

# Assessor service levels

Thank you for accepting work from Just EPC. Please take the time to familiarise yourself with the levels of service we expect from you when working on our behalf.

## Pre-appointment

We will notify you by SMS and Email informing you of the job offer. Please respond to the job offer in a timely manner as we will need to reallocate the job to another Assessor if you can not for any reason attend the appointment. **Please note that you can not reply to a job offer by text at present**

If your acknowledgement is not received within a timely period, the job will then be re-allocated to the next available Assessor.

On accepting or rejecting a job offer you will be sent a confirmation email and SMS communication.

On acceptance of a job offer you will be given the client's telephone number and will be required to make a courtesy call within a reasonable timeframe from accepting the job. You should introduce yourself as the Assessor allocated by Just EPC to carry out your appointment.

Please introduce yourself and indicate which accreditation scheme you are a member of, confirming your availability.

Please refrain from rearranging appointment times directly with the client. One of our main USP's is that we allow the client to book an appointment that is convenient for them.

## During appointment

On the date of the appointment you will be sent an SMS reminder 3 hours prior to the appointment.

Please conduct yourself with a professional manner during the appointment and in all subsequent correspondence.

Ensure you carry out the EPC in accordance with your obligation to your accreditation scheme.

## Post appointment

Following completion of the report you are required to input the RRN number upload the EPC report and any other associated documents to the Just EPC website appointment page. On successfully uploading all the documents associated with the job, we will then initiate your payment.

**Please note:** Attempting to create a direct relationship with Landlords, Estate Agents, Letting Agents and Developers who have been introduced to you through Just EPC will result in immediate suspension from the network.



The logo for Just EPC, featuring a stylized 'J' made of three horizontal bars (red, orange, yellow) followed by the text 'Just EPC' in green and red.

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