

Roles

- Non-residential property assessor
- Residential property assessor

Goals

- · Conduct energy performance assessments on residential and nonresidential properties
- clients
- requirements for energy performance

Needs

- · Lodge assessment data to the register
- Generate EPC certificate for properties to provide to clients
- 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

Task: Conduct assessment and generate EPC

Tasks

Contacted by owner of a business property to get an assessment

Face-to-face

Phone call

Email

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

Persona

Emotion





EPC register

service



Face-to-face

Phone call

Email



Building plans

Visit property

Scheme

software









EPC register

service

Scheme software



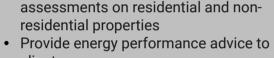


EPC register

service

Face-to-face

Email



Comply with policy and legislation



Access to accurate address data

· Access generated EPC certificate to give

Pain points

Inconsistent format of addresses means that there can be multiple entries for the same property

Search results are difficult to navigate as there are no filters or sort functions and the list has no apparent order

Difficult to identify and locate EPC certificates for subdivisions of buildings

This step feels unnecessary, there should be a more efficient way of making sure that the assessment data is lodged against the correct address

EPC register

service

Business name shouldn't be included in addresses there should be another way to get the business name added to the certificate

EPC register

service

Existing data on property can't be reused so EPC isn't as accurate as it could be

Scheme

software