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Service Standards

Our Obligations

SHL agrees and confirms that it:

1. Will provide the Services with all due care and skill and to the highest professional standards and will conform to the Terms and Conditions and to the requirements relating to EPCs set out in Schedule 5 of the Statutory Regulations;
2. May operate an answer phone facility outside Working Hours;
3. Will respond to emails, faxes or telephone calls received on a Working Day by the end of Working Hours on the next Working Day;
4. Will conduct business Monday to Friday; will conduct business on Saturday and Sunday in emergencies and by arrangement;
5. Will adhere to such reasonable complaints procedure required by the Certification Scheme and will promptly notify the Pack Provider in writing of any complaints it may receive in connection with the Services;
6. Will comply with the provisions of Data Protection Legislation;
7. Will ensure that every computer that it uses or requires for its business is protected by anti virus protection software that holds anti virus definitions that have been updated in the last 7 days;

8. Will contact the Pack Provider within 3 hours of receipt of the request for the Services by phone, or email, in order to confirm acceptance of the instructions;
9. Will inspect the Property within 3 Working Days of receipt of the request for the Services, subject to acceptance of the instructions and to the Seller being able to make an appointment within this time period;
10. Will submit each EPC to an approved Certification Scheme, and will inform the Pack Provider that it has done so via email and/or telephone, within 24 hours of inspection of the Property;
11. Will notify the Pack Provider should the Assessor, for reasons of holidays, illness or emergency, be unable to accept instructions for the Services or perform the Services;
12. May use the services of another local Assessor, suitably qualified and insured, to produce EPCs on behalf of SHL, as and when necessary;
13. Will maintain professional indemnity and liability insurance cover that is appropriate to the industry and, in any event, provides the required level of insurance to satisfy the Certification Scheme;
14. Will fulfill the requirements of the Certification Scheme and will hold a current license to operate as a Domestic Energy Assessor;
15. Invoicing: can either operate a self-billing scheme, or use SHL invoices with a 14-day payment period;
16. Will reschedule an appointment cancelled through no fault of the Assessor, and reserves the right to refuse the instructions upon a second such cancellation.