

Energy Performance Certificates Survey Results

May 2025

Introduction

Policy HT3 of the Carbon Neutral Roadmap set out the aim to introduce legislation to mandate the use of energy performance certificates at the point of rental or sale for properties. The policy also stated that a review of the existing home energy audit and EPC process would be undertaken in advance of legislation coming into effect.

In early 2024 three reports were commissioned. Two were undertaken by the Building Research Establishment and one by the Energy Savings Trust.

The Building Research Establishment are a UK body responsible for, amongst other things, the development of the software products used for EPCs. For domestic applications, this is called a reduced data Standard Assessment Procedure or rdSAP. The non-domestic EPC modelling tool is called the Simplified Building Energy Model and the software used to assess buildings against this is referred to as iSBEM. At present, very few properties have been assessed using this model in Jersey.

BRE were asked to carry out an analysis of the Jersey rdSAP and Jersey iSBEM by comparing the outcomes against the English version of the products. A representative sample building was assessed using the different models from Jersey and England to see what, if any, differences there were in outputs and to provide an analysis on the reasons for them.

The Energy Savings Trust were asked to undertake research into the current EPC processes and products. It was a more holistic approach and drew on the BRE reports as well as interviews, literature reviews and focus groups.

The aim of this research was to understand how well the EPC tools and processes were working to support the work to develop the draft legislation for mandating EPCs.

Home energy assessments started in Jersey in 2019 and, since then, over 5,000 domestic properties have been assessed. As of today, there are 35 qualified home energy assessors registered with the Government to access the EPC grant. Nine of these assessors are also registered as non-domestic assessors which enables them to carry out energy audits on commercial properties.

In May 2024, the Minister for the Environment, decided that work on the Building Standards needed to be progressed before any legislation on the use of EPCs could be considered and therefore decided to delay the draft legislation. In addition, it was considered that work to review the current EPC systems should continue and be progressed to completion in advance of any legislation drafting.

In late 2024 work progressed on developing a stakeholder survey. Two surveys were developed; one for householders and property managers and the other for assessors. Between 30th January and 28th February 2025, islanders had the opportunity to contribute to a public consultation by completing one of the online EPC surveys.

It is the results of the homeowner and property managers' survey which are presented in this report. The results of this survey, together with the BRE and EST reviews will inform a wider review and recommendations for EPCs for Jersey which will follow later in 2025.

Executive Summary

1. The survey was completed by 143 homeowners or property managers who had undertaken and EPC on a property.
2. The survey asked a range of questions aimed at understanding experiences of: assessment process; assessors; EPC Outputs; traditional and historic buildings; and recommendations.
3. Respondents felt the assessment process was positive with most being asked for up front requests for information and receiving explanations of the results.
4. The highest scoring reason for having and EPC was in order “to access the Low Carbon Heating Incentive”.
5. Assessors were mostly chosen either through recommendation of personal knowledge with some being found through the list on www.gov.je.
6. Overall, they were felt to perform well with a reasonable net promotor score.¹
7. There is some disconnect between what respondents thought the EPC’s primary outputs are and what they actually are. 75% of respondents felt they knew what these were, but only 20% were able to correctly identify the primary EPC output.
8. Respondents were asked to choose what information metrics they felt were important to be part of the EPC. Energy efficiency and cost – and how to improve them – were the top scoring options.
9. Around 30% of respondents had undertaken an EPC on a pre-1945 property. This matches the overall percentage of pre-1945 thought to be in the Island.
10. Many of the respondents answering this series of questions expressed a concern as to the accuracy and relevance of the outputs and recommendations.
11. There was some discussion around the ability of assessors to accurately survey and assess the specific elements of older properties.
12. There were comments relating to the contradictions between the recommendations and the practical aspects of local planning requirements for older buildings.
13. In general, respondents expressed concern about the accuracy of the recommendations with only around one third of respondents feeling them to be “very good” or “excellent.”
14. Whilst most agreed that the recommendations were important and that the estimated cost savings were highly relevant, there were concerns about the accuracy of the recommendations and associated cost estimates. Around 30% of those who answered indicated that they had enacted any of the recommendations.

“The cost of doing some of the recommendations is impractical and cost would not be to any real degree recoverable”

¹ [Net Promoter Score Guide and Calculations - SmartSurvey](#)

15. When asked about the importance of being able to compare the Jersey ratings and performance to similar properties in the UK, respondents were split with 46% feeling it had no importance and 54% agreeing it to be either important or very important.

Summary of Responses

Overall Experience

The surveys were split into two versions; one for homeowners and property managers and one for assessors.

Survey links and invitations were distributed to over 900 recipients of the government grant scheme for EPCs and all of the registered assessors.

143 completed homeowner surveys were received in completed form.

Three assessor surveys were completed and submitted. As a result, it is not reasonable to include these results in this report. A focussed session with assessors has been held and will form part of the wider review.

The homeowners & property managers survey was structured with the following subject areas:

- Assessment process
- Assessors
- EPC Outputs
- Traditional and historic buildings
- Recommendations

The key points from the Assessment Process questions are as follows:

The main reason cited for having an EPC was because it was needed for the low carbon heating incentive. Other important reasons included, wanting to know how to make the building more energy efficient and, because the grant covered the cost.

Most respondents reported that they were asked to provide information about their property. In the main, this related to the age of the building, the type of heating and some construction details.

Most homeowners were able to access the information from their own records in less than 90 minutes.

Nearly 75% of respondents received an explanation as part of the assessment handover.

The main points relating to assessors are as follows:

Over 65% of respondents chose their assessor based on a recommendation or from the list on the Government website. Almost a quarter already knew their assessor.

Assessors scored reasonably well in a “net promotor score.”

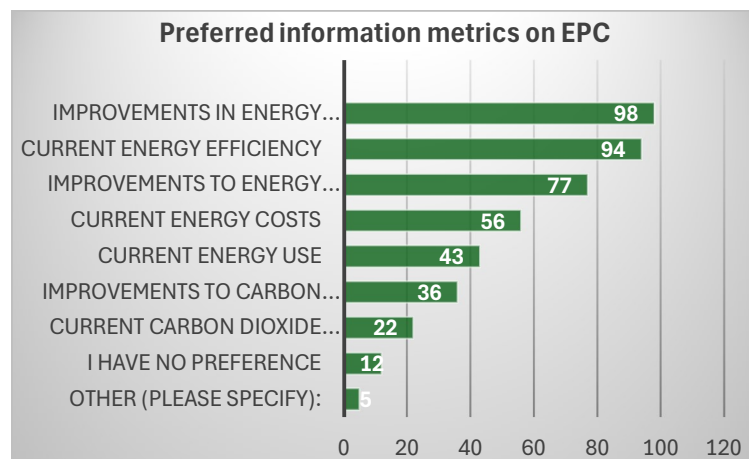
“We use the EPC information to advise clients on what improvements can be made to their property.”

The key points relating to the EPC outputs are as follows:

Whilst over 75% of respondents felt they had an understanding of the EPC’s outputs, only 20% could accurately state what that rating is.

The vast majority of respondents – over 80% - felt they understood the EPC report and ratings.

When asked what information they would like to see on an EPC, energy efficiency and how to improve it were the highest scoring responses. Carbon dioxide emissions scored lowest.



The questions relating to traditional and historic buildings produced the following key points:

Around one third of respondents live in or manage a building built prior to 1945.

Nearly half of those who answered did not know how to rate the recommendations for traditional or historic buildings. The comments produced a range of reasons, many of which cited inaccurate or impractical outputs and recommendations.

When asked how to improve the process for such buildings, comments submitted produced a range of suggestions. These are summarized as follows:

- Better guidance such as explainer videos to support homeowners in understanding EPCs
- Deal with the conflict between planning laws for historic buildings and aims to improve energy efficiency
- Improve EPC assessments to remove generic comments and impractical recommendations
- Reconcile the high costs of improvements to obtain minimal benefits in terms of energy efficiency and/or carbon dioxide emission reductions
- Provide greater incentives for owners of historic buildings to ensure they are not discriminated by poor ratings
- Allow the EPCs to make realistic and practical recommendations for the characteristics of older properties
- Government to provide support and guidance through advisory service and grants
- Exempt listed buildings from EPC process
- Cost of upgrades and recommendations should be accurate and reflect the benefit

The final section involved the recommendations from EPCs. The key points from these questions are as follows:

Just over one third of respondents felt the recommendations relating to their property to be very good or excellent. The majority rated them as fair or poor.

Comments as to why included:

- Inaccurate ratings – especially with post build enhancements
- High costs and impractical recommendations
- Lack of property specific recommendations
- Impact of planning and legal constraints
- Environmental and cost impacts – need more practical and affordable solutions
- Inability for assessors to account for existing known characteristics, such as insulation
- Need for assessors to be more skilled in this area
- Frustration with EPC process – cumbersome and not fit for process
- Desire for more detailed information

Nearly two-thirds of homeowners responded that they had a clear or very clear understanding of how the recommendations are produced.

When asked what they had done with the recommendations 23% of answers indicated that the homeowner had carried out the works recommended. A further 22% had used the EPC to apply for the heating incentive and 49% had not yet done anything with the recommendations.

Almost 40% of respondents felt that the accuracy of the cost estimates for the recommendations (both implementation and benefit) was poor or fair. Only 26% felt they were good or better.

Over 84% answered that the cost savings were important to them when considering whether to implement them.

The issue of how important being able to compare the Jersey EPC rating to a similar property in the UK was less clear. Just over half (55%) felt that it was either very important or important with 45% considering it not at all important.

Key points from survey responses

Assessment process

There is some inconsistency about the purpose of having the EPC with reasons ranging from “needing one for another reason” to “because the grant covered the cost” being cited. That said, the process once the assessor was engaged was reported as being clear and straightforward.

There was good engagement reported between the homeowner and assessor when it came to requesting background information on the property, with the details requesting being germane to the key parts of the rdSAP tool.

Assessors

With the pre-inspection questions from assessors being a common occurrence and the explanation from them to homeowners being as helpfully received, assessors are, in the main, providing good service and quality information.

An area of concern does appear to relate to traditional and historic buildings which are more complex assessments.

“Having the surveyor helped us to understand more about how to look after the house.”

EPC Outputs

There seems to be a clear and consistent level of misunderstanding as to the primary outputs of the EPC. Whilst the vast majority of people felt they knew what this is, only one in five knew what the correct answer is.

Energy efficiency and how to improve it were rated highly when respondents were asked what they wanted to see on the EPC outputs. Carbon dioxide emissions were at the lower end of the scale.

Traditional and historic buildings

Around one third of respondents reported that their EPCs had been undertaken on a pre-1945 building. This is in line with the assumed distribution of such properties across the island’s housing portfolio.

There is a general concern that the process – both in terms of the rdSAP tool and the assessor expertise – is not performing as well as it should.

Concerns raised from inaccurate ratings through to inappropriate and unrealistic recommendations for improvements.

“Historic buildings require additional detailed care and consideration, in terms of materials, permissions, characteristics etc.”

The comments submitted from this area of questioning highlighted that this was a significant area of concern. Many went into great detail about their experiences of undertaking an EPC on a pre-1945 building.

In addition, the practicality of carrying out certain recommendations from the EPC report on historic buildings when faced with planning requirements was also a common complaint.

Recommendations part of EPC

There was a general lack of confidence in the accuracy and relevance of the recommendations produced as part of the EPC. Most respondents felt them to be poor.

The comments produced a general theme that the recommendations lacked relevance to the specific property, were inaccurate in terms of cost and benefit and were impractical to carry out.

The majority recognised the importance of the cost estimates to them as a homeowner, with 40% stating that the cost estimates were inaccurate.

Most people had not carried out the recommended improvements produced from the EPC.

Next steps and way forward

This survey forms part of a wider data gathering and consultation into energy performance certificates.

In addition to this survey the following has been undertaken:

The Building Research Establishment has carried out two comparison reviews of the Jersey rdSAP compared to the English version. One relates to the domestic application and one to the non-domestic iSBEM model.

The Energy Savings Trust has also carried out a stakeholder-based investigation into local EPCs. This involved literature reviews, comparisons of local EPC results and interviews with key stakeholders all aimed at providing conclusions and recommendations on how to improve the EPC process.

Local energy assessors were also surveyed and have been invited to contribute in more detail through a group meeting.



There have been and continue to be discussions and briefings with colleagues from UK Government departments with responsibility for the development of the UK versions of the EPC modelling tool.

The content and outcomes of these sources of information and data will be consolidated into a wider review of energy performance certificates. The results of this will be presented to the Minister for the Environment with a number of evidence-based recommendations on how to improve process, tools, and practical aspects of the EPC.









In addition, with over 5,000 locally registered EPCs, there is now a significant dataset giving a level of information and understanding about Jersey's housing stock not experienced before. This will be used to provide a detailed analysis of the energy performance of the island's housing stock to help inform and shape future policy to improve energy performance and reduce carbon dioxide emissions.

Appendix







Responses from homeowner and property manager survey (without free text responses)

1. Have you commissioned an EPC on a Jersey property? As we are only inviting responses from those that have commissioned an EPC on a Jersey property, if you answer 'No' you will not be able to complete the survey.				
Answer Choices			Response Percent	Response Total
1	Yes		96.62%	143
2	No		3.38%	5
2. When you had an EPC on your property, did you benefit from the Government's subsidy scheme? Please select one answer only				
Answer Choices			Response Percent	Response Total
1	Yes		93.71%	134
2	No		6.29%	9
3. If you received the subsidy, did it cover the full cost of the survey? Please select one answer only				
Answer Choices			Response Percent	Response Total
1	Yes		58.04%	83
2	No		41.96%	60
4. Why did you choose to have an EPC for your property? Please select all that apply.				
Answer Choices			Response Percent *	Response Total
1	I wanted to know about the building's energy costs			37
2	I wanted to know the building's environmental performance			43
3	I wanted to know how to improve the building's energy performance			49
4	I wanted to know how to save money on energy bills			36
5	I wanted to know how to improve the building's environmental performance			37
6	The owner of the property requested one			4
7	I needed to have one to apply for a low carbon heating incentive			58
8	The government grant covered the cost so I chose to have one now			44
9	Other (please specify):			34





5. What data/information did the assessor ask for in advance of the inspection? Please select all answers which apply

Answer Choices			Response Percent *	Response Total
1	Dates of construction			100
2	Construction details - such as materials and methods used			71
3	Details of any work carried out to the property since purchased			70
4	Details of work carried out prior to ownership			32
5	Evidence of energy efficiency measures (insulation, glazing upgrades etc)			68
6	Details of heating system			93
7	They didn't ask for anything			30
8	Other (please specify):			12





6. What did gathering this information involve? Please select all answers which apply

Answer Choices			Response Percent *	Response Total
1	Not applicable - no information was requested			33
2	Research on the property based on my own records			89
3	Research on the property based on other data sources			14
4	Locating/obtaining relevant paperwork - such as copies of invoices for building work			19
5	Opening up hard to access areas - such as loft hatches, inspections panels etc			46
6	Other (please specify):			16






7. How long did this information gathering take you? Please select one answer only

Answer Choices			Response Percent	Response Total
1	Not applicable - no information requested		22.38%	32
2	A small amount - less than 30 minutes		45.45%	65
3	A moderate amount - 30-90 minutes		25.87%	37
4	A large amount - 90+ minutes		6.29%	9






8. What accompanying explanation or advice was provided by the assessor when you received your EPC report? Please select one answer only which most accurately reflects your experience

Answer Choices			Response Percent	Response Total
1	None		10.49%	15
2	None - but with an offer for questions to be answered		14.69%	21
3	They explained some basic parts such as the main ratings		30.77%	44
4	They gave a detailed explanation of the ratings, results and the recommendations		44.06%	63

9. Did you ask the assessor for any further explanation or clarification of the EPC? Please select the one answer which best matches your experience

Answer Choices			Response Percent	Response Total
1	No		62.24%	89
2	Yes - but I never got a response		2.80%	4
3	Yes - but they were unable to answer the query		4.20%	6
4	Yes - they were able to partially answer the query		13.29%	19
5	Yes - they fully answered the query		17.48%	25





10. How did you choose your assessor? Please select one answer only

Answer Choices			Response Percent	Response Total
1	I knew them already		23.08%	33
2	A random selection from the Government website list		34.27%	49
3	I obtained a number of quotes and chose the cheapest		6.29%	9
4	I researched the qualifications and experience of several assessors		4.90%	7
5	They were recommended by a friend/colleague/family member		31.47%	45





11. How likely is it that you would recommend your assessor to a friend or colleague?

Net Promoter Score®: 31.43		Response Percent	Response Total
1	Promoters (9-10)	55.00%	77
2	Passives (7-8)	21.43%	30
3	Detractors (0-6)	23.57%	33





12. How well do you understand the EPC report produced following an assessment? Please select one answer only

Answer Choices		Response Percent	Response Total
1	Not at all 	3.50%	5
2	Limited understanding 	20.98%	30
3	Reasonable understanding 	56.64%	81
4	Complete understanding 	18.88%	27







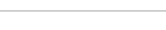


13. An energy performance certificate produces two ratings for your property. What do you understand the primary rating to be? Please select one answer only

Answer Choices		Response Percent	Response Total
1	I don't know 	9.79%	14
2	Carbon dioxide emissions 	3.50%	5
3	Energy cost 	20.28%	29
4	Energy efficiency 	66.43%	95



14. An EPC produces a rating, grade and a report on your property's performance. How well do you understand the content of the EPC report? Please select one answer only

Answer Choices		Response Percent	Response Total
1	I was easily able to understand the meaning of the report and what the rating meant 	42.66%	61
2	I was mostly able to understand the key elements, but there were aspects I found difficult 	39.86%	57
3	I had some difficulty in understanding the key elements 	8.39%	12
4	I struggled to gain any understanding of most of the document 	9.09%	13






15. What information on the building's performance do you think it is important to see on an EPC? - Please choose up to three responses.

Answer Choices			Response Percent *	Response Total
1	I have no preference			12
2	Current carbon dioxide emissions			22
3	Current energy costs			56
4	Current energy efficiency			94
5	Current energy use			43
6	Improvements to carbon dioxide emissions - based on adopting EPC recommendations			36
7	Improvements to energy cost - based on adopting EPC recommendations			77
8	Improvements in energy efficiency - based on adopting EPC recommendations			98
9	Other (please specify):			5






16. Have you had an EPC performed on either a listed building or one which was built before 1945? Please only choose one answer

Answer Choices			Response Percent	Response Total
1	Yes		33.57%	48
2	No		66.43%	95





17. How would you rate the recommendations produced by the EPC for such buildings (listed and pre-1945)? Please select one answer only

Answer Choices			Response Percent	Response Total
1	I don't know		49.02%	50
2	Extremely helpful		4.90%	5
3	Very helpful		16.67%	17
4	Not so helpful		13.73%	14
5	Not at all helpful		15.69%	16





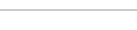

19. How would you rate the accuracy of the recommendations to your property? Please select one answer only

Answer Choices			Response Percent	Response Total
1	I don't know		8.39%	12
2	Poor		25.87%	37
3	Fair		31.47%	45
4	Very Good		27.27%	39
5	Excellent		6.99%	10







20. How clear is your understanding of how the recommendations are produced? Please select one answer only

Answer Choices			Response Percent	Response Total
1	Extremely clear		8.39%	12
2	Very clear		51.05%	73
3	Not so clear		23.08%	33
4	Not at all clear		17.48%	25




21. What has been done with the information gained from the EPC? Please tick all that apply

Answer Choices			Response Percent *	Response Total
1	Nothing			44
2	Recommendations have been adopted to reduce energy costs			29
3	Recommendations have been adopted to reduce carbon emissions			15
4	It has been used to apply for the low carbon heating incentive			42
5	It has been/will be used to plan for future work on the property			49
6	Other (please specify):			11




22. The recommendations give an estimate of the cost of works and also an estimate of resultant bill savings. How would you rate the accuracy of these? Please select one answer only

Answer Choices			Response Percent	Response Total
1	Poor		23.78%	34
2	Fair		16.08%	23
3	Good		18.88%	27
4	Very Good		6.99%	10
5	Excellent		1.40%	2
6	I don't know		32.87%	47

23. How much importance do the cost savings have for you on implementation of the recommendations? Please select one answer only

Answer Choices			Response Percent	Response Total
1	Very important		41.26%	59
2	Important		43.36%	62
3	Not at all important		15.38%	22

24. How important do you think it is to be able to compare an EPC on a Jersey property to a similar property in the UK? Please select one answer only

Answer Choices			Response Percent	Response Total
1	Very important		22.38%	32
2	Important		32.17%	46
3	Not at all important		45.45%	65

Notes

1. Some questions are marked with * have no percentage distribution. In these questions, respondents were able to choose more than one option. The percentage distributions of these choices become less clear and are therefore excluded. The actual numbers for each chosen option are displayed.
2. There is no question 18 recorded as this was a “free text” question which is impractical to display within the raw data. The answers have been accounted for within the report.