

### ***Please read the following before submitting your form:***

- Please fully complete **Part A**. The membership number **of the assessor who carried out the report** will be expressed in the format: BACS\*\*\*\*\*, LCEA\*\*\*\*\*, ECMK\*\*\*\*\*, EES/\*\*\*\*\*/ NHER\*\*\*\*\*, QUID\*\*\*\*\*, STER\*\*\*\*\* or STRO\*\*\*\*\*.
- Please also complete either **Part B** or **Part C** as required, and email to [epcmisaddress@est.org.uk](mailto:epcmisaddress@est.org.uk)  
Subject line: **Missing Address Enquiry**.
- Please use the **One Scotland Gazetteer** to check you have provided us with the correct postcode for the address. The Energy Performance of Buildings (Scotland) Regulations 2008 mean we are unable to add addresses containing a specific business or organisation name.
- Please use a **comma** to delineate separate field entries e.g. Flat 9, 8, Lindsay Road, Leith, Edinburgh. If you want certain elements **excluded** put this in the additional information section e.g. "Please exclude *Isle of Skye* from address".
- For **large address lists** – attach these to your email in an **Excel** format. Please submit in **batches** of similar addresses or batch by priority as the missing address team cannot be expected to deal with substantial caseloads at short notice and still meet the agreed timescale.
- The EST Missing Address team will investigate the query, adding the new address if required. The team will aim to process **domestic** addresses within **3 working days** and **non-domestic** addresses within **5 working days**. If the address is already live on the register, its associated UPRN will be provided to whoever has sent the form.
- The automated email will be sent to the account holder associated with the Membership No. that is provided. Check the junk/spam folder if you cannot at first locate it.

#### **Part A: Customer's Details**

**Date of Form  
Submission:**

**Contact Name:**

**Company:**

**Email:**

**Approved Org:**

**Membership No.  
to Approved Org:**

## EPC Missing Address Request Form

### Part B: If you can't find the address

**Domestic/Non-Domestic:**

**Address:**

**Additional Information:**

### Part C: If you think the address is present but incorrect

**UPRN:**

**Current Address:**

**New Address:**

**Additional Information:**