

## Our DEA Services

**EPC Manager** was designed to work alongside each landlord's existing surveying arrangements. However, when we launched **EPC Manager** it quickly became clear that many social landlords were looking for a complete solution to their EPC obligations, and wanted to purchase a package which included surveying services. GLEEN therefore put together a panel of qualified Domestic Energy Assessors (DEAs) to provide this support.

### Accreditation and Quality

All of the DEAs working with **EPC Manager** are accredited with NHER, the UK's largest Accreditation Scheme. GLEEN also runs its own Continuing Professional Development (CPD) programme for surveyors, and attendance is a requirement of panel membership. However, **EPC Manager** has its own *additional* inbuilt quality checks, which enable us to monitor the performance of our Assessors continuously rather than simply relying on periodic audits. **EPC Manager** monitors:

- turnaround times (all our DEAs work to a standard 3 day target from date of instruction to availability of EPC)
- Data quality (**EPC Manager** introduces a "checking" stage which means that data can be verified by an independent surveyor before the EPC is produced)

### Service and turnaround

Through **EPC Manager**, your EPC should be available to download within 3 days of instructing us to survey. Obviously sometimes there are delays in gaining access which may affect this, but the "instant access" nature of **EPC Manager** makes the administration process very fast and efficient.

We endeavour to allocate a regular DEA to your housing stock so that he or she can build an ongoing relationship with your staff, and ensure that you have a consistent level of service. The number of DEAs allocated to your housing stock will depend on the geographic spread of your housing and the number of properties. For many London boroughs one dedicated DEA is sufficient to manage their surveying requirements, but other SHLs may require several Assessors, to cover different areas.

### Surveying Management

Our experienced Surveying Management Team co-ordinate our DEA services from our office, to ensure that issues are dealt with as they arise, urgent deadlines are met and that continuous surveying cover is arranged in the event of sickness or holiday.

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