

# SERVICE DETAILS



**Crowther Solutions**  
Compliance through knowledge



## **PLEASE NOTE:**

All quotes are to be read in conjunction with this document. All prices are based on our terms and conditions that are issued with the quote and available on our website.

Document Version QU-002\_06

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## Minimum Information Required

This information will allow us to book your work in, carry out measurements and obtain valuable information in order to assist you with your project.

Please provide the following information;

- **An email or written instruction from the party paying Crowther Solutions Ltd,**
  - *This is required to book the work in and get it into our work stream.*
- **Confirmation of the full site address,**
  - *If this has not already been provided.*
- **Electronic plan, section and elevation drawings of the project (ideally PDF),**
  - *If you have already sent us the drawings please confirm we can use these for the work or send up to date drawings.*
- **Complete any forms that have been sent to you. These are generally sent as a link or a separate attachment to our quote email,**
  - *If you have not received a form we may not require you to complete one. We may send you a form during the project to collect more information to help improve the outcome of any compliance work we are doing for you.*
- **Confirm the sites contact name and number who will be in attendance on the date booked in.**
  - *This is only needed if we are attending site.*
- **Payment for any works that require payment up front.**
  - *Some work that we provide will require payment before we can proceed. This will be noted on the quote provided.*

During the project our consultants may ask for further information. This is to help provide you with the best possible service. If they do please provide this as swiftly as possible as not to delay the project.

Should you have any questions regarding any of the information that is needed to carry out the work please do not hesitate to contact us.

## Check First

In this document there are certain element you may want to check before instructing the work. These are **marked** (check) throughout the document.

If you are unsure if you are building to current Build Regulations or if you have a specific Planning Condition that requires different calculations please make sure you have checked with your Building Control and/or your Planning Department to see what version they require and let us know prior to instructing this work. To change to the SAP calculations to a different version takes time and you may be charged for amending the calculations if we have already begun work following your instruction.



## New Build Design Stage SAP2012 Calculation

This service is for Design **SAP2012 calculation** <sup>(check)</sup> for new build residential properties used to demonstrate compliance with the current Approved Document L1A.

This service includes the following;

- **Design SAP Compliance Report**
  - *Used to show your BCO that you meet the SAP targets.*
- **Written Summary**
  - *We provide you with an easy to follow SAP summary.*
- **U-Values Calculation**
  - *Based on information provided or we can help insulation specification.*
- **Y-Value Calculation**
  - *This is an added extra helping meet your targets.*
- **Predicted Energy Assessment**
  - *For selling of plan or to see how your EPC may perform.*
- **An Additional Option**
  - *If the initial specification doesn't hit targets we will provide you with an option that does. We can run even more options for you that is charged at our hourly rate of £50+VAT/hour.*

The governments Standard Assessment Procedure (SAP) calculation takes into account the fabric of the building, heating, hot water, ventilation and lighting to calculate the Design Fabric Energy Efficiency (DFEE) and the Dwelling Emission Rate (DER). This is then compared against the notional building model that provides us with the Target Fabric Energy Efficiency (TFEE) and Target Emission Rate (TER). You need to achieve a DFEE equal to or less than the TFEE and a DER equal to the TER to comply with Approved Document L1A

## Conversion Design Stage SAP2012 Calculation

This service is for Design **SAP2012 calculation** <sup>(check)</sup> for conversion or material change of use (e.g. offices to flats) on residential properties and is used to demonstrate compliance with the current Approved Document L2A.

This service includes the following:

- **Proposed SAP Calculation**
  - *This calculation is used to determine the emissions for the property.*
- **Notional SAP Calculation**
  - *This calculation is used to determine the notional emissions as if the property was built to minimum Approved Document L1B U-Values and specification.*
- **U-Values Calculation**
  - *Based on information provided or we can help insulation specification.*
- **Predicted Energy Assessment**
  - *For selling of plan or to see how your EPC may perform.*
- **Written Summary**
  - *We provide you with an easy to follow SAP summary.*
- **An Additional Option**
  - *If the initial specification doesn't hit targets we will provide you with an option that does. We can run even more options for you that is charged at our hourly rate of £50+VAT/hour.*

The governments Standard Assessment Procedure (SAP) calculation takes into account the fabric of the building, heating, hot water, ventilation and lighting to calculate the Proposed and Notional Dwelling Emission Rate (DER). You need to achieve a Proposed DER equal to or less than the Notional DER to demonstrate compliance with Approved Document L1B.



## New Build Design Stage SAP10 Calculation

This service is for Design **SAP10 calculation** <sup>(check)</sup> for new build residential properties used to demonstrate compliance with the current Approved Document L1.

This service includes the following;

- **Design SAP Compliance Report**
  - *Used to show your BCO that you meet the SAP targets.*
- **Written Summary**
  - *We provide you with an easy to follow SAP summary.*
- **U-Values Calculation**
  - *Based on information provided or we can help insulation specification.*
- **Y-Value Calculation**
  - *This is an added extra helping meet your targets.*
- **Predicted Energy Assessment**
  - *For selling of plan or to see how your EPC may perform.*
- **An Additional Option**
  - *If the initial specification doesn't hit targets we will provide you with an option that does. We can run even more options for you that is charged at our hourly rate of £50+VAT/hour.*

The governments Standard Assessment Procedure (SAP) calculation takes into account the fabric of the building, heating, hot water, ventilation and lighting to calculate the Design Fabric Energy Efficiency (DFEE) and the Dwelling Emission Rate (DER). This is then compared against the notional building model that provides us with the Target Fabric Energy Efficiency (TFEE) and Target Emission Rate (TER). You need to achieve a DFEE equal to or less than the TFEE and a DER equal to the TER to comply with Approved Document L1A

## Conversion Design Stage SAP10 Calculation

This service is for Design **SAP10 calculation** <sup>(check)</sup> for conversion or material change of use (e.g. offices to flats) on residential properties and is used to demonstrate compliance with the current Approved Document L1.

This service includes the following:

- **Proposed SAP Calculation**
  - *This calculation is used to determine the emissions for the property.*
- **Notional SAP Calculation**
  - *This calculation is used to determine the notional emissions as if the property was built to minimum Approved Document L U-Values and specification.*
- **U-Values Calculation**
  - *Based on information provided or we can help insulation specification.*
- **Predicted Energy Assessment**
  - *For selling of plan or to see how your EPC may perform.*
- **Written Summary**
  - *We provide you with an easy to follow SAP summary.*
- **An Additional Option**
  - *If the initial specification doesn't hit targets we will provide you with an option that does. We can run even more options for you that is charged at our hourly rate of £50+VAT/hour.*

The governments Standard Assessment Procedure (SAP) calculation takes into account the fabric of the building, heating, hot water, ventilation and lighting to calculate the Proposed and Notional Dwelling Emission Rate (DER). You need to achieve a Proposed DER equal to or less than the Notional DER to demonstrate compliance with Approved Document L1B.



## Energy Performance Certificate (EPC)

On completion of your project you should be required to provide an Energy Performance Certificate along with as built **SAP2012 or SAP10 calculation** <sup>(check)</sup> for each property to Building Control. For conversion or material change of use (e.g. offices to flats) you may not need the as built SAP calculation but will still need to produce the EPC.

This service includes the following:

- **Energy Performance Certificate**
  - *This calculation is used to determine the emissions for the property.*
- **U-Values Calculation**
  - *We can update the design calculations based on as built information provided.*
- **As Built SAP Calculation (New Build Only)**
  - *Used by your BCO to check if you have met the TER and TFE targets.*
- **An Additional Option and Photo Evidence**
  - *If changes made to the specification or photo evidence ends up resulting in your assessment not meeting the targets we will provide you with an option that does. We can run even more options for you that is charged at our hourly rate of £50+VAT/hour.*

Unless stated otherwise our fee for this service is based on Crowther Solutions Ltd also producing the new build design SAP calculation and conversion design SAP calculation service. It is also based on carrying all the EPCs at the same time. If we are carrying out multiple EPCs for you and require them to be produced individually there may be an additional fee.

If the quote states **Energy Performance Certificate (EPC) ONLY calculation** <sup>(check)</sup> this service excludes the design SAP calculations and does not allow for checking compliance against Building Regulations requirements.

## Glazed Extension Report

When you are creating a new extension or removing the doors onto a conservatory you will need to demonstrate compliance with Approved Document L requirements. To do this we use the current **SAP2012 or SAP10 calculation** <sup>(check)</sup> and modelling what you are allowed to build, including reducing the windows to 25% of the floor area, then compare this to what you would like to build. So long as you are producing less emissions with your proposal we can demonstrate compliance with Approved Document L1B.

This service is includes the following:

- **Proposed Extension SAP Calculation**
  - *This calculation is used to determine the emissions for the extension.*
- **Notional Extension SAP Calculation**
  - *This calculation is used to determine the notional extension emissions as if the property was built to minimum Approved Document L1B U-Values and 25% glazing to floor area.*
- **U-Values Calculation**
  - *Based on information provided or we can help insulation specification.*
- **Written Summary**
  - *We provide you with an easy to follow SAP summary.*
- **An Additional Option**
  - *If the initial specification doesn't hit targets we will provide you with an option that does. We can run even more options for you that is charged at our hourly rate of £50+VAT/hour.*



Unless stated otherwise this service is based on modelling the **Extension Only** (check). This is widely accepted by Building Control as it is unlikely that a full house drawings is available. Should you require the entire property to be modelled there may be an additional fee.

## Part G Water Calculation

This service is for us to complete a Part G water calculation based on the drawings you have provided. We will provide you with the flow rates you will need to achieve in order to meet 125 litres of potable water per person, per day.

This service includes the following:

- **Part G Water Efficiency Calculation and Summary Report**
  - *This calculation is used to determine the emissions for the extension.*
- **An Additional Option**
  - *If the initial specification doesn't hit targets we will provide you with an option that does. We can run even more options for you that is charged at our hourly rate of £50+VAT/hour.*

If you need a retrospective calculation we will send you a form that will need to be complete in full in order to accurately calculate the as built calculation.

Our fee does not include rainwater harvesting calculations. Should this be required an additional fee may apply.

## SAP Consultancy Meeting

Should you like to invite your client, architect, builder or any subcontractor along to discuss the options available to you we offer SAP consultancy meetings. During the meeting we can discuss a range of different factors that have an effect on the SAP calculation including the fabric of the building, heating, hot water, ventilation and lighting. We can run through as many options as you would like and include a summary of options at the end of this meeting.

These meetings are charged at our hourly rate of £50+VAT/hour and our fee allows for a 3 hour meeting. This is the amount of time we recommend budgeting to go through options with you. Additional time spent going through more options or if you require additional work following the meeting this may be charged at our hourly rate.

We are also able to provide you with a webinar, where you are able to view our screen and discuss the options in real time. You will need a good internet connection speed to be able to gain the most benefit from this process.

## Thermal Bridging Y-Value Calculation

Since the 6<sup>th</sup> April 2014 thermal bridging has become more critical. This calculation has an effect on the Design Fabric Energy Efficiency (DFEE) and the Dwelling Emission Rate (DER). Without this calculation you could be paying considerably more money to achieve Building Regulations in comparison to having them carried out by Crowther Solutions Ltd.

The calculation requires the measuring all the thermal bridging junctions and applying  $\Psi$ -Values to generate the Y-Value for the property. The result is entered into the SAP calculation to reduce the DFEE and DER and that helps toward hitting the Target Fabric Energy Efficiency (TFEE) and Target Emission Rate (TER).

Crowther Solutions Ltd will provide you with the Y-Value calculation that lists all the details that we have used to achieve the result. We will also provide the details used in the calculation if they are available to us.



## Air Leakage Testing

Crowther Solutions Ltd use ATTMA or iATS Air Leakage testers to undertake testing to ATTMA TS1 and TSL1 for the air leakage testing of residential properties. Completion certificates results will be issued.

This service includes the following:

- **Site visit (minimum charge shown separately on your quote).**
- **Air Leakage Testing including Air Leakage Test Certificate.**
  - *This test is carried out on site and people will not be able to enter or exit the property. Make sure that you comply with the test requirements and contact us if you have any questions relating to the test or preparation.*
  - *The results are used for compliance with Building Regulations Part L and should be provided to your energy assessor and Building Control officer.*
  - *Should the property fail to achieve the required results to meet ATTMA TSL1 standards a report may be issued in place of the final ATTMA or iATS certificate.*

### Testing Requirements (check);

- **Mains power available within 2m of the test rig.**
- **External opening (2.1m high x 1m wide).**
- **High level vents to be sealed with suitable tape (inc. trickle vents and fans).**
- **Check that the property is adequately sealed in preparation for the test.**
- **Uninterrupted access to all properties on the day of the test.**
- **Pre-seal all extractor fans (internally or externally) with TechnoSol Sealing tape (or similar grill tape).**
  - *We can seal vents that are within reach if we are notified before the test.*
- **NO TEMPORARY SEALING ALLOWED**
  - *Any temporary sealing will be removed by test engineer in order to carry out a valid ATTMA or iATS test*

Please notify us should a site induction be required on the day of the test. If a site induction is required but we are not notified this may result in less tests being carried out during a site visit. If you are unsure please contact us.

Crowther Solutions reserve the right to revise our fee as appropriate. Additional site visits may be required should time be spent in dwellings rectifying air leakage issues, due to delays caused through lack of access, properties that are not ready (missing doors, windows etc.), Testing Requirements above not being met or due to site induction not being pre-arranged.

Our fee allows for up to 45 minutes per plot (not including setting up and moving between plots). This is generally adequate time to carry out the test and look for potential leakage issues. It is sometimes worth spending more time in one plot to pass the test than failing multiple plots with no idea what to do next.

Our Air Leakage Testers endeavour to work with your site and re-testing on the same day (so long as there is adequate time) can be done at no additional fee. Should a property not achieve the required result and re-testing be required on a separate day this can be subject to additional fees.





## Part F Ventilation Testing and Commissioning

Crowther Solutions Ltd use BPEC or NICEIC ventilation testers to undertake testing to Approved Document F (ADF) requirements. Completion certificates results will be issued.

This service includes the following:

- **Site visit (minimum charge shown separately on your quote).**
- **System 1 (Intermittent Extractor Fans).**
  - *Testing extract fans against ADF minimum flow rate requirements.*
  - *Test results are used for compliance with ADF and should be provided to your Building Control officer.*
- **Systems 2 & 3 (Mechanical Ventilation with Heat Recovery or Mechanical Extract Ventilation)**
  - *Commissioning against the provided design criteria and flow rates. If this is not available then we will commission the system against ADF requirements.*
  - *Balancing the individual room terminals to set the flow rates in each room to those indicated in the system design.*
  - *Setting of any system controls.*
  - *The results are used for compliance with ADF and should be provided to your Building Control officer.*

### Testing Requirements (check);

- **Safe access to all extractor fans, MEV, MVHR units and terminals.**
  - *We can test extract fans/terminals that are within 2.4m from floor level. Please advise if any fans/terminals are higher than this prior to our site visit.*
- **Suitable space around extract fans/terminals to fit our test equipment.**
- **All the fans run and ductwork is connected and free from restrictions.**
- **Uninterrupted access to all properties on the day of the test.**
- **Presence of someone familiar with the ventilation systems and their controls.**
- **Should any of the ventilation systems be controlled via a BMS (or similar system) then we will require the presence on site of someone able to access and make changes to the settings.**

Please notify us should a site induction be required on the day of the test. If a site induction is required but we are not notified this may result in less tests being carried out during a site visit. If you are unsure please contact us.

Crowther Solutions reserve the right to revise our fee as appropriate. Additional site visits may be required should time be spent in dwellings rectifying ventilation issues, due to delays caused through lack of access, properties that are not ready (missing terminals, replacing faulty fans etc.), Testing Requirements above not being met or due to site induction not being pre-arranged.

Our fee allows for up to 30 minutes per plot (not including setting up and moving between plots). This is generally adequate time to carry out the test and look for potential issues. It is sometimes worth spending more time in one plot to pass the test than failing multiple plots with no idea what to do next.

Our Ventilation Testers endeavour to work with your site and re-testing on the same day (so long as there is adequate time) can be done at no additional fee. Should a property not achieve the required result and re-testing be required on a separate day this can be subject to additional fees.



## Site Sound Testing

Crowther Solutions Ltd use a specialist sub-contractor to undertake acoustic testing, which is registered under the Association of Noise Consultants accredited scheme. They are accredited to carry out sound insulation testing in accordance with Approved Document E and BREEAM. The tests are to the Association of Noise Consultants registered system (with OPDM approved certification).

### **This service includes the following:**

- **Undertaking sound transmission tests in accordance with the Approved Document E.**
  - *For the tests, Class 1 sound level meters are used. The proposal allows for carrying out the schedule of tests as quoted.*
- **The testing quoted is the minimum required for Part E, however we would advise you check with Building Control that our testing proposal is acceptable beforehand.**
- **A report incorporating the results and commenting as necessary in respect to the criteria.**

### **Testing Requirements** (check);

- **The rooms tested should be essentially complete except for decoration.**
- **The rooms tested need to be fully constructed with sealed fitted doors, sealed windows, skirting and floor finishes. All service openings should have been made good. The rooms tested should ideally have a room volume of at least 25 metres cubed.**
- **The tests make a significant amount of noise, but we require access to all properties and very quiet noise conditions during the tests. The dwellings should be unoccupied during the tests.**
- **A 240 volt (single-phase) supply is required with a safe easy secure access and adequate lighting (without trailing leads) into all rooms tested. Please inform us before our site visit if 110 volts is to be used.**

If the above conditions are not met it may result in an abortive site visit and as such additional fees will apply.

Please notify us should a site induction be required on the day of the test. If a site induction is required but we are not notified this may result in less tests being carried out during a site visit. If you are unsure please contact us.

Crowther Solutions reserve the right to revise our fee as appropriate. Additional site visits may be required should time be spent in dwellings rectifying ventilation issues, due to delays caused through lack of access, properties that are not ready (missing terminals, replacing faulty fans etc.), Testing Requirements above not being met or due to site induction not being pre-arranged.



## 48hr Fast-Track Service

At Crowther Solutions we always endeavour to get your work complete as swiftly as possible. On occasion there are busy periods where the lead time of your project may be longer than you would like. As such we offer a fast track service for those urgent projects.

For this service we will need all the information detailed in the relevant sections below in a timely manner. The Fast Track period will start when we have received all the information.

The Fast Track period excludes weekends and public/bank holidays.

Delays due to incomplete or missing information that is to be provided to Crowther Solutions may result in the work not being completely within the Fast Track period. In this situation the project will be completed as swiftly as possible on receipt of the information and this fee would still be applied.

## Missing Information

If information is missing or incomplete someone from Crowther Solutions will get in touch via phone or email to try and gather the information we need to complete the project. If we are still unable to contact you we may use our knowledge and experience to make reasonable assumptions regarding the specification to complete the project.

**PLEASE NOTE: For Guidance on photo evidenced visit our website using the link below. Failure to provide evidence in the correct format will result in additional fees and could result in the as built SAP calculation failing to achieve targets.**

<https://www.crowthersolutions.co.uk/new-part-1-photo-evidence>

## Revisions, Alterations and Cancellations

Please note that any revisions or alterations required to the calculations after they have been issued will be subject to additional fees chargeable at our consultancy rate of £50 + VAT per hour. You should, therefore, ensure that the information submitted is as complete and accurate as possible.

Please note to move or cancel site testing we require minimum notice of 48 hours' notice (excluding weekends (i.e. to cancel a test booked on a Monday please contact us by the very latest on Wednesday). Cancellations made within 48 hours, including on the day of test itself, will incur a cancellation fee.

All cancellations must be done via email to [info@crowthersolutions.co.uk](mailto:info@crowthersolutions.co.uk) and you will receive a cancellation email by return. Should you not receive this return email please call us to ensure that we have received your cancellation.