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 epcmissingaddress@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.

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**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:**