



Energy Reports Disclaimer & Terms and Conditions

1. The cost of an energy report includes an initial survey and consultation, follow up consultation after the provision of an energy report including any simulations if these have been requested, and the final lodgement of an EPC certificate. Should property owners install any energy related measures following an energy report being produced, this should be completed within 3 months of the energy report being provided as Valerien Property Services is required to photograph the new measures in place as part of evidence requirements when submitting an EPC certificate. If any measures are made after a period of 3 months, a new full EPC survey is required which will be charged at full cost.
2. An energy report is not a valid EPC certificate and cannot be used as a condition survey or to indicate that any element of the dwelling is working correctly.
3. The energy report is not a legally valid EPC and cannot under any circumstances be used as an EPC certificate where one is required.
4. An energy report may include simulated scenarios of certain energy measures, improvements or installations that are not currently present at the property.
5. An energy report offers no guarantees that simulated scenarios and their projected score rating(s) would be achieved after any such measures are installed at a dwelling. Valerien Property Services Limited, nor any of its employees, accepts any liability or responsibility should dwelling owners choose to install specific measures, but a subsequent EPC survey does not achieve the rating(s) listed in the energy report(s).
6. Data inputs and background data used to calculate the EPC rating uses RdSAP methodology at the time of the report being generated. This methodology, data inputs and background data are subject to change at any time which may affect the dwelling rating following the energy report survey.
7. An energy report is generated from a set of data inputs which may not reflect the actual dimensions, services, or construction of the building.
8. It is the responsibility of the property owners, and/or their managing agent(s), to inform Valerien Property Services of any errors or omissions in an energy report, as these may affect a dwelling's projected EPC score/rating. Should any errors or omissions be noticed, please inform Valerien Property Services Limited at the earliest opportunity.

9. The current legal requirement for a property being rented or let out, including holiday lets to be let for more than 4 months per year, is a minimum E rating.
10. Grade I and Grade II listed buildings are not exempt from having energy measures installed, however any measures installed must not unacceptably alter their character and appearance. Owners of these types of dwellings are strongly advised to seek advice and guidance, such as from the local planning department or conservation department, before undertaking any such works.
11. The cost of the energy report must be paid in full prior to the initial consultation & survey unless specifically agreed by the Managing Director of Valerien Property Services.
12. All invoices should be paid within 30 days from point of receipt. The company reserves the right to charge penalty fees of £20 per 14 days after a payment deadline has passed.
13. The company reserves the right to charge 50% of the fee of the energy report if the customer cancels the visit with less than 24 hours' notice or is not present at the property at the time of the visit.