



Making a positive difference
for energy consumers

Energy Companies Obligation (ECO): Chartered surveyor report for hard-to-treat cavity (HTTC) insulation

This report template is for use by a chartered surveyor who reports that a cavity wall:

1. is not suitable to insulate with standard insulation materials or techniques;
2. is not suitable to insulate without substantial remedial works; or
3. is an uneven cavity formed in walls constructed of natural stone.

Note that this report template cannot be used for the recommendation of ECO measures¹.

Notes for Chartered Surveyors are included on the back page of this report. This report should be completed in accordance with those notes.

Completing this report: In all cases, the information requested in section A must be provided. If this template is used to report that a cavity wall:

1. is not suitable to insulate with standard insulation materials or techniques, then complete section B1;
2. is not suitable to insulate without substantial remedial works, then complete section B2;
3. is an uneven cavity formed in walls constructed of natural stone, then complete section B3.

The information provided in sections B1, B2 or B3 must be correct for **all** of the properties listed in section A. If a chartered surveyor wishes to report on properties with cavity walls of differing characteristics, then the surveyor should prepare a separate report for each group of properties that share the same characteristics.

Please type or write in clear manuscript using black ink.

A. Required Information

1. *Name of signatory (chartered surveyor):*

2. *Chartered surveyor qualification route:*

3. *Registration number:*

4. *Name of company (if the chartered surveyor is completing this report as an employee):*

5. *Business address:*

¹ See 'ECO recommended measure' notes for chartered surveyors on page 6.

6. Telephone number:

7. Email address:

8. The energy group commissioning this report is:

- | | |
|--|---|
| <input type="checkbox"/> BRITISH GAS | <input type="checkbox"/> NPOWER |
| <input type="checkbox"/> E.ON | <input type="checkbox"/> SCOTTISH POWER |
| <input type="checkbox"/> EDF | <input type="checkbox"/> SSE / SOUTHERN ELECTRICITY GAS LTD |
| <input type="checkbox"/> FIRST UTILITY | <input type="checkbox"/> NOT KNOWN |

9. Are you and (if applicable) your company independent from the supply chain² (with the exception of the supplier commissioning this report?)

- YES NO

10. If no, please provide details of your association with any of the parties in the supply chain.

11. List the address, construction type and cavity width of every property that is covered by this report. Attach an extra sheet if more space required.

Address	Property type	Description of construction type
<i>Example:</i> 1 Acacia Avenue, London, SW1 1AA	3 bed end-terrace	uneven natural stone cavity wall

² See 'Independence of surveyor' notes for chartered surveyors on page 6.

B1. Cavity walls which are not suitable to insulate with standard insulation materials or techniques³

12. Are the cavity walls suitable to insulate with standard insulation materials or techniques?
 YES NO

13. If no, state the reasons and provide further details:

14. Based on your assessment, should the property/ies listed in section A be insulated?
 YES NO

15. Based on your assessment, what is your recommendation for how to insulate the property/ies listed in section A? (Please provide details, including name, of the specific non-standard material and/or technique required to treat the property/ies.)

16. Why in your opinion is the material/technique you have recommended non-standard? Please list the criteria you used to determine that the material/technique is non-standard.

B2. Cavity walls which are not suitable to insulate without substantial remedial works⁴

17. Are substantial remedial works **NECESSARY** before the cavity walls can be insulated?
 YES NO

18. If yes, provide details of the type of remedial works required.

³ See 'Non-standard materials or techniques' notes for chartered surveyors on page 6.

⁴ See 'Remedial works' notes for chartered surveyors on page 6.

19. *In case of failure of current insulation, provide the reasons for failure.*

20. *Does the failed current insulation pose any health or structural safety risks?*

YES NO

21. *If yes, please provide details of risks.*

22. *Will the remedial works described above require an additional four 'work hours' or more?*

YES NO

23. *Based on your assessment, should the property/ies listed in section A be insulated?*

YES NO

24. *Based on your assessment, what is your recommendation for how to insulate this/these property/ies? (If a specific system should be used, please provide details here.)*

25. *In case of failure of existing insulation, how can the risk of failure of new insulation be avoided?*

B3. Uneven cavities formed in walls constructed of natural stone

26. *Is the cavity uneven due to the use of natural stone in the construction of the wall or outer leaf?*

YES NO

27. *How has it been determined that the cavity is uneven?*

Drilling Other (please explain) _____

28. *Based on your assessment, should the property/ies listed in section A be insulated?*

YES NO

29. *What is your recommendation for how to insulate this/these property/ies? (If a specific system should be used, please provide details here.)*

DECLARATION BY CHARTERED SURVEYOR:

I have visited and personally assessed each property to which this report relates. I understand that this report may be produced to Ofgem for the purpose of demonstrating that a cavity wall has the characteristics stated in this report. The statements I have made in this report are true and accurate to the best of my knowledge.

Signature of surveyor

Date

Notes for chartered surveyors

This report is required for purposes relating to the Energy Companies Obligation (ECO). Ofgem is responsible for administering ECO. General information about ECO is available at:
<https://www.ofgem.gov.uk/environmental-programmes/energy-companies-obligation-eco>

ECO is a statutory scheme under which certain energy suppliers are required to install energy efficiency measures in domestic premises. One of the measures that may be installed is insulation to a cavity wall that:

1. is not suitable to insulate with standard insulation materials or techniques;
2. is not suitable to insulate without substantial remedial works; or
3. is an uneven cavity formed in walls constructed of natural stone.

This report may be produced to Ofgem for the purpose of demonstrating that a cavity wall falls within one of these three categories.

Timing of the report

This report must be completed before installation of the measure.

ECO recommended measure

This report template cannot be used for the recommendation of ECO measures. A measure may be recommended for ECO in a report by a chartered surveyor where the report is based on a whole house assessment of a domestic energy user's premises. See chapter 4 of the ECO Guidance for Suppliers for full details of the requirements for recommendation of measures.

Independence of surveyor

A surveyor or the surveyor's company will be 'independent of the supply chain' with respect to a hard-to-treat (HTTC) measure if the surveyor or the company:

1. have no financial interest in any entity involved in the installation of the measure (other than the supplier intending to claim the benefit of the measure under ECO) and
2. will not receive any remuneration from any entity involved in the installation of the measure (other than the supplier), relating to that measure.

Non-standard materials or techniques

Walls unsuitable for standard insulation materials or techniques include those with severe or very severe exposure to wind driven rain, risk of water penetration, timber frame and other unsuitable construction types or cavities which are already *partially filled*.

The surveyor should have regard to whether the installation would have met the requirements to be awarded a Cavity Insulation Guarantee Agency (CIGA) guarantee if installed in a cavity wall on 31 December 2012. If those requirements would have been met we will consider that the wall *was* suitable for standard insulation materials or techniques.

Remedial works

Only those remedial works which are essential to make the cavity suitable for insulation can be considered under section B2.

As a guideline, remedial works should be considered 'substantial' where they involve an additional four 'work hours' or more.

Examples of remedial works include: weather proofing of the building to prevent water penetration, clearing the cavity of debris and blockages, or removal of failed cavity or solid wall insulation. Mortar ingress and leaking guttering are not acceptable unless accompanied by further details explicitly demonstrating how they meet the HTTC criteria.