



# Energy Performance Certificates Policy

Policy Ref: PS07

<b>Prepared By</b>	Operations Director
<b>Date of Review</b>	April 2020
<b>Date of Next Review</b>	April 2023
<b>Reviewed By</b>	PHA Board

## **1. INTRODUCTION**

### **1.1 Statement of Objectives**

The Energy Performance Certificates 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 will meet the Scottish Housing Quality Standard (SHQS) and meet the Energy Efficiency Standard for Social Housing (ESSH) by 2020.
- When properties are allocated, they 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 Certificates Policy include:

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

## **1.4 Corporate Fit**

### **1.4.1 Legislation and best practice**

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

- The Housing (Scotland) Act 1987, 2001, 2010 & 2014
- Environmental Protection Act 1990
- Energy Performance of Buildings (Scotland) Regulations 2008
- The Scottish Social Housing Charter

Our Energy Performance Certificates Policy is consistent with our:

- Group Corporate Plan;
- Business Plan;
- Repairs & Maintenance Policy;
- Asset Management Strategy;
- Procurement Strategy;
- Privacy Policy;
- Group Standing Orders; and
- Group Financial Regulations.

### **1.4.2 Equalities**

Our Energy Performance Certificates Policy complies with the Association's Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice.

### **1.4.3 Confidentiality**

PHA recognises that confidentiality is important to tenants and will treat their tenancy information in the strictest confidence under General Data Protection Regulation (GDPR) and in line with PHA's Privacy Policy.

### **1.4.4 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.

### **1.4.5 The Board**

The Operations Director has responsibility for overseeing the implementation of the Energy Performance Certificates 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 Certificates Policy so that they can have assurance that it is operating effectively in practice.

## **2. KEY PRINCIPLES – ENERGY PERFORMANCE CERTIFICATES 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 as required.

## **3. Miscellaneous**

### **3.1 Alternative Formats**

3.1.1 On request, the Association will provide translations of all 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. The Association is a member of the Happy to Translate scheme.

### **3.2 Next Review**

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