Sterling Accreditation
setting the standard

Retrofit Assessor Evidence Guidance

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Retrofit assessments will be considered as being eligible for auditing once they have been lodged to the TrustMark Data Warehouse by a Retrofit Coordinator. Retrofit Assessors will be identified by their TrustMark Licence Number by the Retrofit Coordinator at the point of lodgement.

The Retrofit Assessment audit submission will include evidence from all components of the Retrofit assessment site inspection.

1. RdSAP Data – Site Notes, Floor Plans, Photographs, Data file for the EPC/EPR
2. Condition Report
3. Significant Survey
4. Occupancy Assessment
5. Ventilation Assessment

Every Retrofit Assessor is required to provide a list of the measures that are about to be installed with the ongoing project along with the relevant Technical Risks. All RAs should be capable of identifying and recording existing measures and identify if the measures are operational or redundant.

DATA protection: As part of the assessment occupiers should be made aware of the inspection process and what it involves, they should also consent to photographic records being taken. Evidence of consent could be by way of an occupier signature on assessment site notes. Attention should be made to avoid including personal information in photographic records including but not limited to: Children, Letters, Bills, Bank Details and any other sensitive information.

1. **RdSAP Data:** Assessors need to collect sufficient evidence to enable the EPR/EPC to be recreated by an auditor. All photographic evidence should be date stamped and in original format to ensure meta-data is still present. The evidence provided shall be of good quality and easy to read/view as to allow the auditor to be reasonably certain that it relates to a particular building and inspection.

    - Data file and/or RdSAP Data Collection Forms: This must include the information used to calculate the EPR/EPC and allow the auditor to assess the accuracy of the EPR/EPC against each stage of data entry into the RdSAP Software.
    - Floor Plan: A clear sketch plan, labelled with room layout, covering all levels of the property, annotated with measurements, areas, party walls, and heat loss perimeters. All Calculations must be clearly shown. A floor plan should also include the building orientation, all the measurements, the position of heating and heat emitters and positions of all the windows in the property.
    - Site Notes: Ideally these will be templated and must include anything used to support the decision-making process, reflective thoughts, comments on amendments to recommendations (identifying property age, construction, primary heating system, etc.)
    - Photographic Evidence: • Front elevation • Rear elevation • Side elevation for detached / semidetached • Cavity Wall Insulation – evidence • Roof construction • Openings – windows, chimneys etc (if previous photographs don't provide sufficient evidence) • Primary Heating System (e.g. boiler • showing any associated key features such as a condensate

pipe or label • indicating the boiler model) • Secondary Heating System • Loft Insulation – photograph which • gives evidence of the depth of insulation • Evidence of wall thickness • Conservatory – photographic evidence of whether it is separated or not. Where applicable: • Heating System control system • Hot water cylinder and stat • Electricity and gas meters • LPG Cylinder. If there are features that would be out of the character with the property's style or age. Particular attention should be made to features that may significantly impact the SAP rating.

2. **Condition Report:** The evidence provided for the condition report should be clear, adequate, and include sufficient information for the coordinator to be able to complete the retrofit planning process.
    - Assessors will need to collect as much information as possible about the property including architectural features, structure, construction, condition, and services.
    - Photos of the property: all habitable and wet rooms must be included showing condition, where possible photos should be taken to show all aspects of a room and include the roof and loft. All external elevations must be included along with close-up photos that demonstrate any problem areas.
    - Check the condition or all External walls, damp-proof course, all Internal walls, the roof (including externals, loft, timber, gutters, chimney), floors, all windows and doors both internally and externally. Obtain Evidence of any construction/structural defects and leaks, any form of damp, condensation and any mould growth in the property.

3. **Significance Survey**: If the property is deemed to be of traditional construction, the assessor will need to conduct a significance survey. This will help to determine the building age, and which elements should be preserved, protected and or modified as part of the retrofit process.

4. **Occupancy Assessment** and occupancy behaviour is a very important part of the assessment, assessors should record information about the number occupants residing in the property and the number of bedrooms available. For Example: A 3-bedroom property with 3 occupiers, 2 double bedrooms, and 1 single bedroom (1 Double bedroom occupied by 2 people and 1 single bedroom occupied by 1 person)

5. **Ventilation assessment**: Ventilation is an important aspect of the inspection and requires accurate and clear information to be recorded as evidence. The evidence must be sufficient to allow the coordinator to do proper ventilation calculations for the property.
    - Existing ventilation shall be assessed as inadequate for the improved dwelling if one or more of the following are apparent: • there is evidence of condensation and/or mould growth in the dwelling; • there is no ventilation system, or the ventilation system is incomplete or not functional; • there are not undercuts of at least 7 600 mm^2 beneath all internal doors, above the floor finish, to allow air to move through the dwelling; or • there is no provision for purge ventilation of each habitable room (e.g. by opening windows)

- An acceptable, complete ventilation system shall be: • an intermittent extract ventilation (IEV) system consisting of correctly sized extract fans in all “wet” rooms and correctly sized background ventilators (to admit “fresh” external air) in all living spaces and bedrooms; or • a passive stack ventilation (PSV) system consisting of passive stack ventilators serving all “wet” rooms, and correctly sized background ventilators (to admit “fresh” external air) in all living spaces and bedrooms; or • a continuous positive input ventilation (PIV) system that supplies “fresh” air, combined with correctly sized background ventilators (to allow moist `stale’ air to escape) in all living space and bedrooms; • a continuous mechanical extract ventilation (MEV) system that extracts moist, “stale” air from all “wet” rooms combined with correctly sized background ventilators (to admit “fresh” external air) in all living spaces and bedrooms; • a whole-house supply and extract MVHR system that extracts moist “stale” air from all wet rooms, supplies “fresh” eternal air to all living spaces and bedrooms, and has been properly commissioned and balanced.