# BACKGROUND

Unitas is responsible for the maintenance and improvement of around 18,000 homes on behalf of Stoke-on-Trent City Council.

Stoke-on-Trent City Council has a varying portfolio of properties, 99% of which are one to three bedroom houses, flats and bungalows. The remainder are either four, five or six bedroom houses, together with a small number of commercial properties.

# TECHNICAL SPECIFICATION

## Accreditations

The Provider must have Elmhurst accreditation in order to produce certification that is compatible with Unitas’ Keystone asset management system.

## Basic Requirements

The Provider will be expected to:

* Provide assessors who are accredited (suitable qualified) and are member of a government (Department for Communities and Local Government – (DCLG)) approved accreditation scheme relevant to the work they do
* Provide assessors who are accredited: Domestic Energy Assessors (to provide EPCs for existing homes), Non Domestic Energy Assessors (to provide EPCs for commercial buildings) and On-Construction Energy Assessors (to provide EPCs for new dwellings on-construction)
* Carry out energy assessments (e.g. physical surveys) and then, produce EPCs and recommendation reports for requested buildings and ensure that the data is lodged with the appropriate Energy Performance of Buildings Register (EPB Register).
* Provide management information on EPCs purchased (including order number, address, postcode, type of EPC, date EPC requested, date EPC completed, Report Reference Number (RRN) and price, via a simple spreadsheet.
* Provide monthly completion information to Unitas’ asset management team including the Unique Property Reference Number (UPRN – provided by Unitas), RRN and assessor’s email address.
* Be available to attend quarterly review meetings
* Provide a prompt and efficient service
* Provide a single point of contact to handle enquiries (account manager)
* Provide a single point of contract for accounts and invoice queries
* Ensure that any EPCs produced that are below SAP 38 are brought to Unitas’ attention as a matter of urgency
* Ensure that industry standard software is used to produce EPCs and recommendations

## Programme of Work

The Provider shall complete an EPC within 72 hours of Unitas request.

# Fluctuations

Every 12 months from the Commencement Date of the contract, the Provider shall adjust their rates to reflect the average percentage change (whether positive or negative) in CPI during the preceding year. "CPI" means the Consumer Price Index published by the Office for National Statistics.