

## EPC Register for Scotland

### Green Deal FAQ

#### ***What is a Green Deal Advisor?***

They are energy assessors who have been trained and qualified to conduct both EPCs and Green Deal Advice Reports (GDARs), and to give Green Deal advice to householders.

#### ***I am an EPC Assessor and / or Green Deal Assessor who is trying to lodge a report, but I cannot locate the address on my software – what should I do?***

We have a team dedicated to entering new addresses on the register. They will require the details of the new address along with your Advisor ID (the membership number issued to you by your Approved Organisation e.g. EES/123456) to be entered to the “Missing Address Form” located in the Documents section of the Scottish EPC Register site. The form is in a PDF format, but you can download it and open it in word if that makes it easier to complete. Once fully completed this form should be sent to: [epcmmissingaddress@est.org.uk](mailto:epcmmissingaddress@est.org.uk)

The team will seek to process the request within three working days for domestic addresses and five working days for non-domestic addresses. Once complete the UPRN will be sent to whichever email address matches the membership account given.

#### ***What is a Green Deal Advice Report (GDAR – formerly OA) for?***

A GDAR is a more detailed assessment of the energy usage of a property that also includes specific recommendations for improvements that could be made to the property. It is required for Green Deal and a number of other funding programmes that are available to householders.

***I am a domestic property owner and I would like a copy of the Green Deal assessment for my property?***

You will be able to retrieve a Domestic Green Deal assessment by searching for the RRN. Select "Search Domestic GDAR" from the maroon menu bar on the EPC register. Enter your RRN in the appropriate field, confirm the text displayed on screen and select "Retrieve PDF". To retrieve domestic GDARs you must have the RRN.

***What if I do not know the GDAR RRN?***

If you wish to see a copy of a GDAR but do not have the RRN, you must contact the Assessor who performed the report in the first instance. If the assessor is unable to provide the RRN, you must contact the Green Deal Finance Company who will be able to provide this, subject to confirmation of identity / ownership of the property.

***I am a Green Deal Advisor – what must I do to be able to lodge GDARs on the EPC Register?***

All Green Deal participants need to be registered with the Green Deal Oversight and Registration Body (GDORB). The ORB's role includes maintaining a register of authorised participants and monitoring adherence to the Code of Practice and Framework Regulations:

<https://gdorb.beis.gov.uk/green-deal-participant-register/>

There is no direct route for Green Deal Advisors to register with the GDORB, you must go through your Assessor Organisation and their Certification Body. For the Certification Body to register you with the GDORB you must ensure you have done the following:

1. Provide your data to your Assessor Organisation. This will include your Advisor ID (EPC Assessor Membership Number) and a contact email address.
2. Ensure the Assessor Organisation gives you their Assessor Organisation ID. This Assessor Organisation ID is a certification ID issued to them by the Certification Body. You will receive an email from the ORB to confirm that your authorisation is complete and the data they hold on you is accurate (note this data must be replicated for the final stage, the registration on the Scottish EPC Register). If you

have any concerns about the progress of your authorisation with the ORB, you should discuss them with your Assessor Organisation.

***I am a Green Deal Advisor and I have received an email from the ORB – how do I now create my GD Account on the Register?***

Go to the following page on the Register site:

<https://www.scottishepcregister.org.uk/Account/GreenDealRegistration>

Then complete all the fields, read and accept all terms and conditions, enter the verification letters as seen on screen and click on “Register”. Please note that the “Certification ID” requested is the ID presented to your Assessor Organisation by their Certification Body.

***What if I cannot create the account and receive a message stating, “Advisor ID not found”?***

Either your Approved Organisation has not created your EPC Assessor record on the EPC Register, or the Green Deal ORB have not received your details and passed them onto the EPC Register’s administrative staff. Please contact your Approved Organisation and your Assessor Organisation to determine the root cause of the issue.

***I am a Green Deal Assessor and I have forgotten my username – what can I do to retrieve it?***

You can email the EPC Register’s first line support team on

[Scottishepchelpdesk@est.org.uk](mailto:Scottishepchelpdesk@est.org.uk) to request your username ensuring that you provide your Advisor ID (the membership number issued to you by your Approved Organisation e.g. EES/123456) in the body of the email.

***I am a Green Deal Assessor and I have forgotten my password – what can I do?***

You can initiate a password reset yourself by going to the following link, entering your username under the heading “Reset EPC Register Password” then clicking on Reset:

<https://www.scottishepcregister.org.uk/Account/LogOn>

A new temporary password will be sent to the email address you entered when you first created your Green Deal Account.

If you no longer have access to this email account or your email address has changed you can email the EPC Register's first line support team on [Scottishepchelpdesk@est.org.uk](mailto:Scottishepchelpdesk@est.org.uk) to request a password reset ensuring that you provide your Advisor ID (the membership number issued to you by your Approved Organisation e.g. EES/123456) and your username in the body of the email and also including the email address to which you would like the new temporary password sent. You can change this temporary password to whatever you like upon initial login.

***I am a Green Deal Advisor who is trying to lodge a GDAR but I am receiving an error stating that my credentials are incorrect – what should I do?***

If you are required to manually enter your Scottish EPC Register login details to your lodgement software be aware that both the username and password are case-sensitive so be sure to include capital letters where appropriate. Do you copy and paste the password into the required field? If so, please make sure that you do not copy any extra spaces as these will be pasted into the password box as a space.

If such adjustments do not resolve your issue you can email the EPC Register's first line support team at [Scottishepchelpdesk@est.org.uk](mailto:Scottishepchelpdesk@est.org.uk) ensuring that you provide your Advisor ID (the membership number issued to you by your Approved Organisation e.g. EES/123456) and your username and password in the body of the email plus a short description of your problem and a screenshot where possible. It may also prove useful to contact your software provider to ensure that there is no problem with the details embedded in your software or that there is a bug of which they are not aware.

***I am a Green Deal Advisor who is trying to lodge a report, but I am receiving an error that I do not understand – what should I do?***

You can email the EPC Register's first line support team on [Scottishepchelpdesk@est.org.uk](mailto:Scottishepchelpdesk@est.org.uk) ensuring that you provide your Advisor ID (the membership number issued to you by your Approved Organisation e.g. EES/123456) in the body of the email along with as much detail about the error you are encountering as you can provide plus a screenshot and the XML file where possible.

*I am an Advisor, Assessor Organisation or Green Deal Provider who is trying to retrieve a copy of a report I know has been successfully lodged but I cannot retrieve the PDF– what should I do?*

You can email the EPC Register's first line support team on [Scottishepchelpdesk@est.org.uk](mailto:Scottishepchelpdesk@est.org.uk) ensuring that you provide your ID (the membership number issued to you by your Approved Organisation e.g. EES/123456) where applicable in the body of the email. Please include as much detail about the error as you can, plus a screenshot where possible. Please also include the RRN for the assessment you are trying to retrieve.