Transfer of HERS® Rater of Record Policy: Provider & QA Guidelines

Purpose

This document provides additional guidance for Rating Quality Assurance Providers (Providers) and Quality Assurance Designees (QADs) to ensure adequate management of quality assurance and registry reporting obligations in conjunction with the Transfer of HERS® Rater of Record permanent policy.

Context

RESNET® approved a permanent policy for the Transfer of HERS® Rater of Record on September 3rd, 2025, which outlines specific options for Providers and their raters to assist builders in finalizing unregistered or in-progress HERS® ratings. When ratings are left partially completed by a rater in good standing and the Rating Company is no longer able to provide rating services, this policy allows for the ratings to be transferred to a new Rater of Record (RoR) assuming adequate documentation can be obtained.

This policy can be found on the RESNET website.

Providers finalizing transferred ratings must review and communicate the following clarifications to all relevant parties within their organization.

Registration Requirements – Project Notes

To ensure transparency and maintain compliance, the following information must be recorded in the *Project Notes* field of each registered transferred rating file. This record serves several essential functions: it formally identifies ratings conducted under the policy, provides RESNET Staff and QADs with pertinent information for the resolution of homeowner complaints or the execution of quality assurance (QA) reviews, and ensures adherence to the chain of custody requirements set forth in RESNET-HERS® Standards.

The *Project Notes* entry must include:
- Designation as a Transferred Rating
- Documentation Process Utilized:
    - Process A – Complete Rating Documentation,
    - Process B – Adopting Rater Collected Documentation, OR

- o Limited Exception
- Original Rater of Record
- Additional Rating Field Inspectors, Raters, or Modelers involved prior to the transfer
  - o Optional: include the role of each individual

Recommended Project Note Language:
- Transferred Rating – Process A: Complete Documentation Received. Original RoR: [*Name*]. Additional Inspectors Prior to Transfer: [*Names and roles, if applicable*].
- Transferred Rating – Process B: Adopting Rater Collected Documentation. Original RoR: [*Name*]. Additional Inspectors Prior to Transfer: [*Names and roles, if applicable*].
- Transferred Rating – Limited Exception. Original RoR: *[Name]*. Additional Inspectors Prior to Transfer: [*Names and roles, if applicable*].

Quality Assurance of Transferred Ratings

QA Counts
File and field QA review counts for transferred ratings will be calculated in the same manner as all other registered ratings. The Adopting Rater of Record (Adopting RoR), additional verifiers, and HERS Modelers listed on the registered rating, will incur the associated file and field QA review count. If the Adopting RoR does not perform fieldwork and no other verifiers are listed on the registered rating, note this in your QA records and be prepared to provide this information to RESNET upon request.

Policy Documentation Included in Rating Data File
All documentation required by the policy must be included in the Rating Data File for each transferred rating. Providers and Adopting RoRs should be prepared to provide this documentation to RESNET upon request.

QA Reviews
For Process A and B of the policy, the expectation is that Adopting RoRs can supply QADs with adequate documentation provided by the Original Rater of Record and/or provide acceptable alternative documents. If it is found during a QA review of a transferred rating, that the documentation is insufficient, the QAD should mark the item(s) in the RESNET QA® App (or API) accordingly. If the QAD is not satisfied with the Rater's alternative documentation, the Provider has the right to deny the documentation. We highly recommend that Providers discuss and outline clear expectations with their Raters and QADs prior to registering transferred ratings. Additionally, Adopting RoRs are expected to use default values when documentation cannot be provided, and specifically when a Limited Exception is allowed.