



**TRUSTMARK**  
Government Endorsed Quality

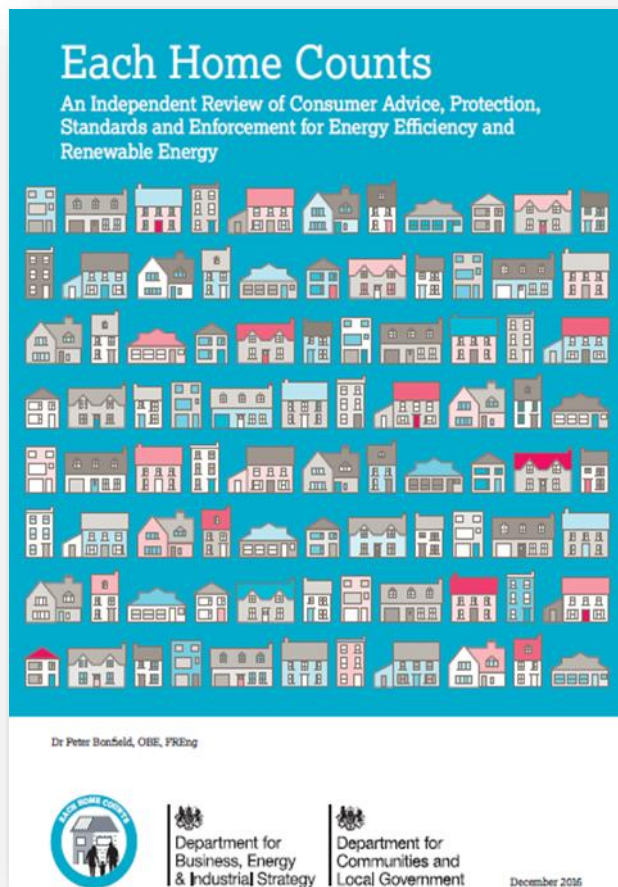
TrustMark  
The Drive for Quality

## The Journey

TrustMark is a ‘not for profit’, Social Enterprise that has stood at the intersection of trade and consumer protection since 2005. In 2016, the industry led, Government commissioned Each Home Counts (EHC) review identified the need for an all-encompassing mark of quality that consumers can recognise and trust.

TrustMark has developed its remit to become the only

**Government Endorsed Quality Scheme**



2015 - Bonfield Review into Energy Efficiency quality

2016 - Bonfield Review becomes the Each Home Counts review

2017 - EHC Implementation Group formed

2017 - TrustMark Identified as the Quality Mark

2018 - TrustMark reformed and agrees delivery of EHC recommendations

2018 - TrustMark re-launched as Quality scheme

2018 - Funding for Data-Warehouse and Property Passport agreed

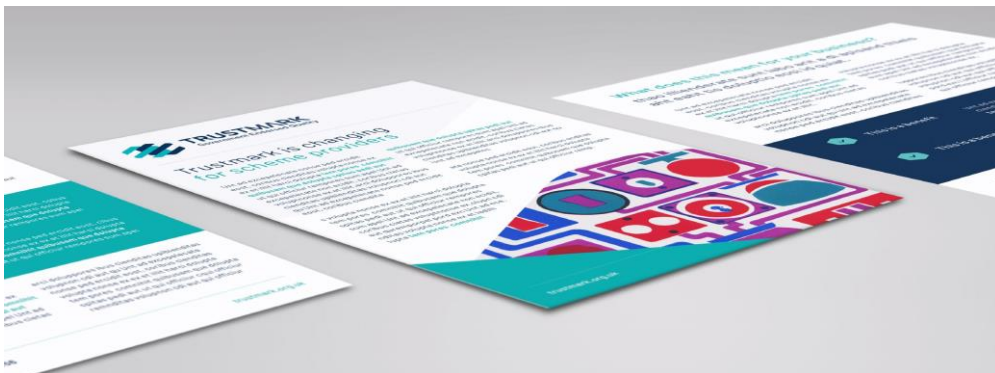
2019 – TrustMark and new standards written into ECO regulations

## Scope

The Government Endorsed Quality Scheme for the Retro-Fit, Repair, Maintenance and Improvement (RMI) and Energy Efficiency sectors

## Government Endorsed Requirements

- Independent Board and Sector Councils
- A robust Framework Operating Requirement
- The Code of Conduct
- The Customer Charter



## Compliance and Enforcement

- Risk based audits of Scheme Providers
- Witnessed on-site inspections of Businesses
- Risk based and random monitoring
- Effective sanctions and resolution services
- **Embedded Trading Standards Officers** and enforcement process

## Energy Company Obligation (ECO)

- Adoption of TrustMark into the ECO regulations, installation and compliance and lodgement areas will require TrustMark
- Underpinned implementation of New PAS standards
- Sensible transition being implemented

### BEIS Government Department

- Master Licence Agreement

### TrustMark

- Sub-licence agreements and Framework Operating Requirements
- Audit and compliance requirements

### Scheme Provider

- Sub-licence agreement and Code of Conduct
- Inspection and audit of licenced businesses
- Delivery of Technical Standards

### Licenced Business

- Consumer Charter

### Consumer / Customer

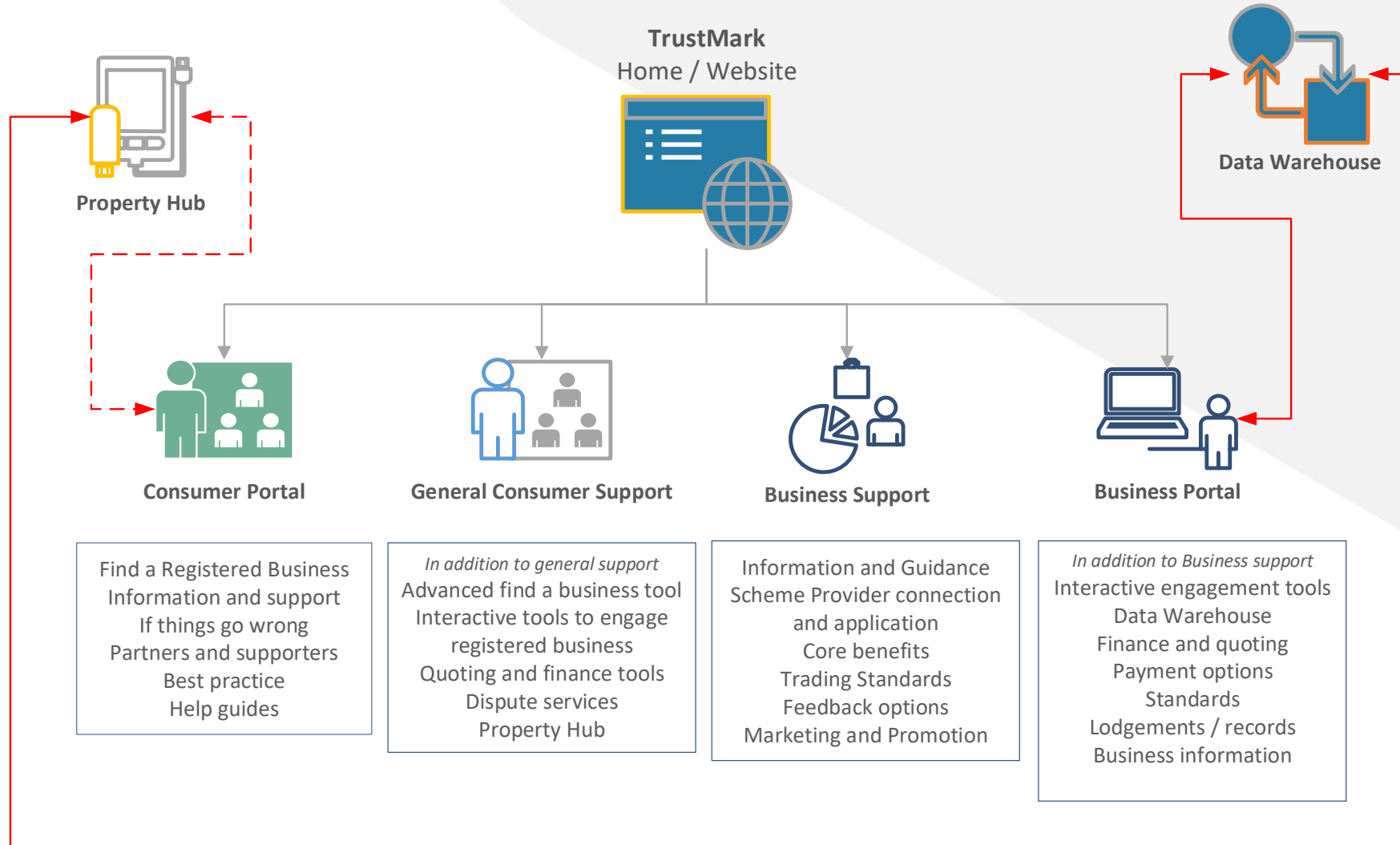
- Protected

**Framework** – the engine of the quality mark that determines how the Scheme Providers register the businesses.

**Code of Conduct** – sets out the expectations and requirements between the business and the Scheme Provider, the consumer and the legislation applicable.

**Customer Charter** – what the customer should expect when engaging with the business.


Technical Standards that are applicable to that sector.






**Business Portal**

Portal Help



Order Branded Materials



As a TrustMark registered member, we provide you the tools to get the job done

- ✔ Offer card options
- ✔ Offer finance options

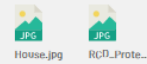
**Open enquiries** [Create quote](#)

Subject	Customer	Requested date	Status	Value
<a href="#">Electric Car Chargi...</a>	Nicola Wal...	09/07/19	● Quoted	£2880.00

[← Back to Portal](#)

## Electric Car Charging Connection

Hi We have recently purchased a Smart EQ Fortwo and need a charging point fitted. We have been looking at a Pod Point, but are happy for you to suggest alternatives. The charging point will be on the external wall of the under stair cupboard, where the consumer unit is. We have not looked in to any grants that may be available to get this job done, so any advice would be appreciated. Have attached photos of consumer unit and external wall. Thanks Nicola (Mobile: 07000 000000)



**Consumer details:**

Nicola Waller  
 ☎ 0333 555 0336  
 ✉ nwaller@trustmark.org.uk  
 📍 The Square, Basing View, RG21 4EB

**Conversation details:**

● Quoted

Request date	Quote
09/07/19	£2880.00
Updated date	
11/11/19 04:46am	

Nicola Waller

[View Quote](#) [✕ Cancel](#)

Hi Nicola Thank you for your enquiry. I will look in to a few options of make/model to give you an idea of price. After that we can sort a visit. When would you want this fitted by? Thanks Steve

09/07/19 02:12pm

Hi Steve Thanks for the quick response. In the next 2 weeks would be great. Happy to organise a visit . Afternoons work best for me. Thanks Nicola

09/07/19 02:13pm

No problem, will aim to have the options to you by end of tomorrow and we can organise a visit earlier next week - thanks Steve

09/07/19 02:14pm

Type your message... [Add Attachment](#) [Send](#)

- Following the EHC review and other related incidents, Government and Industry had the desire to create a central data-access point for work and services undertaken in the home.
- Lack of continuity of information relating to a property and the ability to identify the areas of protection provided.
- The reduction of business and consumer detriment in managing challenges that arise from the delivery of work and services into a property.
- Who did what installation/service, when and how is it protected in and around the home?
- Data Warehouse went live in November 2019. Property Hub to be fully launched in Q1 2020



### Building Regulation

Self certification  
Information

### Funding and finance

Completion certificates, reduced risk, lower rates, green mortgages, investment into sectors

### Rental Sector

Gas & electrical Safety  
Certificates information, unsafe situations, fire and CO, Health, safety, MEES

### Property Hub

 23 ABC Avenue  
Eemtown  
GreatPlace  
Ab11 4RR

- Who did what & when?
- Property Features & Data
- Work protected by ABC Insurers

### Appropriate 3<sup>rd</sup> Parties

- Aggregated information to inform Policy
- Controlled access levels
- Emergency services information

### Work/services

Energy Efficiency  
Renewables  
Retrofit  
Repair Maintenance & Improvement  
Smart Homes

### Quality

Audit & Compliance  
Risk Based  
Work / service specific

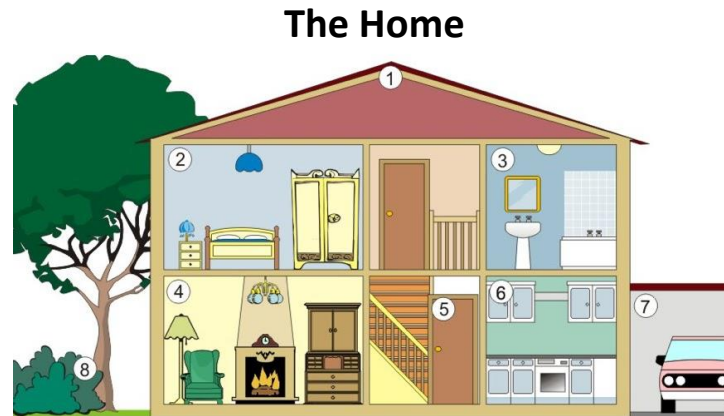
### EPC / Assessment

EPC data  
Improvement Plan  
Supporting MEES

### Consumer Protection for work and services

Warranty, insurances, scheme protections, liability chain

### Data-Warehouse



Lodgement of information (UPRN Based)

Consumer Access



### Home Security

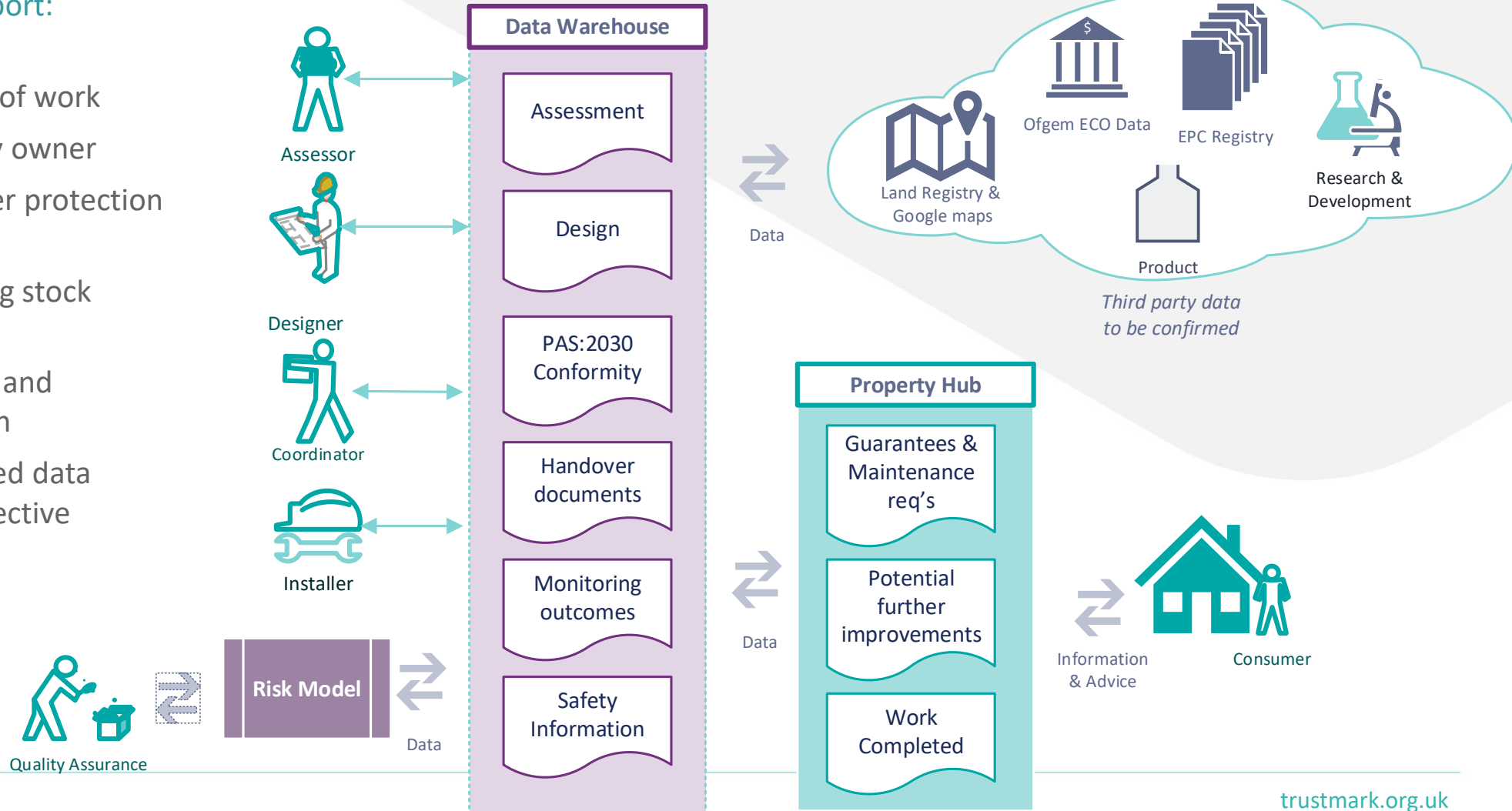
Technology, Digital Home, installation information

### Safety

Risks and hazards, actions to improve, remedial actions completed, appliance instructions

## Data Warehouse will Support:

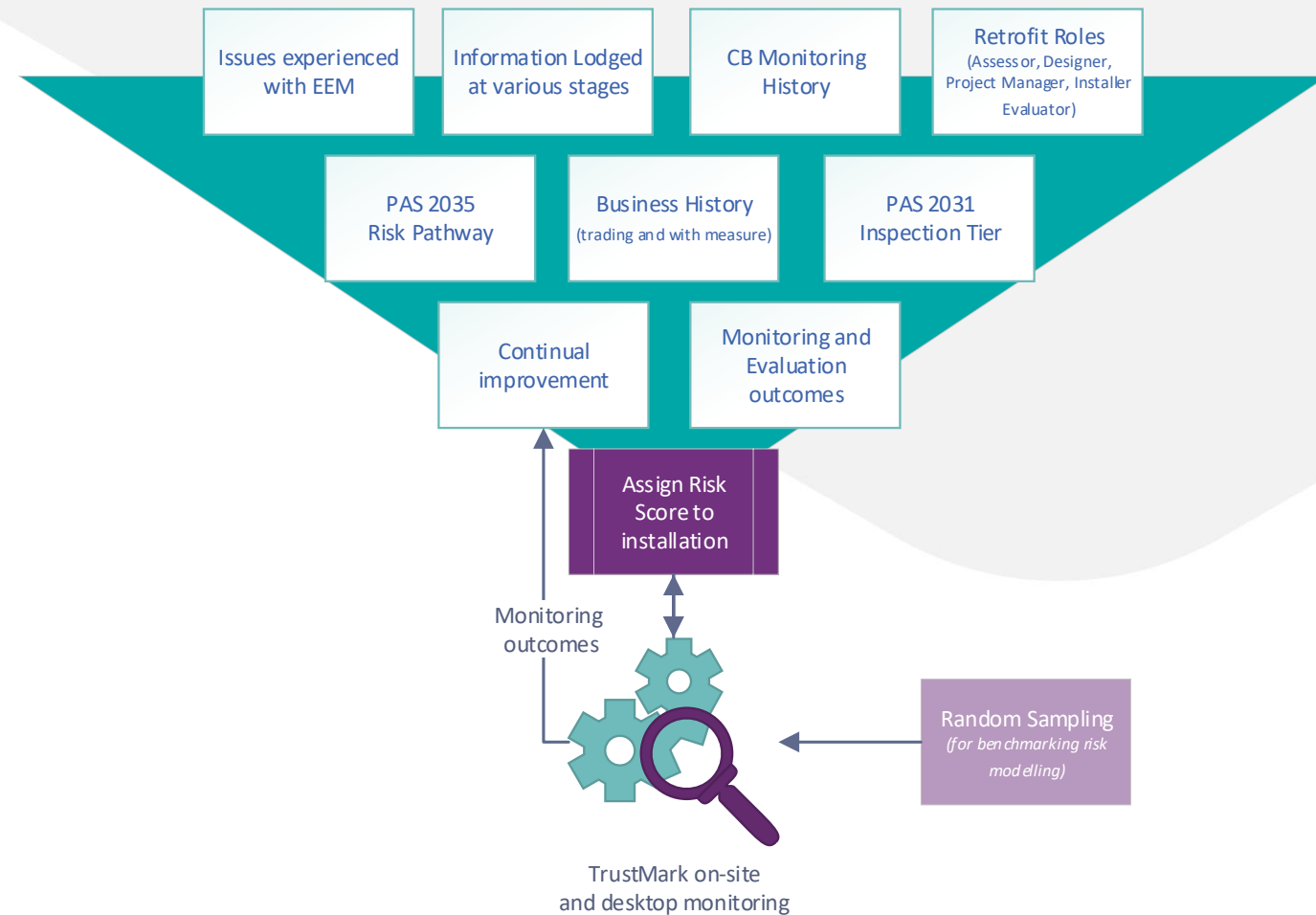
- Audit and compliance of work
- Audit trail for property owner
- Financial and consumer protection through knowledge
- Information on housing stock improvement
- Avoid cost duplication and certification replication
- Link to other recognised data sources to provide effective consumer information



## Compliance & Monitoring

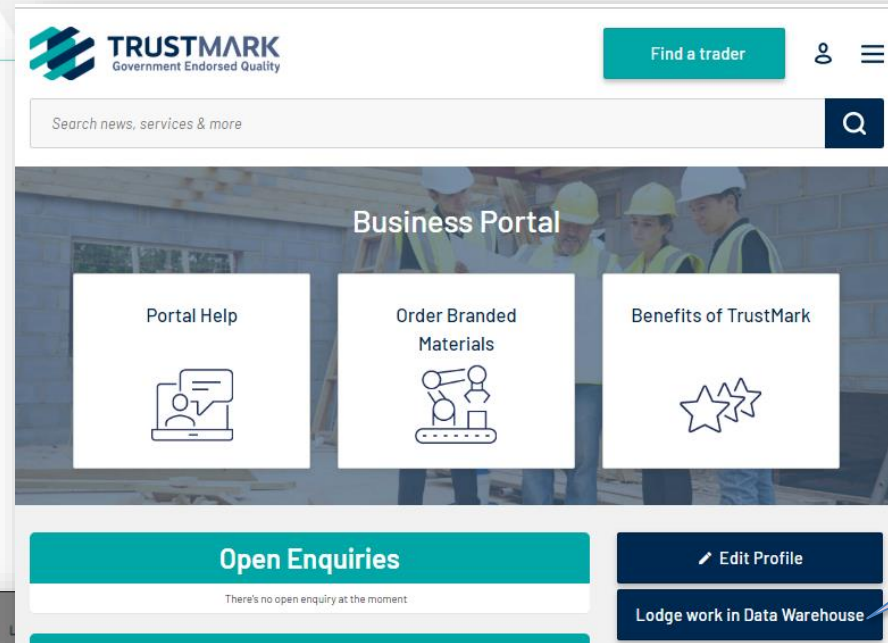
- UKAS retain their role in monitoring Certifying Bodies to ISO17065 and delivery of PAS 2030 via 2031
- TrustMark is responsible for PAS 2035 audit and compliance
- Pilot being undertaken to establish base lines for risk and compliance requirements
- Minimum of annual audits on Retrofit scheme providers
- Targeted inspection of work on-site focused on risk rating

## Risk Modelling



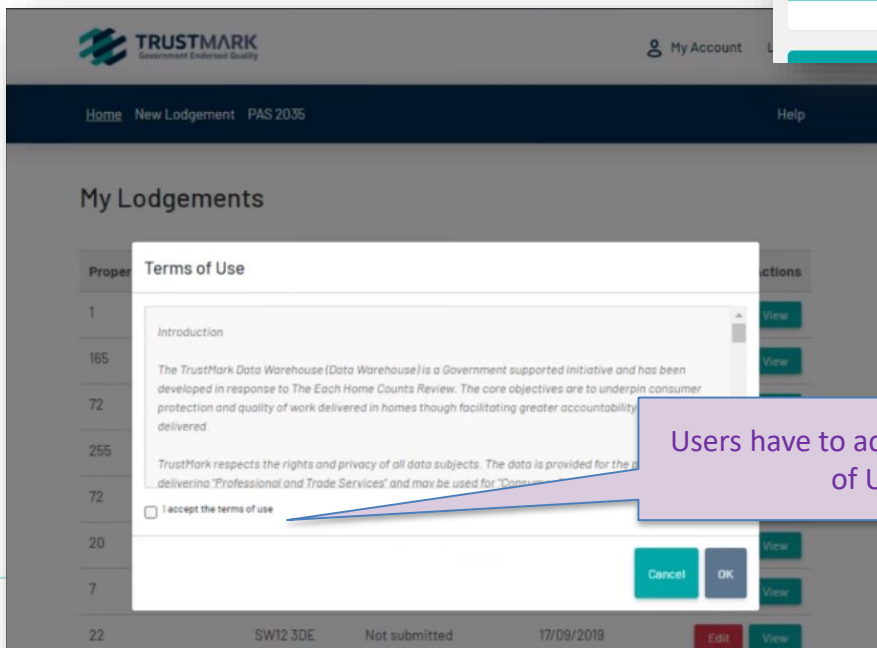
Accessed via TrustMark portal:

- Flexibility to accommodate supply chain models
- Lodgement via entry on screen and via API

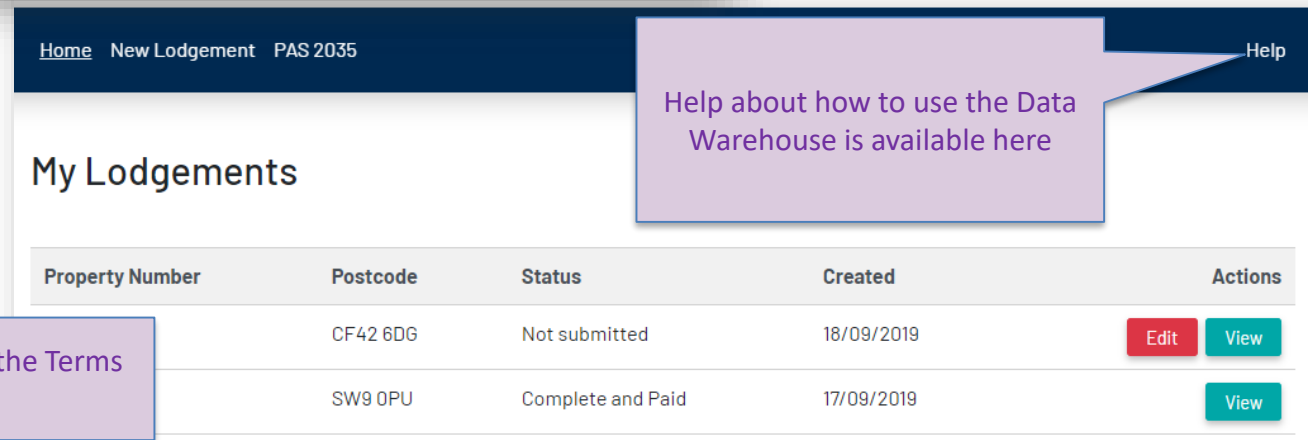


# Data Warehouse

TrustMark registered businesses  
Click to log into Data Warehouse



Users have to accept the Terms of Use

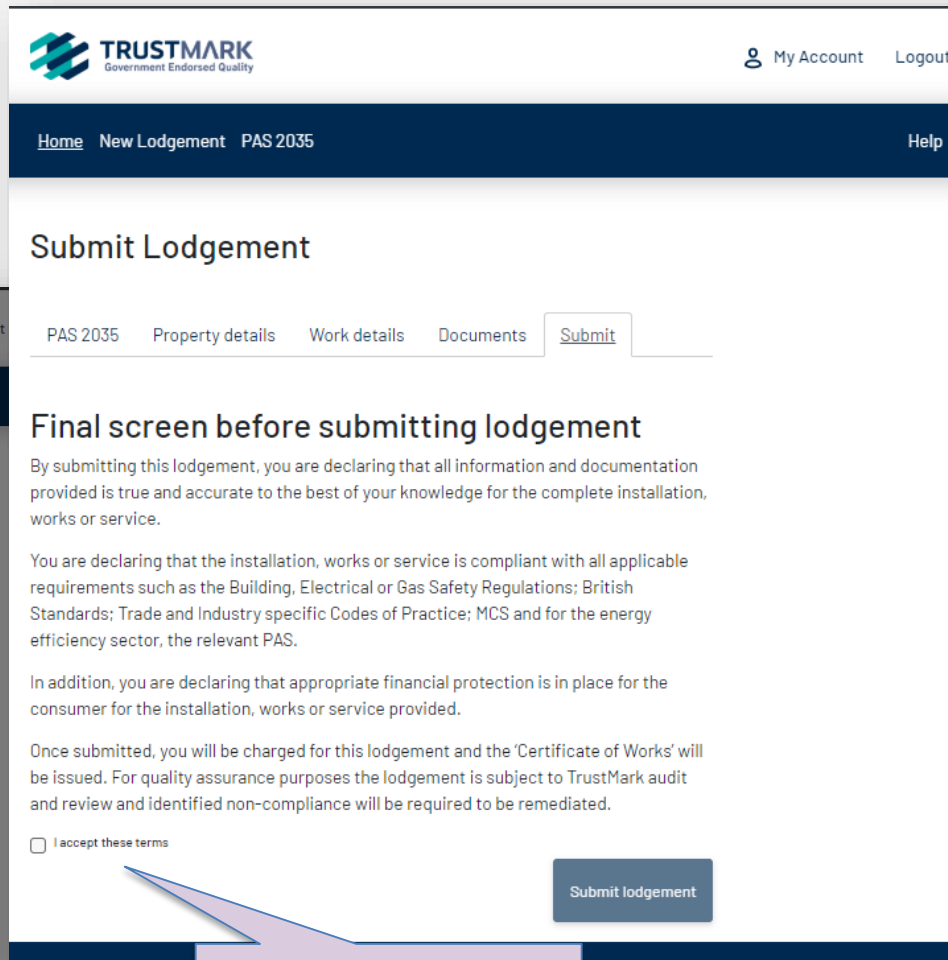


Help about how to use the Data Warehouse is available here

The Retrofit Coordinator:

1. Reviews the documentation provided
2. Completes the details of the work undertaken
3. Ensures that all of the required documents are provided
4. Submits the lodgement

View or add all mandatory documents



## Submit Lodgement

PAS 2035 Property details Work details Documents **Submit**

## Final screen before submitting lodgement

By submitting this lodgement, you are declaring that all information and documentation provided is true and accurate to the best of your knowledge for the complete installation, works or service.

You are declaring that the installation, works or service is compliant with all applicable requirements such as the Building, Electrical or Gas Safety Regulations; British Standards; Trade and Industry specific Codes of Practice; MCS and for the energy efficiency sector, the relevant PAS.

In addition, you are declaring that appropriate financial protection is in place for the consumer for the installation, works or service provided.

Once submitted, you will be charged for this lodgement and the 'Certificate of Works' will be issued. For quality assurance purposes the lodgement is subject to TrustMark audit and review and identified non-compliance will be required to be remediated.

I accept these terms

Submit lodgement

Accept the terms and Submit

## Edit PAS 2035 Roles

PAS 2035 Property details Work details Documents Submit

PAS 2035 risk grade

A

### Response Notes

Advice provided, and discussed options for consideration

OK

Advisor

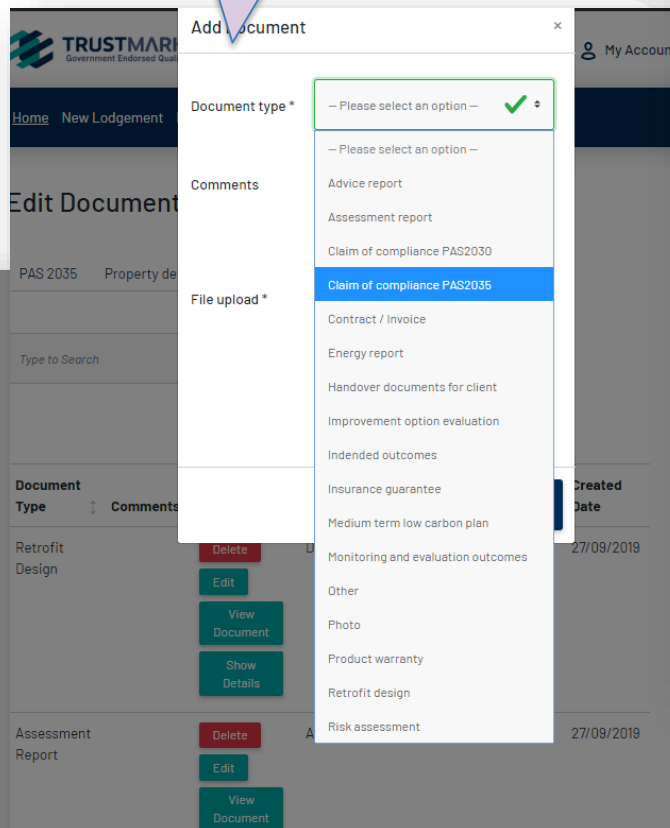
TrustMark licence number

You have selected:  
TrustMark TM\_002 (Not For Public Use)

Revoke

Notes

View notes posted back from other participants



## The Energy Market Challenge (and opportunity)

### Scale of the Challenge:

<b>EPC Banding</b>	<b>% of property</b> (based upon 12M homes)
Band A	12K – 0.1%
Band B	1M – 8.1%
Band C	3.3M – 26.6%
Band d	5M – 40.3%
Band E	2.3M – 18.5%
Band F	616K – 5.0%
Band G	178K – 1.4%

- Net carbon zero by 2050 (or sooner in some cases)
- Current UK housing stock is circa 27.5 Million homes generating 40% of the carbon output - (DECC 2016)
- 300k homes to be built per annum (Government Target) (current run rate circa 170k per annum)
- 24M properties need to be retrofitted over the next 30years generating an estimated 600 Billion marketplace (based upon 25K per property)
- Delivery of the product supply chain with assurances of quality and delivery
- Requirement to train and deliver new skills and a workforce to suit the challenges we are facing, an estimated 300K new trades people will be required.
- All sectors of housing will need to be funded through new initiatives and ventures; low levels of historic savings will challenge the able to pay sector.
- Quality delivery must be achieved, and confidence built in the markets.
- Behavioral change needed to support the massive drive that will be required to deliver this program.



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[trustmark.org.uk](https://trustmark.org.uk)

