent, Operations Director
Date of Last Review	March 2017 (new policy)
Date of Current Review	March 2017
Date of Next Review	March 2020
Reviewed By	PHA Board

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 (SHR) has identified a number of key indicators relevant to housing maintenance by which it will measure landlord performance, including the following:

- Quality of housing – tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.
- Repairs, maintenance and improvements – tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.
- Value for money – 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.

1.4 Informing and Involving Stakeholders

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

1.5 Corporate Fit

1.5.1 Legislation and best practice

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

- The Health & Safety at Work Act 1974
- The Housing (Scotland) Act 1987, 2001 & 2010
- Environmental Protection Act 1990
- Data Protection Act 1998
- Energy Performance of Buildings (Scotland) Regulations 2008
- The Scottish Social Housing Charter

Our Energy Performance Certificate Policy is consistent with our:

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

1.5.2 Equalities

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

1.5.3 Confidentiality

PHA recognises that confidentiality is important to tenants and will treat their tenancy information in the strictest confidence under the Data Protection Act 1998.

1.5.4 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.

1.5.5 The Board

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

The Board will receive regular updates on the implementation of the Energy Performance Certificate Policy so that they can have assurance that it is operating effectively in practice.

Function / task	Responsibility
Energy Performance Certificate Policy – review, amendment & approval	Operations Director is responsible for making recommendations to Board for approval.
Energy Performance Certificate Procedures – development, monitoring & review	Operations Director and Property Services Manager to develop operational procedures that reflect the principles set out within the Energy Performance Certificate Policy.

2. KEY PRINCIPLES – ENERGY PERFORMANCE CERTIFICATE POLICY

2.1 Context

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

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

2.2 Funding

- 2.2.1 PHA will allocate sufficient resources from within its maintenance budget to produce EPCs for every tenancy.

3. Miscellaneous

3.1 Alternative formats

On request, the Association will provide translations of our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc, and these can be obtained by contacting the Association's offices.

3.2 Next Review

We will review the Energy Performance Certificates Policy every three years or sooner if required by statutory, regulatory or best practice requirements.