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Quick Start Guide

First Steps

Access Elmhurst is the online portal where all Elmhurst Accredited Assessors can access our software to create and lodge EPCs. The portal also provides access to a host of crucial documentation.

Before you start

- You will need your unique user number and password which we will send you before 22nd January 2016. If you have not received these details by this date, please email: eaaccreditation@elmhurstenergy.co.uk

ACCESS ELMHURST

- Access Elmhurst can be accessed via our website- www.elmhurstenergy.co.uk
- Alternatively you can log in to the portal directly, by using this link - <https://members.elmhurstenergy.co.uk>
- Once you have visited this address, it is a good idea to save this link as a favourite. You can also find a link to the login screen on our website, www.elmhurstenergy.co.uk
- Within Access Elmhurst there are a number of zones which are made available to you according to your specific accreditation.
- Zones that are accessible by all include: [QA Hub](#), [Evidence](#), [My Documents](#)
- Zones that are restricted to assessors accredited for that type of work include: [RdSAP](#), [Design SAP](#), [NDEA](#), [ECO](#), [Green Deal](#), [GDIP](#), [Inventory](#) and [Legionella](#)

'My Documents'

- Contains manuals and bulletins to support you in your job. Please take the time to familiarise yourself with the content and read the manuals for the software applications that you will be using.

'QA HUB'

- Is a web-based data management tool which maintains an up to date record of all Elmhurst QA submissions and each assessor has access to their own individual database via an online interface. You can track any outstanding or ongoing QA audits and upload audit evidence directly, avoiding any issues associated with email or postal submissions.

Elmhurst Support

If the manuals and bulletins don't provide the answer then please do not hesitate to contact our experienced and qualified support team. The Helpdesk is open Monday – Friday 9am to 5pm and can be reached on

DEA – call 01455 883 257 or email existingdwellings-support@elmhurstenergy.co.uk

NDEA– call 01455 883 231 or email nondomestic-support@elmhurstenergy.co.uk

OCDEA– call 01455 883 236 or email onconstruction-support@elmhurstenergy.co.uk





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Managing Your Account

Here are some useful points to ensure the smooth running of your account when working with us.

Elmhurst Energy bills its members for EPCs lodged in the previous month. The very best way to manage your payment is by signing up to direct debit as we apply a 3% monthly surcharge to invoices when payments are being made through any other payment method (minimum £3.00).

When will I receive my invoice?

You will be invoiced at the beginning of each calendar month for the previous month's EPCs. All invoices are sent via email and are 30 days nett. Please ensure that we have your correct email address.

How long do I have to pay the invoice?

For direct debit payments, money is taken out of your account 45 days after the date of invoice. All other types of payment must be paid within 30 days.

What if I don't want to use Direct Debit?

Please also note that payments can be made by BACS, cheque or card (BACS payments should show your name and surveyor ID in the reference box. Cheques should be accompanied by a remittance and/or show your surveyor ID on the back). However, these are subject to the surcharge mentioned above.

Unless you already have an account with us, there will be no change to the current EPC pricing you have agreed with NPS.

How do I change my details for invoicing purposes?

If you require a change of email address, company name or postal address for invoicing purposes, please request a 'Change of Details' form (AP17), by emailing accounts@elmhurstenergy.co.uk.

If you have any further queries regarding your account, you can email us at accounts@elmhurstenergy.co.uk or telephone 01455 883254.





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Direct Debit Mandate

Update/Change Details

Note: Please fill in the form & return to the address below:

(Surveyor ID 1st 4 Digits)

	Elmhurst Account Reference:	ELM
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Elmhurst Energy Systems Limited Unit 16 St Johns Business Park Lutterworth Leicestershire LE17 4HB

Instruction to your Bank or Building Society to pay by Direct Debit

Service User Number:

260880

Bank/Building Society Details:

Name of Account Holder:

--

Name of your Bank/Building Society

--

Bank/Building Society Account No.

--

Bank Sort Code

- - -

Postal Address of Bank/Building Society Roll No

--

--

Post Code: _____

Payment date on or shortly after the 15th of the Month .

▪ 15th of the Month*

* or next available month (after allowing 10 days notice)

Instruction to your Bank/Building Society:

Please pay Elmhurst Energy Systems Limited Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Elmhurst Energy Systems Ltd and, if so, details will be passed electronically to my bank/Building Society.

Signatures:

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Date:

____/____/____

Banks and Building Societies may not accept Direct Debit Instruction for some types of Account.

This guarantee should be detached and retained by the payer

The Direct Debit Guarantee

1. This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.
2. If the amounts to be paid or the dates change Elmhurst Energy Systems Ltd will notify you at least 10 working days in advance of your account being debited.
3. If an error is made by Elmhurst Energy Systems Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
4. You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please send a copy of the letter to us.



Technical Support

We think that helping you to perform energy assessments to the highest standards means supporting you with quality training, robust quality assurance and the highest levels of availability of free advice. By advice, we mean technical guidance from qualified people who know and do the job.

Technical Manuals

Within the 'My Documents' section of the members area (Access Elmhurst) you will see a wide variety of up-to-date manuals which have been written to ensure you can get the best from your software. We strongly encourage you to locate them and familiarise yourself with the content.

Bulletins and Newsletters

We also provide regular technical bulletins, which provide useful technical information and share the lessons learned from our incoming support calls. Look out for our regular monthly and quarterly newsletters too, as well as helpful CPD based learning events. Full details can be found at www.elmhurstenergy.co.uk on our training calendar.

Quality Assurance (QA)

QA audits are a mandatory requirement of your accreditation, ensuring that EPCs and DEC's are produced to an accurate and consistent standard. Our QA procedure assures the quality of certificates produced by our members and follows strand-specific requirements.

Our Members' area provides useful documents which helps to ensure that our members are consistently meeting current practice standards.

Elmhurst Energy provides lots of assistance with helping members to manage the QA process and meet required standards. Our QA Hub is a web-based data management tool which maintains an up to date record of your QA history. You can use it to manage audit requests, submit your evidence securely and view audit feedback.

If you are unable to get the help you need from our Manuals, Bulletins and Newsletters, our qualified technical support teams can give you professional advice and support to help with any problems you encounter as an energy assessor.

Type of Enquiry	Direct telephone Number	Email address
On Construction	01455 883 236	Onconstruction-support@elmhurstenergy.co.uk
Domestic	01455 883 257	Existingdwellings-support@elmhurstenergy.co.uk
Non Domestic	01455 883 231	nondomestic-support@elmhurstenergy.co.uk



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Training and CPD

Start and Develop your Career with us

If you're planning a new career as an energy assessor, or are more familiar with the market, we deliver quality training which provides the skills and knowledge you will need to deliver accurate energy assessments; the right way.

Very few companies can boast having trained as many energy assessors as we have and as far as training standards are concerned, the excellent feedback from our delegates speaks for itself.

Our energy assessor training includes courses to enhance your skills and broaden the range of services you can offer to customers.

Energy Assessor CPD

We offer a range of Continuing Professional Development (CPD) courses for energy assessors across all strands.

The CPD courses are designed to keep skills up to date, as well as widen general knowledge related to your specialist area.

We offer a wide range of:

- CPD seminars for Elmhurst and non Elmhurst members
- Distance learning materials
- Professional and technical newsletters

All of which contribute towards your annual CPD requirement.

Our Training Quality Promise

- ✓ We only ever use qualified and experienced trainers with real industry experience
- ✓ We continuously adapt course methods and content in response to trainee feedback
- ✓ We provide individual guidance to delegates, helping you learn at your own pace
- ✓ Our prices for energy assessor training include everything you need to get started (with upfront, not hidden qualification fees)

See what training and CPD we have to offer by visiting www.elmhurstenergy.co.uk





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Software (Domestic Energy Assessment)

RdSAP

Elmhurst's Reduced data Standard Assessment Procedure (RdSAP) is FREE professional software for Elmhurst accredited Domestic Energy Assessors (DEAs). The software allows energy assessors to carry out calculations on existing dwellings and produce an Energy Performance Certificate (EPC) derived from the government's national calculation methodology.

Or Go Mobile...

Using our flexible RdSAP GO mobile software allows DEAs to produce EPCs and Energy Performance Reports (EPRs) whilst on site, and simplifies the process of inputting assessment data. This saves time when entering data such as site notes and site pictures and avoids the need to re-enter data. RdSAP GO is also available on both IOS and android devices.

Go Capture

GO Capture, for your mobile Android and iOS (Apple) device, saves time spent managing and categorising all of the evidence you need to complete an RdSAP property assessment. Once downloaded, GO Capture integrates fully with RdSAP GO to allow the seamless switch between assessment data and evidence collection.

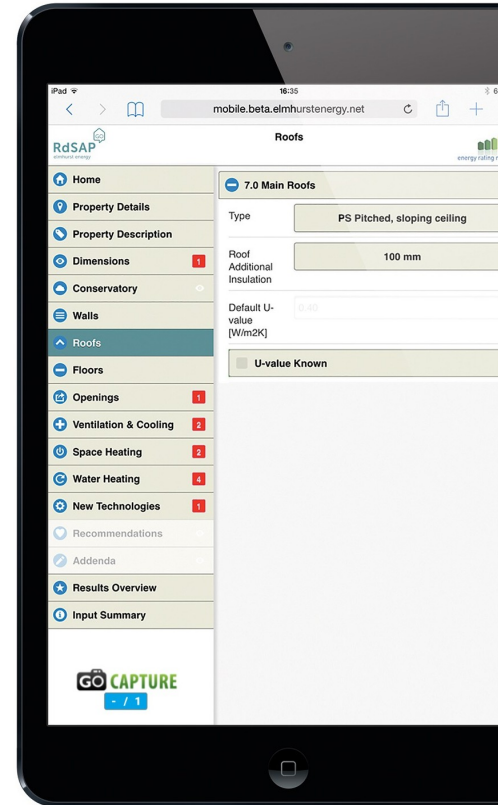
QA Hub

Elmhurst's QA Hub is a web-based data management tool which maintains an up to date record of Energy Assessors' QA history, allowing members to manage QA audit requests and submit their evidence easily and securely. Audit feedback can also be viewed via the QA Hub.

Other software available:

- Sketch Floor Plan
- ECO Calculator
- Evidence
- Legionella Risk Assessment
- Inventory
- Green Deal
- Streamline EPC

To see our full range of software visit our website at www.elmhurstenergy.co.uk





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Show Your Approval With Pride



We have a range of 'Approved' logos which members can use to display their accreditation with us. They are an ideal addition to your business stationery and can be used as part of your email signature and on your website.

Logos are available for energy assessors, ESOS Lead Assessors, Legionella Risk Assessors and Inventory Scheme members. Please see our members' portal, Access Elmhurst to download the logos relating to your individual accreditations. Here is a useful guide to locating the logos and the logo usage guidelines:

Approved Logos	Where to find them
Energy Assessors Logo	Access Elmhurst > My Documents > Accredited Assessor Documents
Legionella Risk Assessor Logo	Access Elmhurst > My Documents > Legionella
ESOS Lead Assessor Logo	Access Elmhurst > My Documents > ESOS
Inventory Scheme Member Logo	Access Elmhurst > My Documents > Inventory

