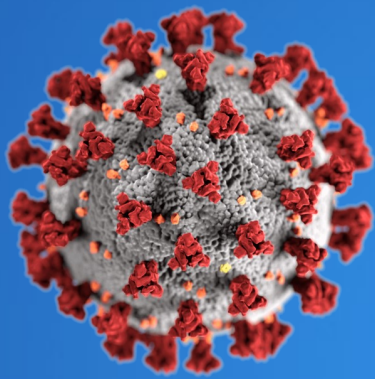


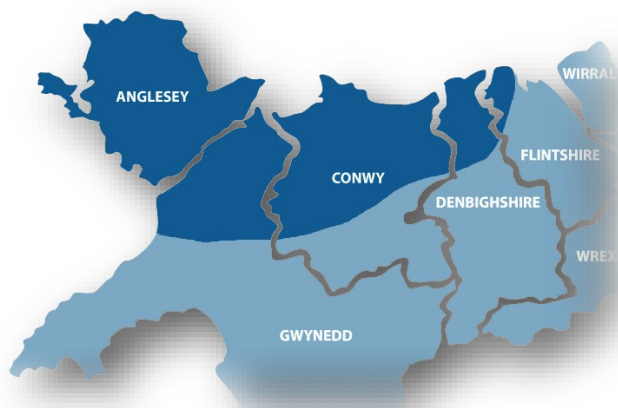
**PLEASE READ**



# CORONAVIRUS

## EPC Survey Safety Measures

KEEPING YOU AND US SAFE



## INTRODUCTION

Thank you for your interest in an EPC report with North Wales EPCs.

Like many businesses, the Coronavirus has affected us and the way we now have to work.

We take the safety of our customers and assessor very seriously. As we are travelling to multiple households each day across the North Wales area, we must be extra vigilant to reduce the spread of the virus.

We have adopted new safety measures for our assessor to follow and request you fully read this document to know what is required from you before and during the assessment.

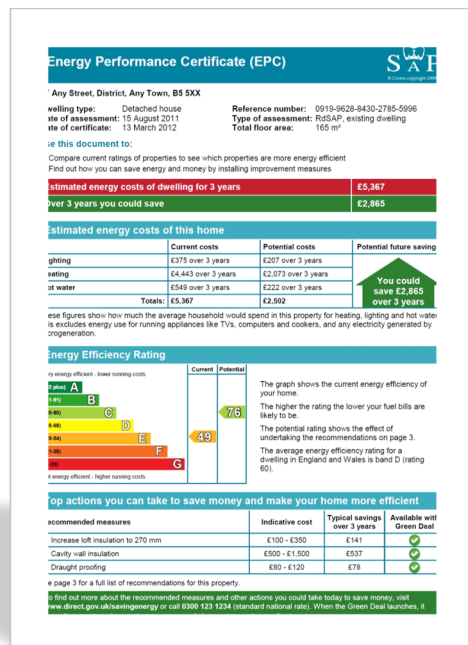
## THE EPC REPORT

The EPC survey involves measuring your property and going round every room to gather a broad range of information.

Our assessor will also need to go into your loft to inspect insulation levels and will often need to open windows and doors to measure wall thickness and record draft proofing.

Therefore, we need to ensure his and your safety throughout the whole house.

The survey usually takes an hour to complete but can take longer depending on the size and complexity of the property and if a floor plan has also been requested.



## OUR ASSESSOR

Let's start by introducing you to our assessor. This is Gareth Hearn.... or Gaz as he prefers. He has over 12 years experience conducting EPC reports, so knows his stuff.

He usually surveys a property in smart shirt and tie, but due to the Coronavirus outbreak we have changed him into utility trousers and polo shirt—so he can hold all his tools and required cleaning equipment on his person.

The goal is for him to complete the survey as quickly and safely as possible and minimise his contact with you and your property - reducing the risk of infection spread, while still ensuring your report is accurate.

## MEASURES YOUR ASSESSOR WILL TAKE TO REDUCE THE VIRUS RISK

- He will be wearing a face mask throughout the survey appointment.
- As per government recommendations, he will not be wearing gloves but washing and sanitising his hands on a regular basis.
- There will be times where he will have to touch window and external door handles or loft hatches, but whenever doing so he will use a cleaning cloth sprayed with antibacterial cleaner, that is disposed of between properties.
- He will be wearing safety boots which he will keep on throughout the survey but will have shoe coverings with him if you prefer him to wear over them.
- His ID will be displayed on a lanyard around his neck for your reassurance.

- All of Gareth's tools and equipment will be disinfected before and after each survey.
- He usually loves having a brew and good chat with our customers but due to the virus this is obviously now not possible - Please don't be offended if he declines any drink offers.
- At the end of a survey, he would normally explain the EPC report to our customers which will now have to be skipped too. If you have any questions regarding the EPC report this will best be done via email or over the phone.
- Payments are only now being accepted via internet BACS transfer and invoices sent via email, so nothing is passed between assessor and customer . \*

*If you don't use email or internet banking, we ask that you assign a family member to do this for you and you pay them back at a later time.*

*\*If you are a tenant this does not apply to you.*

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## WHAT WE NEED YOU TO DO BEFORE THE SURVEY

Before a survey, to help reduce the risk of virus spread we would ask that you:

- Ensure all internal doors are open.
- All external doors are unlocked.
- All windows are unlocked so we don't have to search for window keys.
- Open all curtains, blinds and window coverings for easy access to windows.
- Clear access to utility meters (Gas and Electric) and open any doors to them.
- Access to boilers must be clear, doors open and control covers down.
- If you have a Hot Water tank, access to this must be clear and not obstructed by clothing and bedding.
- Where possible make sure radiator valves are visually accessible.
- If there are showers in the property open their doors or curtains.
- If you have loft access, we ask that you leave this alone for at least three days before the survey. This is an area our assessor will have substantial contact with, so it is best if he opens it himself, uses his own ladders and then you leave this area alone for a further 3 days to reduce risk of virus spread.
- If the property has 'Rooms in the Roof'/loft conversion, we ask that you open any doors to eaves access.
- If the property has a joining garage, we ask that this be left unlocked.
- If you have any certificates regarding insulation works or changes to the property, we ask that you leave these out on clear display. For example, cavity wall insulation certificates or building regulations completion certificates on extensions and loft conversions.
- Gareth will also need to be allocated an accessible central spot for him to leave his ladders and tool bag during the survey to again reduce the risk of virus spread.

## DURING THE SURVEY

During the survey we ask that all members of the household either stay in one room or go out for their daily exercise - again to reduce the risk of virus spread.

If there will be any children or pets present during the survey, we also insist that you keep them under your full control during the duration of the survey.

When Gareth arrives, he will call or text you from the car to inform you of his arrival so you can open the door for him. We can't give precise arrival times as we never know how long it will take to complete other surveys scheduled before yours.

His first task will be to go through a 2m+ distanced doorstep checklist with you.

He will then take photos around the outside of the property, giving you time to do any last-minute preparations, use the bathroom or make yourself a drink before you either remain in one room or leave the property.

He will then go around your property conducting the survey as quickly as he can.

When it is time for him to survey the room you are in if you chose to remain in the house, he will maintain a 2m distance from you or ask you to vacate this room while he gathers the necessary information. If you have masks, please feel free to wear them during this part of the survey.

Gareth will let you know when the survey is complete and let himself out. You are then free to put your house back to how it was before the pre-survey prep.

The EPC report will be written up and sent to your agent for marketing and display as soon as possible.



If you do not adhere to these requirements, or if Gareth doesn't feel safe at any point, we reserve the right to leave the property mid survey.



Domestic EPCs, Commercial EPCs & Floor Plans

Thank you for reading and for helping to  
reduce the spread of the virus.

We look forward to seeing you soon.

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