



**ASSOCIATION OF PLUMBING &  
HEATING CONTRACTORS LIMITED**

**YOUR GUIDE TO MAKING GAS AND  
BUILDING REGULATIONS  
NOTIFICATIONS**

*For companies certified under the*

## COMPETENT PERSONS SCHEME & MICROGENERATION SCHEME

### INTRODUCTION

The aim of this guide is to provide an overview of the APHC web notifications portal. You will find a number of frequently asked questions (FAQs) contained at the end of the document should you need further support.

Members who are certified by APHC Certification under its Competent Persons Scheme (CPS) and Microgeneration Scheme (MCS) can self-certify a range of works that they are certified to undertake under Building Regulations, including:

- ✓ Gas appliances (must be a member of Gas Safe Register)
- ✓ Oil appliances
- ✓ Solid fuel appliances
- ✓ Sanitary appliances including bathroom installation
- ✓ Open vented and unvented hot water systems
- ✓ Open vented and sealed central heating systems
- ✓ Renewable technologies – biomass, solar thermal & heat pumps (*NOTE: Building Regulations notifications can only be made through CPS*)

Licensed APHC members can notify their gas work (provided they are Gas Safe Registered) through the APHC website. **Please note that you will require an up to date Gas Safe number on record, as well as up to date insurance otherwise you will be prevented from notifying.**

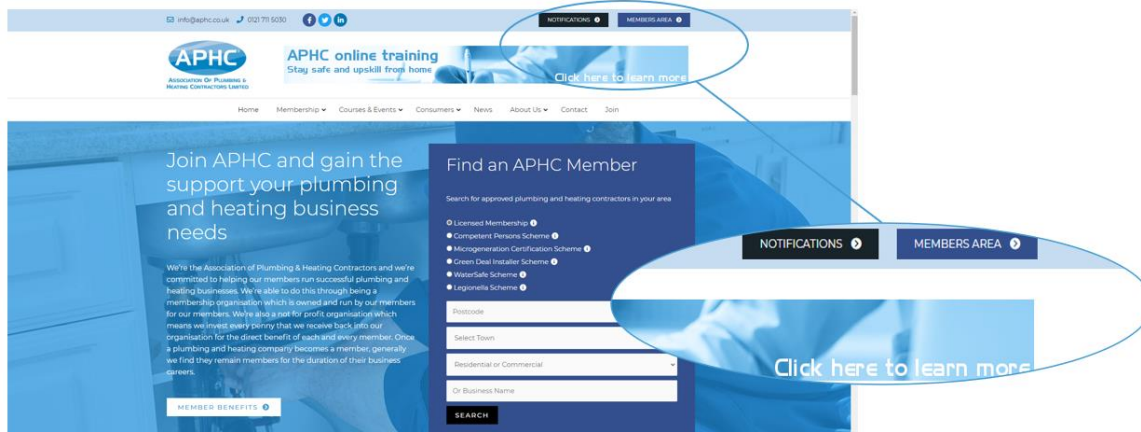
### IMPORTANT NOTE FOR MCS COMPANIES

The notification portal will **not** notify MCS of work carried out and as a result will require the installation to be notified twice: once for building control, and then secondly through the MCS database. Notifying work through the MCS Installation Database is known as 'Creating a Certificate' and must be completed within 10 working days of commissioning the work.

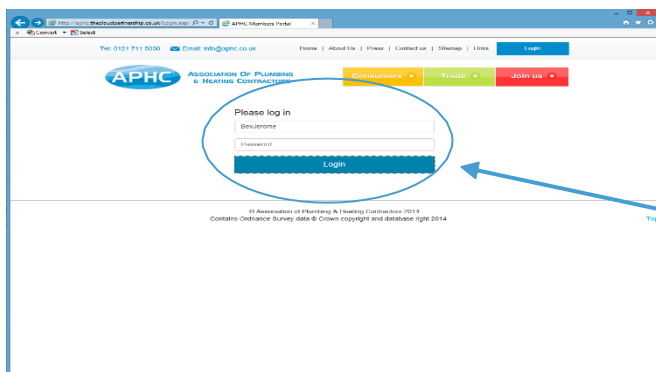
If your customer is looking to benefit from the Renewable Heat Incentive (RHI) or some other grant funding opportunities, they will require an MCS Certificate.

For more information on how to create an MCS Certificate, please visit [www.mcscertified.com/installers-manufacturers/mid-support/](http://www.mcscertified.com/installers-manufacturers/mid-support/).

## GETTING STARTED



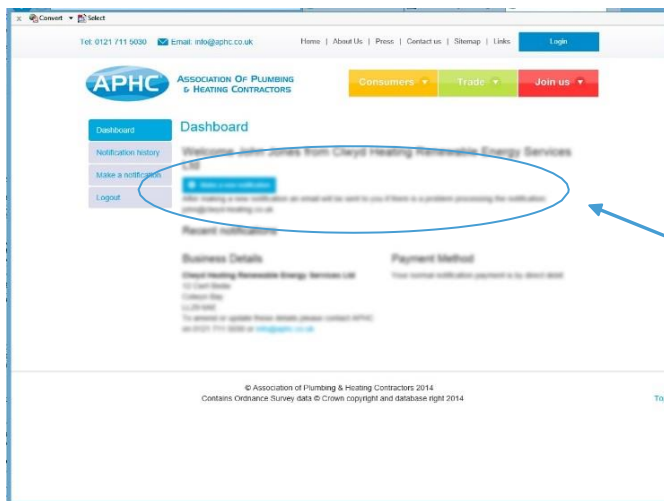
You can access the notification portal via the 'quick link' on the homepage or via the left-hand side menu in the member's only area of the APHC website: [www.aphc.co.uk](http://www.aphc.co.uk).



To make a notification, you will need to log in with your username and password, which will have been detailed in your welcome pack letter.

If you are having trouble accessing your online account, please contact the APHC team on **0121 711 5030**.

## GETTING STARTED – CONTINUED

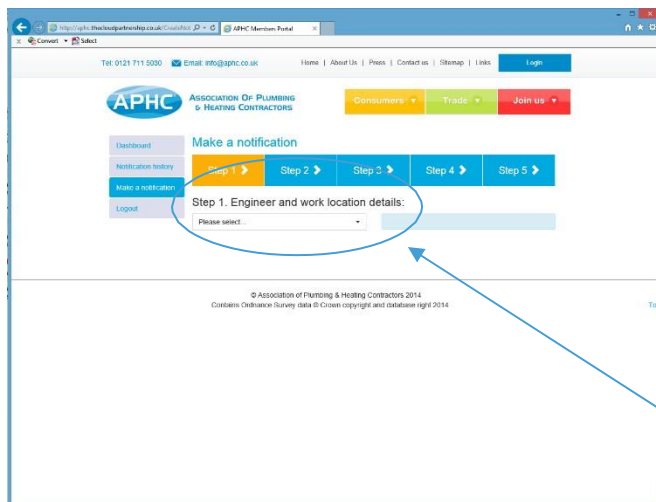


Once you've entered the notification portal dashboard you'll find you can carry out a range of functions, including checking your notification history and making new notifications.

Select the blue **'Make a new notification'** to get started.

*NOTE: Every company has at least one administrator who has full access to the notification portal, which allows them to make notifications on behalf of all registered installers of the company. Individual installers can also have access to the notification portal, but are only able to notify work against their own registration.*

### STEP 1



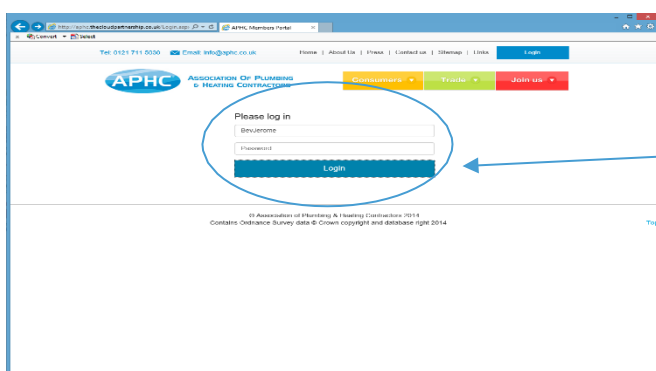
First, you will need to select the name of the engineer who completed the work that you wish to notify from the drop-down menu. It may take a moment for the system to bring up the data.

As part of this step you will also need to detail the following:

- The date the work was completed (to comply with Building Regulation requirements). This must be within the last 25 days
- The customer name, and the address of the property where the work was undertaken (if it is a new-build property you will need to tick the corresponding box, then select the local authority code and manually input it from the list)

Make any necessary changes, then click the blue '**CONTINUE**' button to proceed to the next step.

### STEP 2



Next, you will need to enter who the certificate should be delivered to. Delivery is via email, either to your company, the customer, or a 3rd party such as a landlord.

*NOTE: If occupier or other details are selected, you will be prompted to provide an email address.*

Click the blue '**CONTINUE**' button.

# MAKING GAS AND BUILDING REGULATIONS NOTIFICATIONS

## APHC Certification CPS & MCS Certified Companies

### STEP 3

Step 3. Details of the work carried out

Work Category: [Please Select...]

Trade: [Please Select...]

Location: [Please Select...]

Content of Notification

Location	Work Action	Delete
Kilches	Cookers DDM NG	

As Gas Appliance work has been included, this notification will be submitted to Gas Safe Register who will notify the relevant local authority. Any non-Gas work will be submitted directly to the relevant local authority.

Back **Continue**

Now you will need to enter the details of the work that has been carried out.

Please select the appropriate options from each of the drop-down menus. It may take a few seconds for these to appear.

Once you have completed the rest of this section, please select the blue **'Attach task to this notification'** in order to proceed to the next step.

Content of Notification

Location	Work Action	Delete
Kilches	Cookers DDM NG	

As Gas Appliance work has been included, this notification will be submitted to Gas Safe Register who will notify the relevant local authority. Any non-Gas work will be submitted directly to the relevant local authority.

Back **Add another work category** **Continue**

You will then be taken to a **Content of Notification** screen, which will list your notification details. If you have more than one area of work to notify, then click **'Add another work category'** and repeat the process until you have finished.

When you're done, click the blue **'CONTINUE'** button.

### STEP 4

The screenshot shows the APHC notification portal at Step 4 Summary. The page contains the following sections:

- Your details:** Supervisor name: Alan Dwyer, Work Completed: 07/02/15, Certificate date: 14/02/15, Business Name: PDS Services, Business Address: 14 Sweeney Way, Carragh, SC06 45X.
- Certificate details:** Notification to Final.
- Customer Details:** Customer name: J Carpenter, Customer Address: 81 Hetherington Crescent, Shirley, Solihull, West Midlands, B36 1YS.
- Works Carried Out:** Location: Kitchen, Category: Cookers (F101-103), Appliances detail: A100001, 1 F100002.
- Payment Details:** Certification Fee £75.00 to be taken by Direct Debit.
- Terms and Conditions:**  Agree to the APHC Terms and Conditions.

A blue circle highlights the 'Back' button at the bottom left of the page.



The next page will show you a summary of your notification.

Please check all of your details carefully and use the white 'BACK' button at the bottom of the screen if you need to make any changes.

*NOTE: If you need to go back to another page, you **must** use the blue notification portal navigation buttons. **Do not** use your web browser navigation arrows, otherwise you will exit the notification portal, lose all of the data you've entered and have to start the notification process again!*

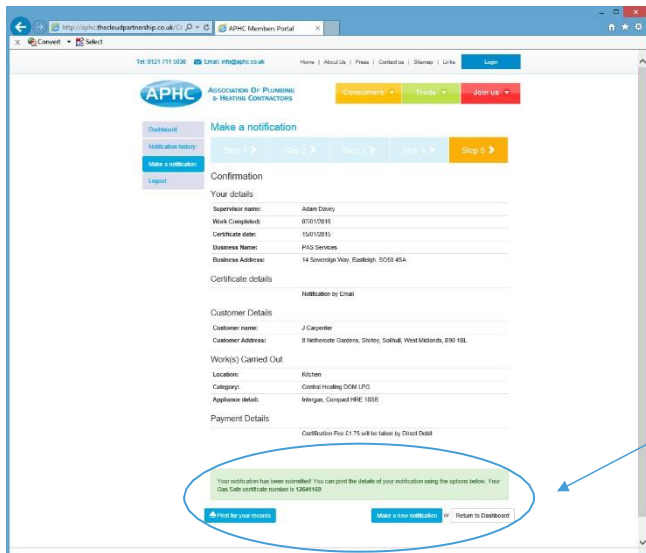
This screenshot is identical to the one above, showing the APHC notification portal at Step 4 Summary. A blue circle highlights the 'Back' button at the bottom left of the page.



Once you are happy that all of the details are entered correctly, you must agree to the APHC Terms & Conditions of Business by ticking the checkbox.

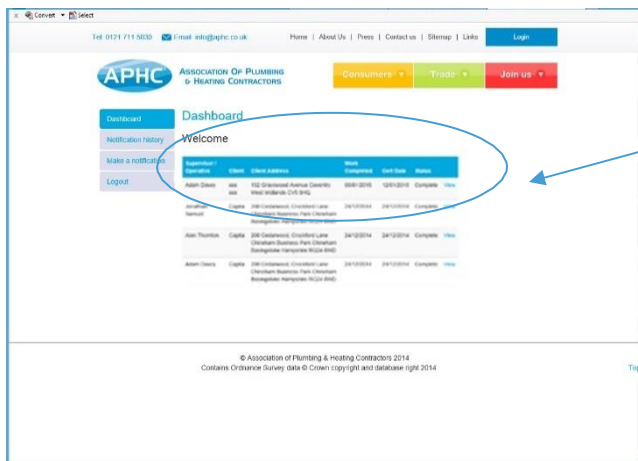


### STEP 5



The final page will show a confirmation of your notification in summary form. Please print a copy for your records.

You can now either create a new notification by selecting the blue 'Make a new notification' button, or 'Return to Dashboard' and 'Logout' via the left-hand navigation menu.



If you choose to 'Return to Dashboard' you will see your latest entry appear at the top of the list.

It's useful to check here to see if your notification has been successful – if you have not encountered any error messages during the process and it shows as 'fail', please contact the APHC office on 0121 711 5030.

If you experience any problems with the notification service, please contact the APHC team on 0121 711 5030. If you'd prefer to make your notifications over the phone, you can do so by calling the APHC team on 0121 711 5030. The cost to notify over the phone is £4.95 per notification and a certificate

## FREQUENTLY ASKED QUESTIONS (FAQS)

**Q:** One of my work areas is not showing, what do I do? *(CPS/MCS members only)*

**A:** Call APHC on **0121 711 5030**, it may be that a qualification has expired and needs updating.

**Q:** I only notify gas on your portal but all my areas of gas work are not showing?

**A:** First check your Gas Safe listing, you will need to call Gas Safe if any work areas are missing as this is something we cannot control. Gas Safe can be contacted on: **0800 408 5500**.

**Q:** How do I add a new Gas Engineer to the APHC system?

**A:** Call APHC on **0121 711 5030**, and have the following information to hand:

- ✓ The engineer's full name
- ✓ Their Gas Safe engineer number
- ✓ Their date of birth
- ✓ Their National Insurance number

**Q:** I have a subcontractor who has completed some gas work for me, how can I notify this work?

**A:** Please call APHC and we can set them up for you to notify any work they have carried out. We will need full operative details along with the subcontractor's Gas Safe number.

**Q:** I want to add a new subcontractor for a work area I am already certified under Competent Persons Scheme for, how do I do this? *(CPS/MCS members only)*

**A:** Please call APHC on **012 711 5030** and ask for a member of the Certification Team who will talk you through.

**Q:** I want to add a work area I'm not certified for, how do I do this? *(CPS/MCS members only)*

**A:** You will need to apply for an extension to scope to your certification, please ask for one of the APHC Membership Sales Team on **0121 711 5031** for guidance.

**Q:** How do I check my notification has gone through and has been completed?

**A:** Please go on to your notification history, this will list all notifications your company has completed. If you still cannot find the notification please call APHC on **0121 711 5030** and we can double check for you.

**Q:** I have made a mistake on the notification and it has been confirmed, how can I fix it?

**A:** Once a notification has been approved, unfortunately it cannot be amended. You will need to start again and re-notify it with the correct information.

**Q:** How long will it take for me to receive my electronic notification certificate once confirmed?

**A:** This can take up to an hour. If you still haven't received it after this time first please check you have put the correct email address and check your junk folder. Otherwise please call APHC on **0121 711 5030**.

**Q:** I have missed a notification and it is over 25 days old, what do I do?

**A:** You will need to go and re-commission the install and notify the install for the re-commission date.

**Q:** My notification has failed, what do I do?

**A:** Check the reason for failure by selecting the notification in your notification history – at the bottom of the page it will show what the issue is. If nothing is displayed please call APHC on **0121 711 5030**.

**Q:** I have recently changed my address and the old address is appearing on the system, how do I fix this?

**A:** You need to inform APHC of your change of business details on the database in order for this to appear correctly on notification certificates. Change of business details requests need to be made by a company official in writing. The quickest form of contact is to forward a change of detail request to [info@aphc.co.uk](mailto:info@aphc.co.uk).

**Q:** I have just finished my notification, can I leave the page to start another?

**A:** Yes, your notification will continue to go through the relevant processes in the background. If your notification fails for any reason you will receive an email to your registered email address.

**NOTE:**

*Notifications are “real time”, a short time after the notification has been confirmed the status will show in the notification history.*