



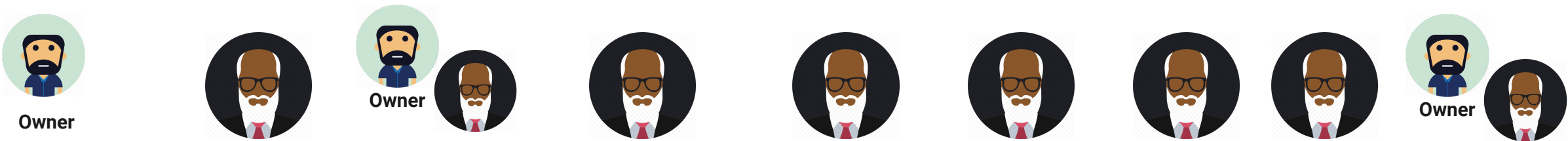
Assessor

Task: Conduct assessment and generate EPC

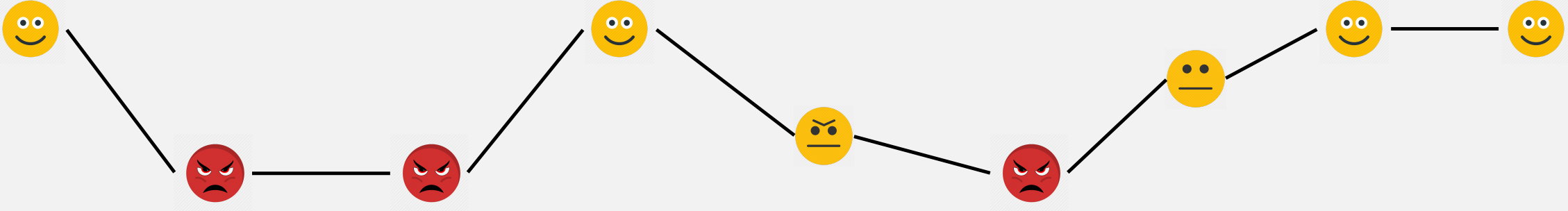
Tasks

Contacted by owner of a business property to get an assessment	Search register for existing certificates for the property's address	Review existing certificates and advise owner on the assessments needed	Conduct assessment on property [this may require visiting the site or just looking at building plans]	Verify property address and get the Building Reference Number	Request to have old business name removed from registered address	Enter assessment data into scheme software	Submit assessment data to register	Locate generated certificate and give to property owner
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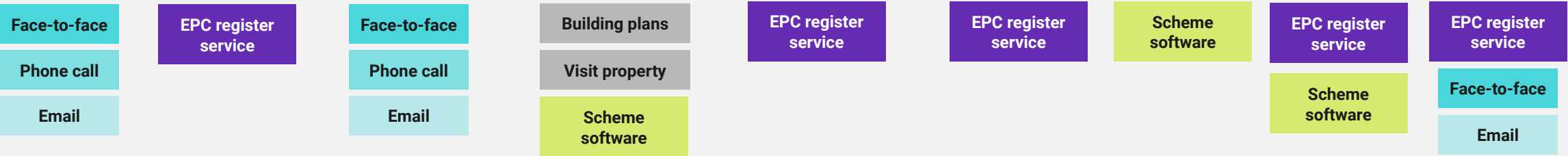
Persona



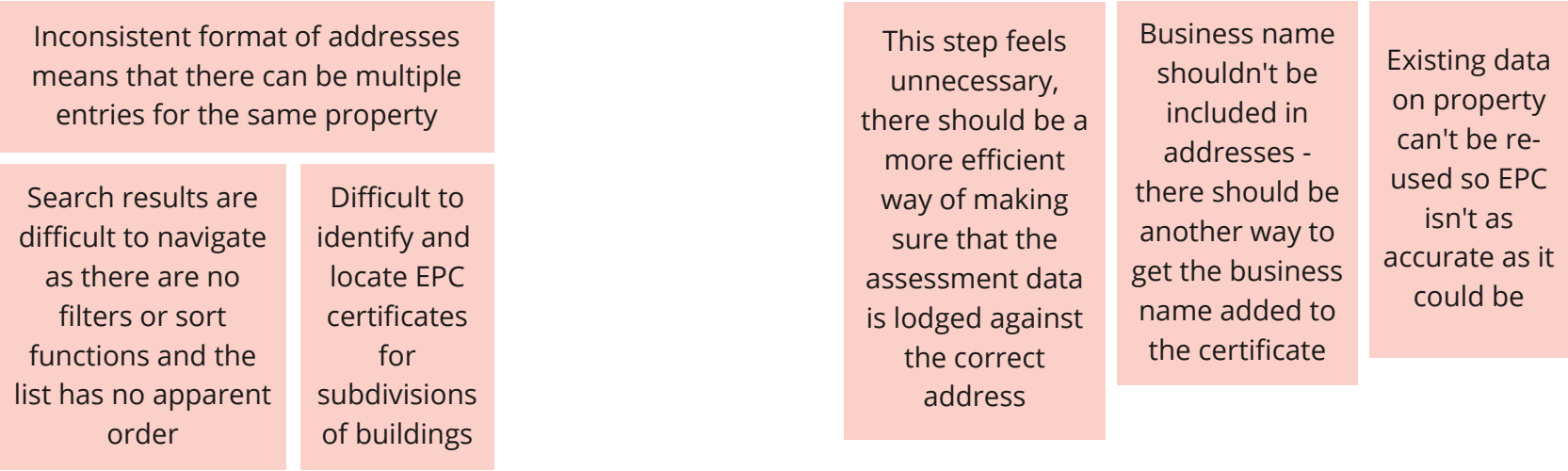
Emotion



Touch points



Pain points



Roles

- Non-residential property assessor
- Residential property assessor

Goals

- Conduct energy performance assessments on residential and non-residential properties
- Provide energy performance advice to clients
- Comply with policy and legislation requirements for energy performance

Needs

- Lodge assessment data to the register
- Generate EPC certificate for properties to provide to clients
- Access to accurate address data
- Access generated EPC certificate to give to clients
- Be able to generate certificates in Welsh

Expectations

- Ability to retrieve EPC certificates and data from previous submission
- Have one source for address data