



Service Standards

Our Obligations

The New Forest DEA Group agrees and confirms that it:

1. Will provide the Services with all due care and skill and to the highest professional standards and will conform to the Terms and Conditions and to the requirements relating to EPCs set out in Schedule 5 of the Statutory Regulations;
2. May operate an answer phone facility outside of working hours;
3. Will respond to emails, faxes or telephone calls received on a working day by the end of working hours on the next working day.
4. Will conduct business Monday to Friday and will conduct business on Saturday and Sunday in emergencies and by arrangement;
5. Will adhere to such reasonable complaints procedure required by the Certification Scheme and will promptly notify the Pack Provider in writing of any complaints it may receive in connection with the Services;
6. Will comply with the provisions of Data Protection Legislation;
7. Will ensure that every computer that it uses or requires for its business is protected by anti virus protection software that holds anti virus definitions that have been updated in the last 7 days;
8. Will submit each EPC to an approved Certification Scheme, and will inform the Pack Provider that it has done so via email and/or telephone, within 24 hours of inspection of the Property;
9. Will maintain professional indemnity and liability insurance cover that is appropriate to the industry and, in any event, provides the required level of insurance to satisfy the Certification Scheme;
10. Will fulfil the requirements of the Certification Scheme ensuring that all inspectors hold a current license to operate as a Domestic Energy Assessor;