

Behrens Sharp selects QuestCommercial to manage EPC fulfilment

Submitted by: Peptalk Communications

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Quest, a leading provider of survey, mortgage valuation and Home Report software solutions, has announced that Behrens Sharp Chartered Surveyors has selected QuestCommercial (<http://www.questcommercial.co.uk>) as its primary tool for managing the ordering and fulfilment of its non-domestic Energy Performance Certificates (EPC). The firm, which specialises in retail property investments, including purchasing, sales, letting and management, has chosen QuestCommercial to automate the task, saving time and removing many manual administrative tasks.

The team at Quest have also integrated a new electronic payment system into QuestCommercial, to meet the needs of Behrens Sharp who currently use BACs as its standard payment method for suppliers. Following a request, Quest implemented the ability to pay instructions via BACs, in addition to the existing debit and credit card methods.

Zornitsa Stoyanova, secretary at Behrens Sharp Chartered Surveyors confirms: "Before we started using the QuestCommercial service, the ordering of all our EPCs was a fully manual process. I would need to contact agents or surveyors who were located near to the property and request a recommendation of a local energy assessor. The EPC would then be ordered and the resulting report would be returned via email or post.

"Now, with QuestCommercial, we are able to save a great deal of time by simply placing all orders online, in one central place. The instruction is then automatically sent to a qualified and accredited local assessor to action, and the completed report is subsequently uploaded onto QuestCommercial for us to access. Email and SMS messages are automatically sent to us when the report is published onto QuestCommercial, which saves us having to check the online portal for updates throughout the day. The system also is able to determine whether an EPC is required on each property and alerts us in advance, again saving time from having to investigate this manually.

Concludes Zornitsa; "The team at Quest have been very helpful when we have needed any support or have had any questions. For example, we were keen for the system to include an option to make payments for the EPCS via BACs, as this is a method we typically use in-house as opposed to credit or debit cards. The team were happy to oblige and launched a new BACs payment system very quickly, meaning we were able to pay assessors automatically from QuestCommercial making each transaction extremely seamless. I would recommend QuestCommercial 100% as it saves a great deal of time and has eliminated much of the manual administration related to the ordering and processing of new commercial EPC instructions."

QuestCommercial, which also offers the ability to access mandatory Air Condition Reports and Display Energy Certificates, provides direct links to a wide range of other useful services, including Landmark's Carbon Counter tool that enables professionals to calculate and audit carbon footprints to meet the mandatory CRC Energy Efficiency Scheme guidelines. Direct access to Landmark's Envirocheck and Promap services are also available within QuestCommercial, providing a convenient single source of environmental reports and mapping tools.

Adds David Callcott, managing director of Quest: "We are pleased to be supporting Behrens Sharp with

its commercial EPC ordering and fulfilment needs via QuestCommercial. It is an ideal hub for any property management business that has to regularly obtain a large number of EPCs and related reports each month and delivers significant efficiencies compared to traditional manual alternatives.”

For further information regarding QuestCommercial, telephone 0844 844 9969 or visit <https://www.questcommercial.co.uk/>.

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Notes to Editors:

About Quest:

Established in 1982, Quest, which is part of Landmark Information Group, is the market leading provider of survey and mortgage valuation software in the UK. Quest has also developed an award-winning fraud detection and prevention tool for the lending community, and has also launched its AuditSure tool for surveyors and panel managers to help automate audit and quality assurance processes.

In addition, Quest also specialises in delivering software applications that allow users to access, develop, collate and share the contents of Home Reports, the Energy Performance Certificate, Home Condition Report and Commercial Energy Reports in a secure electronic environment.

Its technology is integrated with a majority of the DEA accreditation schemes and Scottish Protocols, including RICS and BRE, providing access to the largest resource of assessors for an efficient turnaround.

For further information, telephone: 0844 844 9969, visit: www.questuk.com or follow Quest on Twitter at www.twitter.com/questuk.

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