

HQE™ RESIDENTIAL CERTIFICATION SCHEM



Customer services

HQE™ certified by Qualitel Certification

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Quality of services and information

0. MODIFICATION HISTORY

Version number and date	Implementation date	Main changes
01 / 01/01/2023	01/01/2023	First application
02 01/01/2025	01/01/2025	Changes shown in violet in this document

1. INTRODUCTION

The HQE Residential certification scheme comprises 3 documents:

- Technical certification scheme
- Project Management and Governance certification scheme
- Quality of Services and Information certification scheme.

HQE Residential certification contributes to achieving 10 of the 17 Sustainable Development Goals (SDG) set by the United Nations to achieve a better and more sustainable future for all.

This document specifies the service and information requirements relating to the level of performance of residential buildings under construction and renovation.

2. HOUSING SALES

2.1. OFFER AND COMMERCIAL REVIEW

QSI.1.1.1

The Applicant must draw up a commercial offer which includes :

- › the plans ;
- › the sales price scale
- › the services (notary's description);
- › commercial documents (brochures, mock-ups, etc.);
- › the sales pitch (advantages of the development in terms of living environment, transport links, amenities, financing options, environmental friendliness, comfort, etc.).

The commercial offer may also include additional specific services (financing, setting up tenants, rent guarantees, etc.).

QSI.1.1.2

Before making commitments or disseminating commercial information about its operation, the Applicant should review these commitments or information to ensure that:

- › they are achievable ;
- › they are consistent with what the Application plans to do.

QSI.1.1.3

The Applicant shall ensure the accuracy and consistency of the information contained in:

- › design documents ;
- › advertising ;
- › contract documents concluded with the companies ;
- › business case or commercial offer.

In this respect, the Applicant mainly checks the figures advertised (prices offered, surface areas, distances relating to means of transport, journey times, etc.).

The results of this review and the resulting actions should be recorded.

2.2. OFFER AND CUSTOMER REVIEW

QSI.1.2.1

The Applicant:

- › identifies, analyses and defines the conditions for carrying out certain options or modification work available to customers.
- › sets up a procedure for managing modifications and additional work requested by clients and informs them of the conditions for their execution and their cost.
- › assesses the technical, financial and timing implications to ensure that he/she can make the commitment to carry out the changes requested by his/her customers.

In order to ensure the accuracy, clarity and precision of the commitments made to customers, the Applicant shall check the consistency of the business case with the file submitted to the legal person in charge of title registrations. In cases where a specific service offer is advertised (financing, setting up a tenant, rent guarantee, etc.), the offer must be clear, detailed and updated in due time.

2.3. BLUEPRINT PROPERTY SALES

2.3.1. BEFORE CONTRACTING

QSI.1.3.1.1

For each operation, the Applicant must explicitly display:

- › name of the promoter(s),
- › company name and the name of the trade mark owner,
- › address of the registered office,
- › amount of the share capital,
- › information on insurance and guarantees.

QSI.1.3.1.2

For each operation, the Applicant must be able to provide explicitly:

- › to the future purchaser, information on:
 - means of access,
 - site plan,
 - ground plan,
 - dimensional drawings,

- services and products,
- characteristics of the HQE residential certification.
- › to the seller, the elements of response on the points listed above intended for the future purchaser.

2.3.2. WHEN CONTRACTING

QSI.1.3.2.1

A sales contract is drawn up in accordance with the regulations of the country in force.

QSI.1.3.2.2

The Applicant shall provide the Customer with detailed, objective and comprehensible information on the content of the construction guarantees associated with the dwelling (e.g. construction completion, manufacturer guarantee, etc.) and construction insurance (e.g. damage to building).

QSI.1.3.2.3

The Applicant is contractually bound to the delivery times.

QSI.1.3.2.4

Obtaining the HQE Residential certification is a contractual element.

2.3.3. FROM CONTRACTING TO DELIVERY

QSI.1.3.3.1

The Applicant shall comply with the following schedule of information to the Customer:

- › 3 months before delivery, a letter informs the Customer of the delivery date expressed in two-week periods,
- › 1 month before the delivery, a letter informs the Customer of the week concerned by the delivery.

QSI.1.3.3.2

Any major element that could lead to a delay is communicated to the Customer by mail (e.g. bankruptcy of one of the companies working on the site, bad weather, epidemics, etc.).

QSI.1.3.3.3

A visit of the operation and the dwelling with the Customer is proposed and organised on site when the partitioning of the dwellings is carried out as soon as the site is secure.

QSI.1.3.3.4

The conditions for acceptance of Buyer Modifications are as follows:

- › qualities of use and comfort of the other dwellings must be maintained,
- › regulations are complied with in all cases,
- › buyer modifications do not call into question the HQE Residential certification chosen by the Applicant for the operation,
- › any optional works meet the same obligations, in case of substitution.

The Applicant shall provide information to the Customer regarding the performance requirements. A set of specifications will have to be drawn up.

The buyer undertakes to comply with the specifications thus established, enabling the HQE Residential requirements adopted for the entire operation to be met.

2.3.4. FROM DELIVERY

QSI.1.3.4.1

When the keys are handed over, the Applicant gives the Customer the certificate of compliance with the HQE Residential certification for the project.

QSI.1.3.4.2

A booklet about the accommodation and the common facilities is given to each owner. This booklet, to be given to the Customer when the keys are handed over, includes at least the following:

- › instructions for use and good housekeeping practices for housing equipment,
- › list of dealers,
- › information on common facilities,
- › what to do in the event of disturbances (contacts, telephone numbers).

QSI.1.3.4.3

The Applicant undertakes to ensure, for a period of 1 year after handing over the keys to the buyer, the processing of complaints:

- › either by communicating the proposed solution within 20 calendar days of the request;
- › or within the following time limits:

- 10 calendar days to provide a response,
- 60 calendar days for the processing of the complaint (communication of the solution considered).

QSI.1.3.4.4

Customer satisfaction surveys are carried out by the Applicant on his/her own initiative. They are carried out within 12 months of the date of delivery.

Their content features 2 levels:

- › compliance with service commitments,
- › satisfaction with the company organisation and product.

2.4. SALES AFTER COMPLETION

2.4.1. WHEN CONTRACTING

QSI.1.4.1.1

For each operation, the Applicant must explicitly display:

- › name of the promoter(s),
- › company name and the name of the trade mark owner,
- › address of the registered office,
- › amount of the share capital,
- › information on insurance and guarantees.

QSI.1.4.1.2

For each operation, the Applicant must be able to provide explicitly:

- › to the future purchaser, information on:
 - means of access,
 - site plan,
 - ground plan,
 - dimensional drawings,
 - services and products,
 - characteristics of the HQE residential certification.
- › to the seller, the elements of response on the points listed above intended for the future purchaser.

QSI.1.4.1.3

A sales contract is drawn up in accordance with the regulations of the country in force.

QSI.1.4.1.4

The Applicant shall provide the Customer with detailed, objective and comprehensible information on the content of the construction guarantees associated with the dwelling (e.g. construction completion, manufacturer guarantee, etc.) and construction insurance (e.g. damage to building).

QSI.1.4.1.5

When the keys are handed over, the Applicant gives the Customer the certificate of compliance with the HQE Residential certification of the operation.

QSI.1.4.1.6

A booklet about the accommodation and the common facilities is given to each owner. This booklet, to be given to the Customer when the keys are handed over, includes at least the following:

- › instructions for use and good housekeeping practices for housing equipment,
- › list of dealers,
- › information on common facilities,
- › what to do in the event of disturbances (contacts, telephone numbers).

2.4.2. FROM DELIVERY

QSI.1.4.2.1

The Applicant undertakes to ensure, for a period of 1 year after handing over the keys to the buyer, the processing of complaints:

- › either by communicating the proposed solution within 20 calendar days of the request;
- › or within the following time limits:
 - 10 calendar days to provide a response,
 - 60 calendar days for the processing of the complaint (communication of the solution considered).

QSI.1.4.2.2

Customer satisfaction surveys are carried out by the Applicant on his/her own initiative. They are carried out within 12 months of the date of delivery.

Their content features 2 levels:

- › compliance with service commitments,
- › satisfaction with the company organisation and product.

3. RENTING OF ACCOMMODATION

This situation concerns real estate operations (in whole or in part) where the owner of the operation rents the dwellings.

QSI.2.1

For real estate operations (in whole or in part) where the owner of the operation rents out the accommodation, the legislation in force is complied with.

QSI.2.2

A booklet about the accommodation and the common facilities is given to each tenant. This booklet, to be given to the tenant when the keys are handed over, includes at least the following:

- › instructions for use and good housekeeping practices for housing equipment,
- › list of dealers,
- › information on common facilities,
- › what to do in the event of disturbances (contacts, telephone numbers).

QSI.2.3

Customer satisfaction surveys are carried out by the Applicant on his/her own initiative. They are carried out within 12 months of the tenant's move-in date.

Their content includes satisfaction with the owner's organisation and the product.