

Energy performance certificate (EPC)



This certificate has expired.

You can get a new certificate by visiting www.gov.uk/get-new-energy-certificate

Get help with certificates for this property

If you need help getting a new certificate or if you know of other certificates for this property that are not listed here, contact the Ministry of Housing, Communities and Local Government (MHCLG).

mhclg.digital-services@communities.gov.uk
Telephone: 020 3829 0748

28 The Citrus Building 24, Madeira Road BOURNEMOUTH BH1 1AR	Energy rating B	This certificate expired on:	23 February 2025
		Certificate number:	0738-3819-7937-9094-5835

Property type	Mid-floor flat
Total floor area	68 square metres

Rules on letting this property

Properties can be let if they have an energy rating from A to E.

You can read [guidance for landlords on the regulations and exemptions \(https://www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance\)](https://www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance).

Energy rating and score

This property's energy rating is B. It has the potential to be B.

[See how to improve this property's energy efficiency.](#)

Score	Energy rating	Current	Potential
92+	A		
81-91	B	84 B	84 B
69-80	C		
55-68	D		
39-54	E		
21-38	F		
1-20	G		

The graph shows this property's current and potential energy rating.

Properties get a rating from A (best) to G (worst) and a score. The better the rating and score, the lower your energy bills are likely to be.

For properties in England and Wales:

the average energy rating is D
the average energy score is 60

Breakdown of property's energy performance

Features in this property

Features get a rating from very good to very poor, based on how energy efficient they are. Ratings are not based on how well features work or their condition.

Assumed ratings are based on the property's age and type. They are used for features the assessor could not inspect.

Feature	Description	Rating
Walls	Average thermal transmittance 0.24 W/m ² K	Very good
Windows	High performance glazing	Very good
Main heating	Community scheme	Very good
Main heating control	Flat rate charging, programmer and TRVs	Average
Hot water	Community scheme	Very good
Lighting	Low energy lighting in all fixed outlets	Very good
Air tightness	Air permeability 4.8 m ³ /h.m ² (as tested)	Good
Roof	(other premises above)	N/A
Floor	(other premises below)	N/A
Secondary heating	None	N/A

Low and zero carbon energy sources

Low and zero carbon energy sources release very little or no CO₂. Installing these sources may help reduce energy bills as well as cutting carbon emissions. The following low or zero carbon energy sources are installed in this property:

- Community heat pump

Primary energy use

The primary energy use for this property per year is 62 kilowatt hours per square metre (kWh/m²).

How this affects your energy bills

An average household would need to spend **£309 per year on heating, hot water and lighting** in this property. These costs usually make up the majority of your energy bills.

You could **save £0 per year** if you complete the suggested steps for improving this property's energy rating.

This is **based on average costs in 2015** when this EPC was created. People living at the property may use different amounts of energy for heating, hot water and lighting.

Heating this property

Estimated energy needed in this property is:

- 1,320 kWh per year for heating
 - 2,014 kWh per year for hot water
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Impact on the environment

This property's environmental impact rating is B. It has the potential to be B.

Properties get a rating from A (best) to G (worst) on how much carbon dioxide (CO₂) they produce each year.

Carbon emissions

An average household produces	6 tonnes of CO ₂
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This property produces	0.8 tonnes of CO ₂
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This property's potential production	0.8 tonnes of CO ₂
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You could improve this property's CO₂ emissions by making the suggested changes. This will help to protect the environment.

These ratings are based on assumptions about average occupancy and energy use. People living at the property may use different amounts of energy.

Steps you could take to save energy

The assessor did not make any recommendations for this property.

Advice on making energy saving improvements

[Get detailed recommendations and cost estimates \(www.gov.uk/improve-energy-efficiency\)](http://www.gov.uk/improve-energy-efficiency)

Help paying for energy saving improvements

You may be eligible for help with the cost of improvements:

- Heat pumps and biomass boilers: [Boiler Upgrade Scheme \(www.gov.uk/apply-boiler-upgrade-scheme\)](http://www.gov.uk/apply-boiler-upgrade-scheme)

Who to contact about this certificate

Contacting the assessor

If you're unhappy about your property's energy assessment or certificate, you can complain to the assessor who created it.

Assessor's name	Fiona Pickering
Telephone	01202 487463
Email	fiona@thermalacoustics.co.uk

Contacting the accreditation scheme

If you're still unhappy after contacting the assessor, you should contact the assessor's accreditation scheme.

Accreditation scheme	Stroma Certification Ltd
Assessor's ID	STRO005761
Telephone	0330 124 9660
Email	certification@stroma.com

About this assessment

Assessor's declaration	No related party
Date of assessment	11 July 2014
Date of certificate	24 February 2015
Type of assessment	SAP
