VESA IMPORTANT INFORMATION

ENERGY SAVING AUDIT (VESA) PROVIDED BY VIBRANT

FOUNDATION

1. A Vibrant Energy Saving Audit (VESA) provides a standard EPC report showing your home's energy efficiency and some added benefits:

- Vibrant Energy Matters Ltd (Vibrant) will help customers identify if they are eligible for any government-funded schemes available through local authorities and installers. Eligibility is dependent on your personal circumstances. The qualifying funding can be used towards the recommended upgrade works listed within the VESA report.
- Access to technical advice from Vibrant's energy upgrade team.
- Option to use Vibrant's team to project-manage any chosen improvements to your property's energy efficiency. This will be subject to a project management fee that will be agreed between you and Vibrant. Foundation Homes Loans (Foundation) will have no involvement in any such agreements. Foundation will not be responsible for any actions or omissions by Vibrant during the project management phase and will not have any responsibility or liability for the installation and subsequent performance of any improvements or any other works which are part of the project management agreement.
- For properties in England and Wales and Scotland, Vibrant can also help landlords find out if they are eligible for any exemptions under the Minimum Energy Efficiency Regulations and how to enter this on the Private Rented Sector Exemptions Register.

2. Your mortgage is provided by Foundation and the VESA will be provided by Vibrant, a Connells Group company. Your Vibrant Energy Saving Audit will be carried out by an assessor accredited by Elmhurst Energy Systems Limited.

3. The Vibrant Energy Saving Audit is free to customers who have completed a mortgage with Foundation on an EPC Saver product and is available to you for a period of 3 months from the date of completion of your mortgage and is not transferable.

4. The free VESA offer is not available on properties constructed within the last 10 years, as these will have had a Standard Assessment Procedure (SAP) EPC created at the time of construction. They generally provide a more accurate assessment of a property's energy efficiency and are valid for 10 years. You can find details of your SAP EPC at https://www.gov.uk/find-energy-certificate.

5. No responsibility to you is implied or accepted by Foundation in respect of the content of the VESA provided by Vibrant. Foundation will not be responsible for any actions or omissions by Vibrant, its contractors or any third parties (whether instructed by you and/or

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Vibrant or any other party) and we do not accept any responsibility or liability for the installation and/or any works undertaken and/or subsequent performance of any improvements in relation to the VESA.

6. To request a free VESA you must apply to Vibrant directly by completing an online form on its website within 3 months of the date of the completion of the EPC Saver mortgage with Foundation. To ensure that you benefit from the free offer you must you must follow the website link or QR code provided in your welcome letter. Any applications made without going through this process will not be registered as part of the Foundation free VESA offer and you will be charged for the report. If you do not have internet access you can grant access to a third party or mortgage intermediary to complete the online form on your behalf.

7. To provide a VESA report and carry out the EPC survey, Vibrant will visit the property at an agreed time. The visit will take 20-40 minutes and to ensure the most accurate assessment possible, you will need to allow the assessor full access to the property (including head and shoulder access to the loft), and provide information regarding any existing insulation, if you have it.

8. Once the VESA has been completed, Vibrant will update the Government's central register for EPC ratings with the details of your new report and this will replace any existing EPC rating you may have. You can access information about your property's EPC Certificate at https://www.gov.uk/find-energy-certificate

9. If you are a landlord the new EPC rating of your property may affect your ability to let the property out and you may be liable to a fine, for example, if your EPC rating is below the minimum standard required.

10. It is important that you consider the potential costs involved to get the EPC rating up to standard and any loss of current income, if you are unable to rent out the property until the works are completed. For further information on letting your property in England and Wales and the minimum EPC ratings visit: https://www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance

Use of your information

- Vibrant is a controller of the personal information it collects for the purpose of providing the VESA report. This means it decides what information to collect and how to use it and is responsible for protecting it. Foundation has no control over

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personal data collected by Vibrant, you should therefore contact Vibrant directly to exercise your rights in relation to this data. Further information, including information about your rights can be found within Vibrant's Privacy Policy at https://www.vibrantenergymatters.co.uk/policies

- If you apply for the offer, Vibrant will share your personal information with Foundation. The purposes for which Foundation use this information include: monitoring adherence to the eligibility criteria of the offer; contacting you where necessary about the offer; if you are selected, to ask about your experience and undertake research related to the offer; and understand the take-up and use of the offer.

For more information about how Foundation uses your information and your rights in relation to this data, please visit www.foundationlending.co.uk/legal-statement/

Contact details for Vibrant Energy Matters Limited

Any queries regarding the administration of the Vibrant Energy Saving Audit should be directed to Vibrant Energy Matters Limited, 2 Foxes Lane, Oakdale Business Park, Blackwood, Gwent, NP12 4AB.

If you have a complaint about any element of the Vibrant Energy Saving Audit, or any other service received from Vibrant, this should be sent to them directly by emailing **customerservices@vem.co.uk,** or by writing to the address above.

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