First-tier Tribunal for Scotland (Housing and Property Chamber)

Repairing Standard Enforcement Order: Housing (Scotland) Act 2006 section 24(2)

Chamber Ref: FTS/HPC/RP/17/0009

Sasines Description: House known as Clisham (otherwise Engineer's House), Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ being part of the subjects described in Disposition in favour of Aubrey Buxton, recorded in the division of the General Register of Sasines for the County of Sutherland on 26th May 1971 (Search Sheet number 1099).

House address: Clisham, Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ ('the House')

The Parties:-

Mr Mark Woodward, Clisham, Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ ('the Applicant')

Ardvar Fish Farmers (James Gladstone Payne, Margaret Payne and Michael Payne), having its place of business at Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ ('the Landlords')

NOTICE TO

Ardvar Fish Farmers (James Gladstone Payne, Margaret Payne and Michael Payne), Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ

Whereas in terms of their decision dated 10th March 2017, the First-tier Tribunal for Scotland (Housing and Property Chamber) has determined that the Landlords have failed to comply with the duty imposed by Section 14(1)(b) of the Housing (Scotland) Act 2006 and in particular the Landlords have failed to ensure that:

1. The House is wind and watertight and in all other respects reasonably fit for human habitation; and

2. The structure and exterior of the House (including drains, gutters and external pipes) are in a reasonable state of repair and in proper working order;

The Tribunal now requires the Landlords to carry out such work as is necessary for the purposes of ensuring that the House meets the repairing standard and that any damage caused by the carrying out of any work in terms of this Order is made good.

In particular the Tribunal requires the Landlords to:-

1. Repair or replace the patio door and associated glazing to ensure that the door is wind and water tight, and in a reasonable state of repair and in proper working order;

2. Install satisfactory thermal insulation in the loft of the House to meet current standards;

3. Repair or replace the guttering to ensure that it is in a reasonable state of repair and in proper working order.

The Tribunal order that the works specified in this Order must be carried out and completed within a period of 12 weeks from the date of service of this Notice.

In terms of section 46 of the Tribunals (Scotland) Act 2014, a party aggrieved by the decision of the tribunal may appeal to the Upper Tribunal for Scotland on a point of law only. Before an appeal can be made to the Upper Tribunal, the party must first seek permission to appeal from the First-tier Tribunal. That party must seek permission to appeal within 30 days of the date the decision was sent to them.

Where such an appeal is made, the effect of the decision and of any order is suspended until the appeal is abandoned or finally determined by the Upper Tribunal, and where the appeal is abandoned or finally determined by upholding the decision, the decision and any order will be treated as having effect from the day on which the appeal is abandoned or so determined.

Please note that in terms of section 28(1) of the Act, a Landlord who, without reasonable excuse, fails to comply with a RSEO commits an offence liable on summary conviction to a fine not exceeding level 3 on the standard scale. A Landlord (and that includes any Landlord's successor in title) also commits an offence if he or she enters into a tenancy or occupancy arrangement in relation to a house at any time during which a RSEO has effect in relation to the house. This is in terms of Section 28(5) of the Act.

In witness whereof these presents typewritten on this and the preceding page are executed by Helen Forbes, solicitor, chairperson of the Tribunal at Inverness on 19th March 2017 before this witness:-

H Forbes

witness chairperson

Mrs M Forbes, 67B Glenurquhart Road, Inverness, IV3 5PB

First-tier Tribunal for Scotland (Housing and Property Chamber)

STATEMENT OF DECISION: Housing (Scotland) Act 2006 section 24(1)

Chamber Ref: FTS/HPC/RP/17/0009

Sasines Description: House known as Clisham (otherwise Engineer's House), Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ being part of the subjects described in Disposition in favour of Aubrey Buxton, recorded in the division of the General Register of Sasines for the County of Sutherland on 26th May 1971 (Search Sheet number 1099).

House address: Clisham, Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ ('the House')

The Parties:-

Mr Mark Woodward, Clisham, Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ ('the Applicant')

Ardvar Fish Farmers (James Gladstone Payne, Margaret Payne and Michael Payne), having its place of business at Ardvar, Drumbeg, Lairg, Sutherland ('the Landlords')

The First-tier Tribunal for Scotland (Housing and Property Chamber) ('the Tribunal') having made such enquiries as it saw fit for the purposes of determining whether the Landlords have complied with the duty imposed by Section 14(1)(b) in relation to the House, determined that the Landlords have failed to comply with the duty imposed by Section 14(1)(b) of the Act.

Background

By application received 10th January 2017, the Applicant applied to the First Tier Tribunal for Scotland (Housing and Property Chamber) for a determination as to whether the Landlords have failed to comply with the duties imposed by Section 14(1)(b) of the Housing (Scotland) Act 2006 ('the Act').

1. The Applicant stated that he considered that the Landlords had failed to comply with their duty to ensure that the house meets the repairing standard, in that the house was not wind and watertight and in all other respects reasonably fit for human habitation; the structure and exterior of the house (including drains, gutters and external pipes) are not in a reasonable state of repair and in proper working order; and the installations in the house for the supply of water, gas and electricity

and for sanitation, space heating and heating water were not in a reasonable state of repair and in proper working order. In particular, he stated:-

> Large patio doors in living room not watertight and very draughty. Top of opening door moves out creating large gap for wind/water to enter. Glass in patio no longer works as a sealed unit as both fixed and opener glass has failed. Condensation in both sets of glass. No heat retention at all. Patio handle missing on exterior.
>
> Gaps in window openers in living room, bedroom 2, bedroom 3 and en-suite in bedroom 3. Gaps large enough to let in a lot of wind. Glass not retaining any heat as sealed unit has broken down. Condensation in windows in bedroom 2, bedroom 3 and en-suite in bedroom 3.
>
> Ceiling lagging is not thick enough and retains little heat.
>
> Guttering also leaks around property, mainly onto doorstep making it permanently wet and dangerously icy in winter.

The Applicant stated that the work required to be done was:

> New patio doors and glass. New glass in the other windows where glass is no longer 'sealed' and lets out heat. Draught-proofing other windows so will be 'wind tight'. Replacing door handles on patio door. Making ceiling lagging thicker. Make sure kerosene tank or heating system is not leaking.

The Applicant also stated in his application:

> There are more repairs that have arisen since notifying Landlord/Estate Manager in April – yet being threatened with eviction if I make a complaint about any repairs the last time we spoke Apr 16. It has stopped me from complaining about anything. I have finally had enough of being held to ransom by the Landlord in this way.

2. The Applicant claimed to have notified the Landlords' representative, Mr Jim Payne, of the defects with the patio doors on 3rd April 2016. This was followed up by email dated 14th April 2016, reporting that the patio door required to be repaired, as the top part of the door was moving in and out even when locked, creating a gap for the wind and cold to blow in and heat to escape. He complained of condensation inside both sets of glass and that the double-glazing units had failed and were thermally ineffective.

3. On 11th January 2017, the Convener of the First-tier Tribunal for Scotland (Housing and Property Chamber), with delegated powers, and having considered the application, referred the application under Section 23(1) of the Act to a Tribunal.

4. The Tribunal members were Ms Helen Forbes (Legal Member) and Mr Robert Buchan (Ordinary Member).

5. On 24th January 2017, the Applicant informed the First-tier Tribunal for Scotland (Housing and Property Chamber) that the Landlords' representative, Mr Jim Payne,

had now served a notice to quit, requesting the Applicant to leave by 31st March 2017. The Applicant claimed that the Notice had been served because he had emailed the Landlords reminding them of their obligations to repair, and asking him to check the heating system. He stated that he had been without heating and hot water since 26th December 2016.

6. The First-tier Tribunal for Scotland (Housing and Property Chamber) served Notice of Referral under and in terms of Schedule 2, Paragraph 1 of the Act upon the parties dated 3rd February 2017.

7. By letter to the First-tier Tribunal for Scotland (Housing and Property Chamber) dated 21st February 2017, the Landlords' solicitor, South Forrest, enclosed written representations from the Landlords in the following terms:

To whom it may concern - Clisham - Ardvar - IV27 4NJ

This property was built in 1986 to a high standard and has been the subject of ongoing maintenance as required from time to time. Previous tenants have been more than satisfied with the property. We would respond to the issues now raised by Mark Woodward as follows:-

The Patio Door - is stiff to open and close and the handle is faulty and has been the same for sometime, but opens and closes as required. The door is watertight to the best of our knowledge. The double glazing is misting which is not unusual.

Windows in bedrooms 2 & 3 - we have no knowledge of these problems.

Insufficient lagging in the ceiling- the roof was re-lagged about 10 years ago, and we believe is sufficient. There have been no complaints by previous tenants.

Leaks in guttering - this the first time we have been made aware of any leak. The guttering was renewed beginning of 2016.

The Heating system -this is new system done in 2015, a new boiler and radiators fitted, but requires kerosene to work - there was no fuel in the tank when inspected by us on the 9th February 2017 - the tank was full (1300litres) at the beginning of the tenancy and we expect the tank to be full when MW departs as per the terms of the lease - the fuel supplier - Scottish Fuels have not made any deliveries to the premises since the tenancy commenced. MW involved the Police about fuel in his tank but we have heard nothing from them.

The oil tank - there is no evidence of the tank leaking.

The roofing tiles - Michael Ross (the landlord's representative) visited the site on 17/1/17 in order to replace roofing tiles but the attitude of MW was abusive and aggressive and so he left the property without completing repairs.

J.G.Payne

13/02/17

8. The Tribunal attended at the House on 10th March 2017. The weather was dull, with light rain and no wind. The House is situated in a remote and exposed rural location. The House is a bungalow with a tiled roof, and it was constructed in 1986. There are three bedrooms, a dining kitchen, living room, bathroom, en-suite shower-room and utility room. There is oil-fired central heating and a wood-burning stove in the living room. The windows are double-glazed and timber-framed.

The Applicant was present at the inspection with his representative, Mr Bruce Smith of Alness Citizens Advice Bureau. The Landlords were not present at the inspection.

The Tribunal inspected the alleged defects and found as follows:-

8.1. *Patio Door*

The patio door and window were covered with a thick curtain to prevent draught. It was extremely difficult to open the patio door from the inside, due to a loose and defective handle, which was clearly not designed to withstand the pressure required to open the door. The handle on the outside was missing. The Applicant had attached a loop of rope to enable the door to be opened from the outside. The double glazing unit in the patio door had failed. The Tribunal did not observe a draught from the door or windows. This was not surprising, given the weather conditions. Moisture meter readings were taken around the sills and floor adjacent to the patio door, and the readings were found to be normal.

8.2 *Windows*

The windows in the living room, dining area, bedrooms 2 and 3, and the en-suite in bedroom 3 appeared to open and close properly. There was evidence of previous application of draught-proofing strips on the opening windows. There was no apparent draught and no evidence of failure of the double-glazing units.

Bedroom 2 was unheated and cold. The Applicant said that he could not sleep in this room due to the cold, which he attributed to the faulty windows.

8.3 *Ceiling lagging*

The Tribunal members inspected the insulation in the loft area, which was accessed by ladder. Insulation had been installed to a depth of 100mm.

8.4 *Guttering*

The guttering above the front door had disconnected and there was a constant and heavy stream of water falling from the guttering to the front step. There was also an area of guttering to the rear of the property that was disconnected.

8.5 *Heating system and storage tank*

The heating system appeared to have been recently installed, with panel radiators and a modern oil-fired boiler. It was not possible for the Tribunal to observe the system in use, as there was no kerosene in the tank.

The tank capacity was 1350 litres. It was observed to be empty. There was no evidence of a leak from the tank.

8.6 *Further observations*

The Applicant indicated that the doors to bedrooms 2 and 3 do not close properly. They blow open when it is windy. It was observed that the catch on each door was faulty and the doors did not close as they should. This issue had not been included in the application or intimated to the Landlords.

It was observed that there were 3 areas of considerable size where the roof tiles were missing. This issue had not been included in the application, but the Landlords were aware of it, and their representative had attended to repair the roof, but the work was not done due to a disagreement between the parties.

Photographs were taken during the inspection and are attached as a schedule to this report.

9. Discussion on the application

Following the inspection of the Property, the Tribunal held a hearing in the Village Hall in Lochinver. The Applicant attended, accompanied by his representative, Mr Smith. The Landlords' representative, Mr Michael Ross, Manager, was also in attendance.

In respect of the matters in the application the parties advised as follows:

9.1 *Patio Door*

The Applicant outlined the problems he has encountered with the patio door. The door had been fixed two or three times by the representatives of the Landlords. It then works for a short time, but the problems always return. The clips that ought to be on the outside are missing and the door does not move properly. Heat escapes through the door, and wind enters the property. There is condensation caused by failure of the double-glazing units on the door. This causes heat loss. The handle on the outside is missing. This has never been attended to by the Landlords. The Applicant applied the rope to the door himself. He indicated that the Landlords did not really want to know about the problems

The Landlords' representative said that he had only been at the house once to repair the patio doors. The door was stiff and wouldn't open, but he managed to get it open and running properly. The runners required to be cleaned and oiled, as the door hadn't been used for a long period. This was early in the Applicant's tenancy. Mr Ross accepted that the units were misted. In relation to the missing handle, he stated that no one else had ever complained about it and it was his position that the Landlords did not require to do anything about the missing handle.

9.2 *Windows*

The Applicant outlined the problems that he had with the windows in the property, particularly those in the bedrooms, namely heat loss, misting and draughts through the opening panes. During high winds, there was significant noise due to the wind entering through gaps in the windows. He said that he had told Mr Ross about the problems with the bedroom windows in the property when Mr Ross attended to fix the patio door.

Mr Ross stated that he had no knowledge of the problems with the windows and no recollection of being told about the problems with the bedroom windows or the kitchen windows.

The Applicant had previously informed the Tribunal that he wished to show video evidence that he had on his mobile phone of the problems he had observed with the windows during high winds. The Tribunal decided to admit the video evidence. The Tribunal and parties observed three videos that purported to show the curtains in bedroom 2 moving, and the movement was accompanied by noise.

Mr Ross indicated that high winds were to be expected in the exposed location. He stated that he wasn't present when the recordings were made and it was difficult for him to make any comment on the videos.

The Applicant responded that he had lived in several west coast properties and that it was possible to have wind and water-tight properties in this location.

Mr Buchan pointed out that the Act requires that the property be wind and water-tight, not reasonably wind and water-tight. He asked if Mr Ross would accept that a higher standard of window might be required in the location of the House. Mr Ross accepted that this might be the case, given the exposed location. Mr Ross was unable to say who had applied the draught-proofing that was evident on most of the windows.

9.3 *Ceiling lagging*

The Applicant said that he mentioned the lack of insulation, and the problems with lack of heat retention, to the representative, Mr Payne, shortly after the tenancy commenced. Mr Ross was present at that time. Either Mr Payne or Mr Ross said that the insulation had been recently installed to standard. Mr Smith asked the Applicant if he had been provided with an EPC certificate at the time of entering into the lease. The Applicant said he had not received it at that time, but it had later been provided by the solicitors for the Landlords.

Mr Ross said that the insulation had been installed within the last ten years. He had inspected the insulation before the current tenancy commenced and he thought it was sufficient, stating to the Tribunal that it was more than he had in his house, and he couldn't see any problem. Mr Ross mentioned that he only remembered a query about whether the loft was floored, rather than whether there was sufficient insulation.

Mr Buchan asked both parties if they had considered trying to find out more about free insulation schemes that were available. The Applicant was not aware of such schemes and said that he didn't think it would be his responsibility to make arrangements for insulation. Mr Buchan pointed out that the EPC indicated that the insulation in the House could be improved. It would make an enormous difference to the House. It seemed bizarre to install a modern heating system and not ensure that the House was sufficiently insulated.

9.4 *Heating system*

The Applicant said that the oil tank was full at the start of the tenancy. Over time, he noticed the oil gauge pipe indicating that the oil was reducing gradually. During that time, he had problems with the heating system, in that the boiler appeared to 'overburn' and the thermostat did not appear to be working correctly. The thermostat would not click off at the required temperature of 19 degrees, but would keep running until the temperature was 26 degrees. At the point where the gauge showed that the tank was two-thirds full, the heating system would not work. When he checked the tank, he found that it was empty. He did not accept that he could have used 1350 litres in a period of 8 months. He had never used this amount of oil in any other tenancy. He was concerned that the oil had been stolen, so he called the police. The officer that attended said that he could smell kerosene, but he could see no evidence of theft. There was no spillage, and, given the location of the tank and the House, it would be difficult to access the tank for the purposes of theft. The Applicant accepted that there were no signs of a leak, and that deer still ate the grass around the tank.

Mr Ross said that the tank was full at the start of the tenancy. It was a small tank, and he did not accept that it would only require to be filled once a year, particularly as the system heated the radiators and the water. If there was a leak, there would be a smell of kerosene. The tank and heating system had been professionally fitted, and serviced before the tenancy commenced.

9.5 *Guttering*

The Applicant said that he has jet-washed the step twice since he moved in, as it was covered in green vegetation due to the leak from the gutter. The disconnected section to the other side of the property would also run with water, in the same way as the section above the front door. In icy conditions, the water freezes and the step becomes 'a death trap'.

Mr Ross said that the guttering was replaced in 2016. If there is an issue with it, it will have to be looked at.

9.6 *Further observations*

There was some discussion about the missing roof tiles. The parties could not agree on the reason that the work had not been carried out. It was the position of the Applicant that he no longer wished to discuss matters of maintenance with the Landlords as he believed they were trying to evict him illegally. It was the position of Mr Ross that the Landlords were prepared to carry out the work but the Applicant had insisted that all discussion took place through solicitors.

10. **Summary of the issues**

The issues to be determined are:

10.1 The House is not wind and watertight and in all other respects reasonably fit for human habitation; (Section 13(1)(a) of The Housing (Scotland) Act 2006).

Whether the condition of the patio doors and windows results in the House not being wind and watertight and in all other respects reasonably fit for human habitation.

Whether the level of insulation in the House results in the House not being reasonably fit for human habitation.

10.2 The structure and exterior of the House (including drains, gutters and external pipes) is not in a reasonable state of repair and in proper working order; (Section 13(1)(b) of the Housing (Scotland) Act 2006)

Whether the defective guttering, the defective patio door, and the windows have led to the structure and exterior of the House not being in a reasonable state of repair and in proper working order.

10.3 The installations in the house for the supply of water, gas and electricity and for sanitation, space heating and heating water were not in a reasonable state of repair and in proper working order.

Whether the heating system and tank is in a reasonable state of repair and in proper working order.

11. **Findings of fact**

The Tribunal determined that:

11.1 The House is not wind and watertight and in all other respects reasonably fit for human habitation (Section 13(1)(a) of the Housing (Scotland) Act 2006).

The House is not reasonably fit for human habitation give the depth of insulation in the loft, which falls well below the current recommended standard of at least 270mm. As this thickness is not usually available, the normal depth of modern insulation installed is usually at least 300mm, and in recent times, it has been available free from various sources. The lack of insulation will have contributed to heat loss within the House. The existing insulation is of an older expanded fibreglass type, which loses its properties over time.

In relation to the windows, it was evident that there had been issues with draughts, given that additional draught-proof strips had been applied on top of existing draught-proof strips throughout the property; however there was no evidence to be seen at the time of inspection that the windows were not operating to the standard expected, considering their age and construction. The Tribunal considered the video evidence presented by the Applicant and decided that little weight could be

given to this evidence, as it was impossible to authenticate the circumstances in which the video was taken.

11.2 The structure and exterior of the House (including drains, gutters and external pipes) is not in a reasonable state of repair and in proper working order; (Section 13(1)(b) of the Housing (Scotland) Act 2006).

The structure and exterior of the House is not in a reasonable state of repair and in proper working order. The patio door is not functioning as it should. It is very difficult to open the door, and the internal handle is loose as a result of having to apply considerable pressure in order to open the door; the outside handle is missing; and the double glazing units have failed.

The guttering is defective to the front and the rear of the property, and is not in a reasonable state of repair and in proper working order. It could be anticipated that this could present a considerable safety risk due to ice hazard.

The windows are in proper working order, and, with the exception of the glazing in the patio door, there was no sign that the double glazing units had failed. It was observed by the Tribunal that, given the exposed location of the House, a higher standard of windows might be expected.

The Tribunal made an observation that the roof tiles require to be replaced, given the significant defects within the roof.

The Tribunal made a further observation that the doors to bedrooms 2 and 3 do not close properly. The Landlords would be advised to ensure that the doors are in proper working order to ensure heat retention within the bedrooms.

11.3 The installations in the house for the supply of water, gas and electricity and for sanitation, space heating and heating water are in a reasonable state of repair and in proper working order.

There was no evidence of malfunction within the heating system at the time of inspection. There was no evidence of malfunction of the oil tank. The Tribunal made an observation that, given the Applicant's concerns about the boiler and the thermostats, it would be advisable to have the system checked to ensure it is in proper working order.

12. Decision

The Tribunal accordingly determined that the Landlords have failed to comply with the duties imposed by Section 14(1(b), of the Act, as stated. The Tribunal proceeded to make a Repairing Standard Enforcement Order as required by section 24(1).

13. The decision of the Tribunal was unanimous.

Right of Appeal

14. In terms of section 46 of the Tribunals (Scotland) Act 2014, a party aggrieved by the decision of the tribunal may appeal to the Upper Tribunal for Scotland on a point of law only. Before an appeal can be made to the Upper Tribunal, the party must first seek permission to appeal from the First-tier Tribunal. That party must seek permission to appeal within 30 days of the date the decision was sent to them.

Where such an appeal is made, the effect of the decision and the order is suspended until the appeal is abandoned or finally determined, and where the appeal is abandoned or finally determined by confirming the decision, the decisions and the order will be treated as having effect from the day on which the appeal is abandoned or so determined.

H Forbes

Signed .....

Date 10th March 2017

Chairperson

This is the schedule of photographs dated 10th March 2017 referred to in the Decision dated 10th March 2017

H Forbes

Chairing Member

Photographs taken during the inspection of
Clisham, Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ

Front

Leaking gutter

Photographs taken during the inspection of
Clisham, Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ

Defective guttering

Missing/dangerous roof tiles

Photographs taken during the inspection of
Clisham, Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ

Slipped tile

Oil storage tank

Photographs taken during the inspection of
Clisham, Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ

Loft insulation

Multiple draught proof strips

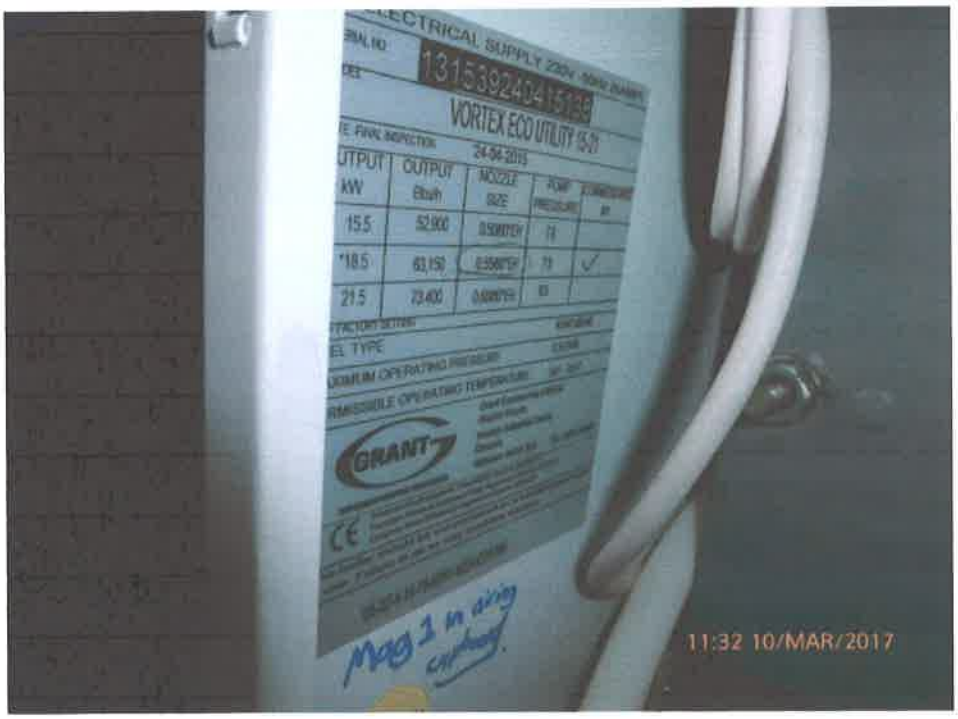
Photographs taken during the inspection of
Clisham, Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ

Missing door handle on patio door

Misted double glazing

Photographs taken during the inspection of
Clisham, Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ

Exposed location



Modern boiler

Photographs taken during the inspection of
Clisham, Ardvar, Drumbeg, Lairg, Sutherland, IV27 4NJ

Modern hot water storage tank

Room thermostat

Energy Performance Certificate (EPC)

Dwellings

Scotland

CLISHAM, ARDVAR, DRUMBEG, LAIRG, IV27 4NJ

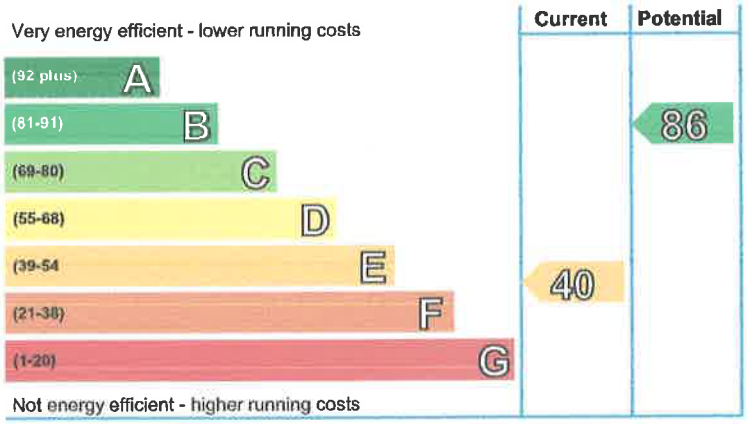
Dwelling type:	Detached bungalow	**Reference number:**	7414-9620-3109-0059-5926
Date of assessment:	21 October 2014	**Type of assessment:**	RdSAP, existing dwelling
Date of certificate:	27 October 2014	**Approved Organisation:**	Elmhurst
Total floor area:	131 m²	**Main heating and fuel:**	Boiler and radiators, oil
Primary Energy Indicator:	350 kWh/m²/year		

You can use this document to:

- **Compare current ratings of properties to see which are more energy efficient and environmentally friendly**
- **Find out how to save energy and money and also reduce CO_2 emissions by improving your home**

Estimated energy costs for your home for 3 years*	**£7,413**	See your recommendations report for more information
Over 3 years you could save*	**£4,437**	

* based upon the cost of energy for heating, hot water, lighting and ventilation, calculated using standard assumptions

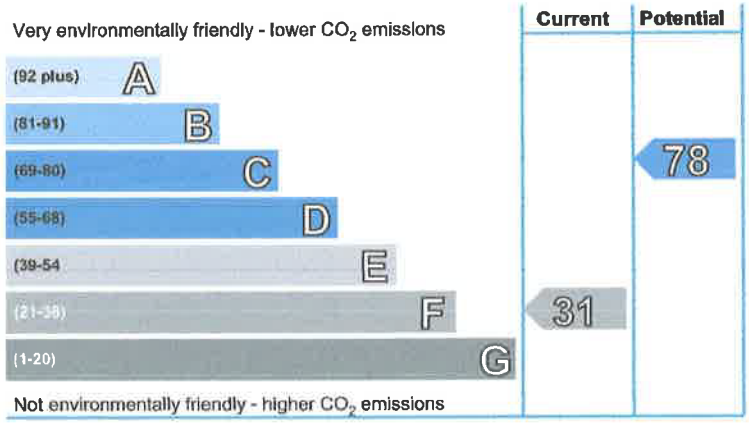


Energy Efficiency Rating

This graph shows the current efficiency of your home, taking into account both energy efficiency and fuel costs. The higher this rating, the lower your fuel bills are likely to be.

Your current rating is **band E (40).** The average rating for EPCs in Scotland is **band D (61).**

The potential rating shows the effect of undertaking all of the improvement measures listed within your recommendations report.



Environmental Impact (CO_2) Rating

This graph shows the effect of your home on the environment in terms of carbon dioxide (CO_2) emissions. The higher the rating, the less impact it has on the environment.

Your current rating is **band F (31).** The average rating for EPCs in Scotland is **band D (59).**

The potential rating shows the effect of undertaking all of the improvement measures listed within your recommendations report.

Top actions you can take to save money and make your home more efficient

Recommended measures	Indicative cost	Typical savings over 3 years	Available with Green Deal
1 Increase loft insulation to 270 mm	£100 - £350	£513.00	✓
2 Floor insulation	£800 - £1,200	£1011.00	✓
3 Add additional 80 mm jacket to hot water cylinder	£15 - £30	£90.00	✓

A full list of recommended improvement measures for your home, together with more information on potential cost and savings and advice to help you carry out improvements can be found in your recommendations report.

GREEN DEAL APPROVED

The Green Deal may allow you to make your home warmer and cheaper to run at no up-front capital cost. See your recommendations report for more details.

THIS PAGE IS THE ENERGY PERFORMANCE CERTIFICATE WHICH MUST BE AFFIXED TO THE DWELLING AND NOT BE REMOVED UNLESS IT IS REPLACED WITH AN UPDATED CERTIFICATE

This is the EPC certificate referred to in the foregoing decision dated 10th March 2017

H Forbes

Chairman

Summary of the energy performance related features of this home

This table sets out the results of the survey which lists the current energy-related features of this home. Each element is assessed by the national calculation methodology; 1 star = very poor (least efficient), 2 stars = poor, 3 stars = average, 4 stars = good and 5 stars = very good (most efficient). The assessment does not take into consideration the condition of an element and how well it is working. 'Assumed' means that the insulation could not be inspected and an assumption has been made in the methodology, based on age and type of construction.

Element	Description	Energy Efficiency	Environmental
Walls	Timber frame, as built, insulated (assumed)	★★★★☆	★★★★☆
Roof	Pitched, 100 mm loft insulation	★★★☆☆	★★★☆☆
Floor	Suspended, no insulation (assumed)	—	—
Windows	Mostly double glazing	★★☆☆☆	★★☆☆☆
Main heating	Boiler and radiators, oil	★★☆☆☆	★★☆☆☆
Main heating controls	No time or thermostatic control of room temperature	★☆☆☆☆	★☆☆☆☆
Secondary heating	Room heaters, dual fuel (mineral and wood)	—	—
Hot water	From main system, no cylinder thermostat	★☆☆☆☆	★☆☆☆☆
Lighting	No low energy lighting	★☆☆☆☆	★☆☆☆☆

The energy efficiency rating of your home

Your Energy Efficiency Rating is calculated using the standard UK methodology, RdSAP. This calculates energy used for heating, hot water, lighting and ventilation and then applies fuel costs to that energy use to give an overall rating for your home. The rating is given on a scale of 1 to 100. Other than the cost of fuel for electrical appliances and for cooking, a building with a rating of 100 would cost almost nothing to run.

As we all use our homes in different ways, the energy rating is calculated using standard occupancy assumptions which may be different from the way you use it. The rating also uses national weather information to allow comparison between buildings in different parts of Scotland. However, to make information more relevant to your home, local weather data is used to calculate your energy use, CO_2 emissions, running costs and the savings possible from making improvements.

The impact of your home on the environment

One of the biggest contributors to global warming is carbon dioxide. The energy we use for heating, lighting and power in our homes produces over a quarter of the UK's carbon dioxide emissions. Different fuels produce different amounts of carbon dioxide for every kilowatt hour (kWh) of energy used. The Environmental Impact Rating of your home is calculated by applying these 'carbon factors' for the fuels you use to your overall energy use.

The calculated emissions for your home are 87 kg $CO_2/m^2/yr$.

The average Scottish household produces about 6 tonnes of carbon dioxide every year. Based on this assessment, heating and lighting this home currently produces approximately 11 tonnes of carbon dioxide every year. Adopting recommendations in this report can reduce emissions and protect the environment. If you were to install all of these recommendations this could reduce emissions by 7.6 tonnes per year. You could reduce emissions even more by switching to renewable energy sources.

CLISHAM, ARDVAR, DRUMBEG, LAIRG, IV27 4NJ
27 October 2014 RRN: 7414-9620-3109-0059-5926

Recommendations Report

Estimated energy costs for this home

	Current energy costs	Potential energy costs	Potential future savings
Heating	£5,625 over 3 years	£2,403 over 3 years	You could save £4,437 over 3 years
Hot water	£1,371 over 3 years	£363 over 3 years	
Lighting	£417 over 3 years	£210 over 3 years	
Totals	£7,413	£2,976	

These figures show how much the average household would spend in this property for heating, lighting and hot water. This excludes energy use for running appliances such as TVs, computers and cookers, and the benefits of any electricity generated by this home (for example, from photovoltaic panels). The potential savings in energy costs show the effect of undertaking all of the recommended measures listed below.

Recommendations for improvement

The measures below will improve the energy and environmental performance of this dwelling. The performance ratings after improvements listed below are cumulative; that is, they assume the improvements have been installed in the order that they appear in the table. Further information about the recommended measures and other simple actions to take today to save money is available from the Home Energy Scotland hotline which can be contacted on 0808 808 2282. Before carrying out work, make sure that the appropriate permissions are obtained, where necessary. This may include permission from a landlord (if you are a tenant) or the need to get a Building Warrant for certain types of work.

	Recommended measures	Indicative cost	Typical saving per year	Rating after improvement		Green Deal
				Energy	Environment	
1	Increase loft insulation to 270 mm	£100 - £350	£171	E 44	F 34	✓
2	Floor insulation	£800 - £1,200	£337	E 52	E 41	✓
3	Add additional 80 mm jacket to hot water cylinder	£15 - £30	£30	E 53	E 42	✓
4	Low energy lighting for all fixed outlets	£75	£45	E 54	E 42	
5	Hot water cylinder thermostat	£200 - £400	£60	D 56	E 44	✓
6	Upgrade heating controls	£350 - £450	£298	D 63	E 52	✓
7	Condensing boiler	£2,200 - £3,000	£475	C 75	D 66	✓
8	Solar water heating	£4,000 - £6,000	£64	C 76	C 69	✓
9	Solar photovoltaic panels, 2.5 kWp	£9,000 - £14,000	£216	B 84	C 76	✓
10	Wind turbine	£1,500 - £4,000	£88	B 86	C 78	✓

Measures which have a green deal tick ✓ are likely to be eligible for Green Deal finance plans based on indicative costs. Subsidy also may be available for some measures, such as solid wall insulation. Additional support may also be available for certain households in receipt of means tested benefits. Measures which have an orange tick ✓ may need additional finance. To find out how you could use Green Deal finance to improve your property, visit www.greenerscotland.org or contact the Home Energy Scotland hotline on 0808 808 2282.

Alternative measures

There are alternative improvement measures which you could also consider for your home. It would be advisable to seek further advice and illustration of the benefits and costs of such measures.

- Biomass boiler (Exempted Appliance if in Smoke Control Area)
- Air or ground source heat pump
- Micro CHP

Choosing the right improvement package

For free and impartial advice on choosing suitable measures for your property, contact the Home Energy Scotland hotline on 0808 808 2282 or go to www.greenerscotland.org.

energy saving trust

About the recommended measures to improve your home's performance rating

This section offers additional information and advice on the recommended improvement measures for your home

1 Loft insulation
Loft insulation laid in the loft space or between roof rafters to a depth of at least 270 mm will significantly reduce heat loss through the roof; this will improve levels of comfort, reduce energy use and lower fuel bills. Insulation should not be placed below any cold water storage tank, any such tank should also be insulated on its sides and top, and there should be boarding on battens over the insulation to provide safe access between the loft hatch and the cold water tank. The insulation can be installed by professional contractors but also by a capable DIY enthusiast. Loose granules may be used instead of insulation quilt; this form of loft insulation can be blown into place and can be useful where access is difficult. The loft space must have adequate ventilation to prevent dampness; seek advice about this if unsure. Further information about loft insulation and details of local contractors can be obtained from the National Insulation Association (www.nationalinsulationassociation.org.uk).

2 Floor insulation
Insulation of a floor will significantly reduce heat loss; this will improve levels of comfort, reduce energy use and lower fuel bills. Suspended floors can often be insulated from below but must have adequate ventilation to prevent dampness; seek advice about this if unsure. Further information about floor insulation and details of local contractors can be obtained from the National Insulation Association (www.nationalinsulationassociation.org.uk). Building regulations generally apply to this work so it is best to check this with your local authority building standards department.

3 Hot water cylinder insulation
Increasing the thickness of existing insulation by adding an 80 mm cylinder jacket around the hot water cylinder will help maintain the water at the required temperature; this will reduce the amount of energy used and lower fuel bills. The jacket should be fitted over the top of the existing foam insulation and over any thermostat clamped to the cylinder. Hot water pipes from the hot water cylinder should also be insulated, using pre-formed pipe insulation of up to 50 mm thickness, or to suit the space available, for as far as they can be accessed to reduce losses in summer. All these materials can be purchased from DIY stores and installed by a competent DIY enthusiast.

4 Low energy lighting
Replacement of traditional light bulbs with energy saving recommended ones will reduce lighting costs over the lifetime of the bulb, and they last up to 12 times longer than ordinary light bulbs. Also consider selecting low energy light fittings when redecorating; contact the Lighting Association for your nearest stockist of Domestic Energy Efficient Lighting Scheme fittings.

5 Cylinder thermostat
A hot water cylinder thermostat enables the boiler to switch off when the water in the cylinder reaches the required temperature; this minimises the amount of energy that is used and lowers fuel bills. The thermostat is a temperature sensor that sends a signal to the boiler when the required temperature is reached. To be fully effective it needs to be sited in the correct position and hard wired in place, so it should be installed by a competent plumber or heating engineer. Building regulations apply to this work, so it is best to check with your local authority building standards department whether a building warrant will be required.

6 Heating controls (programmer, room thermostat and thermostatic radiator valves)
The heating system would benefit from a programmer and room thermostat to allow you to set the temperature and programme when you want the heating and hot water to switch on and off; this will reduce the amount of energy used and lower fuel bills. Thermostatic radiator valves should also be installed, to allow the temperature of each room to be controlled to suit individual needs, adding to comfort and reducing heating bills. For example, they can be set to be warmer in the living room and bathroom than in the bedrooms. Ask a competent heating engineer to install radiator valves and a fully pumped system with the pump and the boiler turned off by the room thermostat. Radiator valves should be fitted to every radiator except one – the radiator in the same room as the room thermostat. Remember the room thermostat is needed to enable the boiler to switch off when no heat is required, thermostatic radiator valves on their own do not turn the boiler off. Building regulations generally apply to this work and a building warrant may be required, so it is best to obtain advice from your local authority building standards department and from a qualified heating engineer.

7 Condensing boiler (separate from the range cooker)
A condensing boiler is capable of much higher efficiencies than other types of boiler, meaning it will burn less fuel to heat the property. It is recommended to install a separate condensing boiler, independent of the range cooker, but there may be exceptional circumstances making this impractical. Condensing boilers need a drain for the condensate which limits their location. Building regulations generally apply to this work and a building warrant may be required, so it is best to obtain advice from your local authority building standards department and from a qualified heating engineer.

8 Solar water heating
A solar water heating panel, usually fixed to the roof, uses the sun to pre-heat the hot water supply. This can significantly reduce the demand on the heating system to provide hot water and hence save fuel and money. Planning permission might be required, building regulations generally apply to this work and a building warrant may be required, so it is best to check these with your local authority. You could be eligible for Renewable Heat Incentive payments which could appreciably increase the savings beyond those shown on your EPC, provided that both the product and the installer are certified by the Microgeneration Certification Scheme (or equivalent). Details of local MCS installers are available at www.microgenerationcertification.org.

9 Solar photovoltaic (PV) panels
A solar PV system is one which converts light directly into electricity via panels placed on the roof with no waste and no emissions. This electricity is used throughout the home in the same way as the electricity purchased from an energy supplier. Planning permission might be required, building regulations generally apply to this work and a building warrant may be required, so it is best to check these with your local authority. The assessment does not include the effect of any Feed-in Tariff which could appreciably increase the savings that are shown on this EPC for solar photovoltaic panels, provided that both the product and the installer are certified by the Microgeneration Certification Scheme (or equivalent). Details of local MCS installers are available at www.microgenerationcertification.org.

10 Wind turbine
A wind turbine provides electricity from wind energy. This electricity is used throughout the home in the same way as the electricity purchased from an energy supplier. Wind turbines are not suitable for all properties. The system's effectiveness depends on local wind speeds and the presence of nearby obstructions, and a site survey should be undertaken by an accredited installer. Planning permission might be required and building regulations generally apply to this work and a building warrant may be required, so it is best to check these with your local authority. The assessment does not include the effect of any Feed-in Tariff which could appreciably increase the savings that are shown on this EPC for a wind turbine, provided that both the product and the installer are certified by the Microgeneration Certification Scheme (or equivalent). Details of local MCS installers are available at www.microgenerationcertification.org.

Low and zero carbon energy sources

Low and zero carbon (LZC) energy sources are sources of energy that release either very little or no carbon dioxide into the atmosphere when they are used. Installing these sources may help reduce energy bills as well as cutting carbon.
LZC energy sources present: There are none provided for this home

Your home's heat demand

You could receive Renewable Heat Incentive (RHI) payments and help reduce carbon emissions by replacing your existing heating system with one that generates renewable heat and, where appropriate, having your loft insulated and cavity walls filled. The estimated energy required for space and water heating will form the basis of the payments. For more information go to www.energysavingtrust.org.uk/scotland/rhi.

Heat demand	Existing dwelling	Impact of loft insulation	Impact of cavity wall insulation	Impact of solid wall insulation
Space heating (kWh per year)	18,169	(1,704)	N/A	N/A
Water heating (kWh per year)	3,922			

About this document

This Recommendations Report and the accompanying Energy Performance Certificate are valid for a maximum of ten years. These documents cease to be valid where superseded by a more recent assessment of the same building carried out by a member of an Approved Organisation.

The Energy Performance Certificate and this Recommendations Report for this building were produced following an energy assessment undertaken by an assessor accredited by Elmhurst (www.elmhurstenergy.co.uk), an Approved Organisation Appointed by Scottish Ministers. The certificate has been produced under the Energy Performance of Buildings (Scotland) Regulations 2008 from data lodged to the Scottish EPC register. You can verify the validity of this document by visiting www.scottishepcregister.org.uk and entering the report reference number (RRN) printed at the top of this page.

Assessor's name:	Mr. John Mackenzie
Assessor membership number:	EES/008278
Company name/trading name:	Allied Surveyors Scotland Plc
Address:	Macdonald House 53 High Street Dingwall IV15 9HL
Phone number:	01349 862237
Email address:	iain.mackenzie@alliedsurveyorsscotland.com
Related party disclosure:	No related party

If you have any concerns regarding the content of this report or the service provided by your assessor you should in the first instance raise these matters with your assessor and with the Approved Organisation to which they belong. All Approved Organisations are required to publish their complaints and disciplinary procedures and details can be found online at the web address given above.

Use of this energy performance information

Once lodged by your EPC assessor, this Energy Performance Certificate and Recommendations Report are available to view online at www.scottishepcregister.org.uk, with the facility to search for any single record by entering the property address. This gives everyone access to any current, valid EPC except where a property has a Green Deal Plan, in which case the report reference number (RRN) must first be provided. The energy performance data in these documents, together with other building information gathered during the assessment is held on the Scottish EPC Register and is available to authorised recipients, including organisations delivering energy efficiency and carbon reduction initiatives on behalf of the Scottish and UK governments. A range of data from all assessments undertaken in Scotland is also published periodically by the Scottish Government. Further information on these matters and on Energy Performance Certificates in general, can be found at www.gov.scot/epc.

Opportunity to benefit from a Green Deal on this property

Under a Green Deal, the cost of the improvements is repaid over time via a credit agreement. Repayments are made through a charge added to the electricity bill for the property.

To see which improvements are recommended for this property, please turn to page 3. You can choose which improvements you want to install and ask for a quote from an authorised Green Deal provider. They will organise installation by an authorised Green Deal installer. If you move home, the responsibility for paying the Green Deal charge under the credit agreement passes to the new electricity bill payer.

For householders in receipt of income-related benefits, additional help may be available.

To find out more, visit **www.greenerscotland.org or call 0808 808 2282.**