



TRUSTMARK
Government Endorsed Quality

Supporting Consumers, Delivering Quality and
Retrofitting our Housing Stock

The journey

TrustMark 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.

27 Recommendations had been identified

TrustMark has developed its remit to become the

Government Endorsed Quality Scheme

EHC / TrustMark – areas of combination

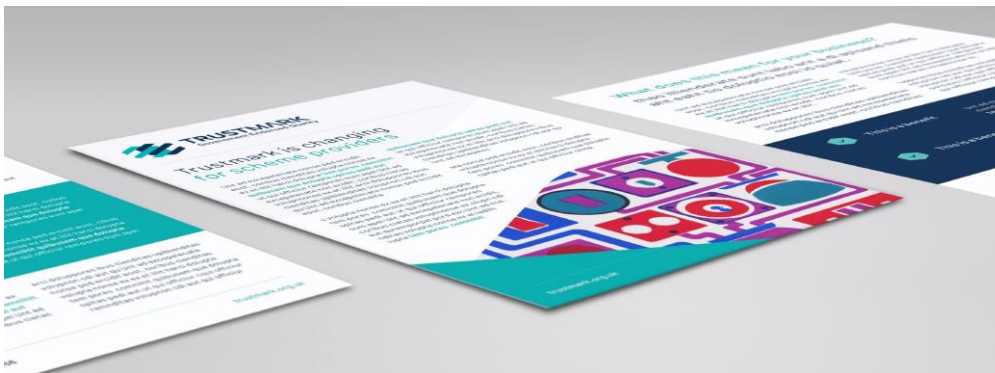
- **Consumer Protection** – Code of Conduct, Consumer Charter, Redress process
- **Advice and Guidance** – Impartial information, range of supporting tools, ESAS
- **Data Warehouse** and a range of services and tools to support it
- **Compliance and Enforcement** – lessons learnt and how to drive a revised delivery
- **EHC Quality Mark** – scope and the areas of delivery
- **Quality and Standards** – support the delivery of the technical standards for the sectors

Scope

The 'quality mark' 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 in 2019, ECO installation and compliance areas will require TrustMark
- Underpinned by transitioned implementation of PAS PAS 2030:2019 – PAS 2031:2019 and PAS 2035
- Sensible transition being agreed
- Transfer of ECO Technical Monitoring to TrustMark

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.

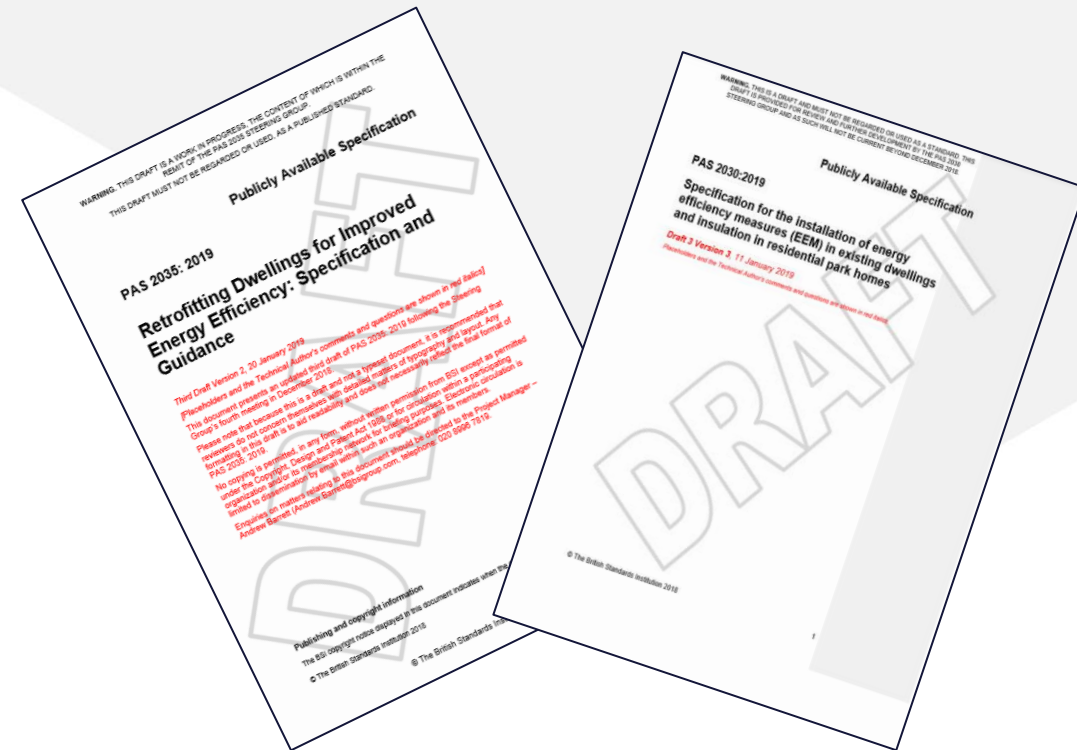
Technical Standards that are applicable to that sector.

Opportunities:

- Improved quality assurance, improved standards and build professionalism, deal with root cause issues
- Appropriate services cover to protect the consumer (financial / workmanship)
- Build consumer and business confidence relating to all services and products
- Provision of the Data-Warehouse, supporting audit, compliance, enforcement and reduced risk
- Build and deliver the Property Passport
- Encourage investment for all sectors (Able to Pay, ECO, Private funding) (circa 4.9B has been mentioned)
- Develop a new culture supporting retrofit services through improved standards and delivery vehicles

Driving UK Retrofit Quality

TrustMark, EHC and PAS 2030 – PAS 2035

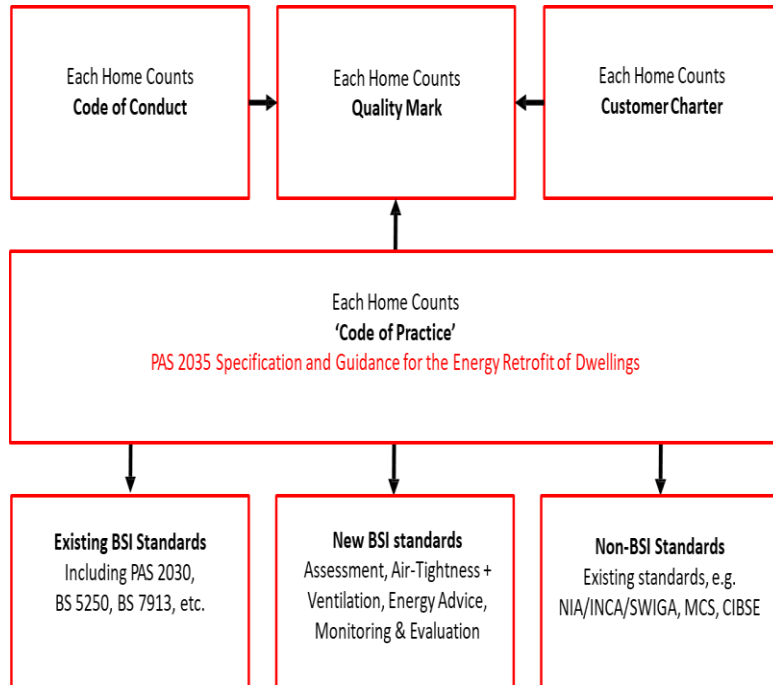


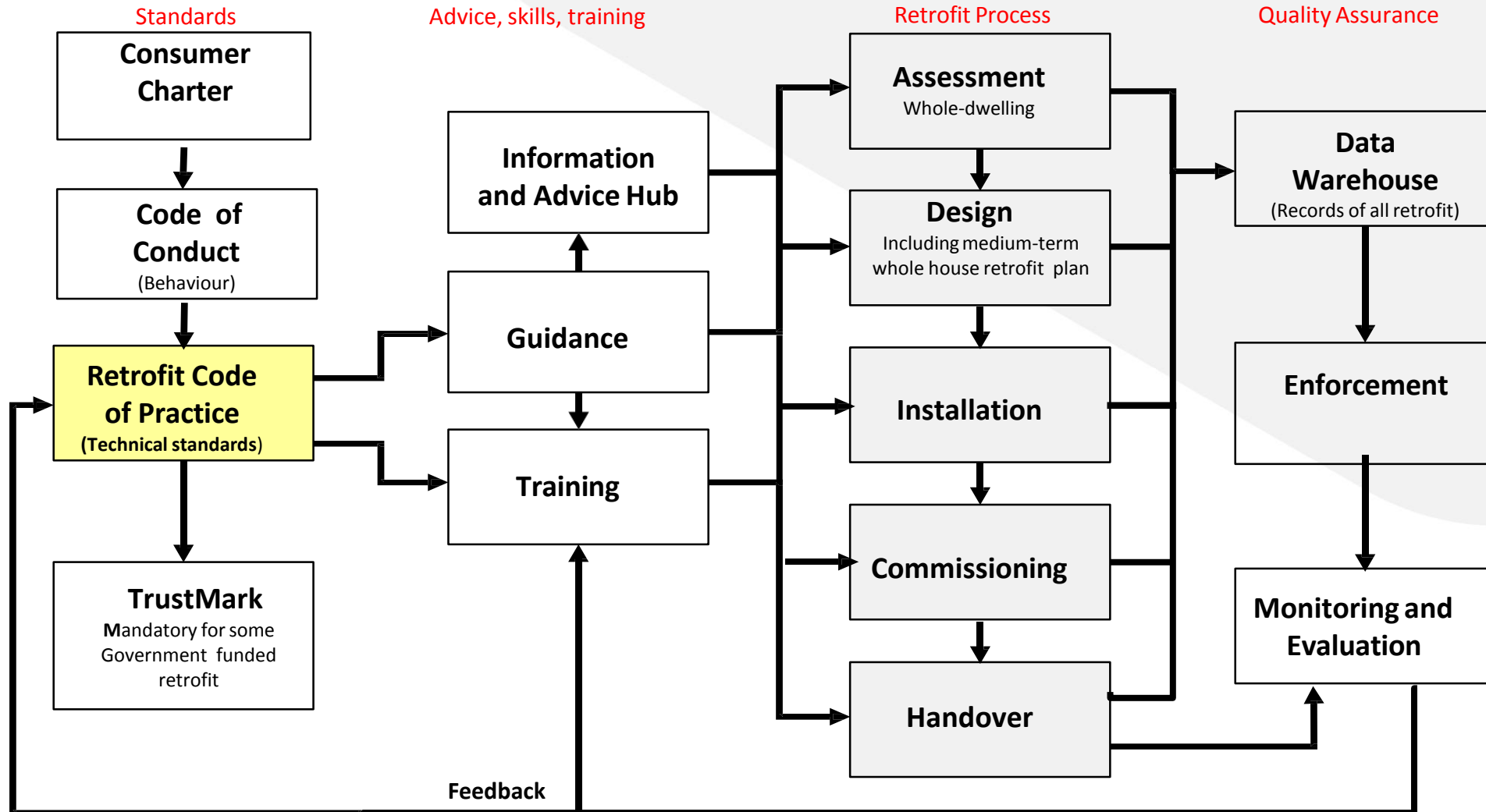
Objectives

- Improve functionality and durability of buildings
- Improve the comfort and well-being of occupants
- Improve energy efficiency
- Reduce environmental impact
- Protect and enhance architectural heritage
- Minimise the 'performance gap'
- Avoid unintended consequences

Principles

- Focus on materials, workmanship and processes
- Make retrofit standards accessible (online portal)
- Combine technical standards with guidance

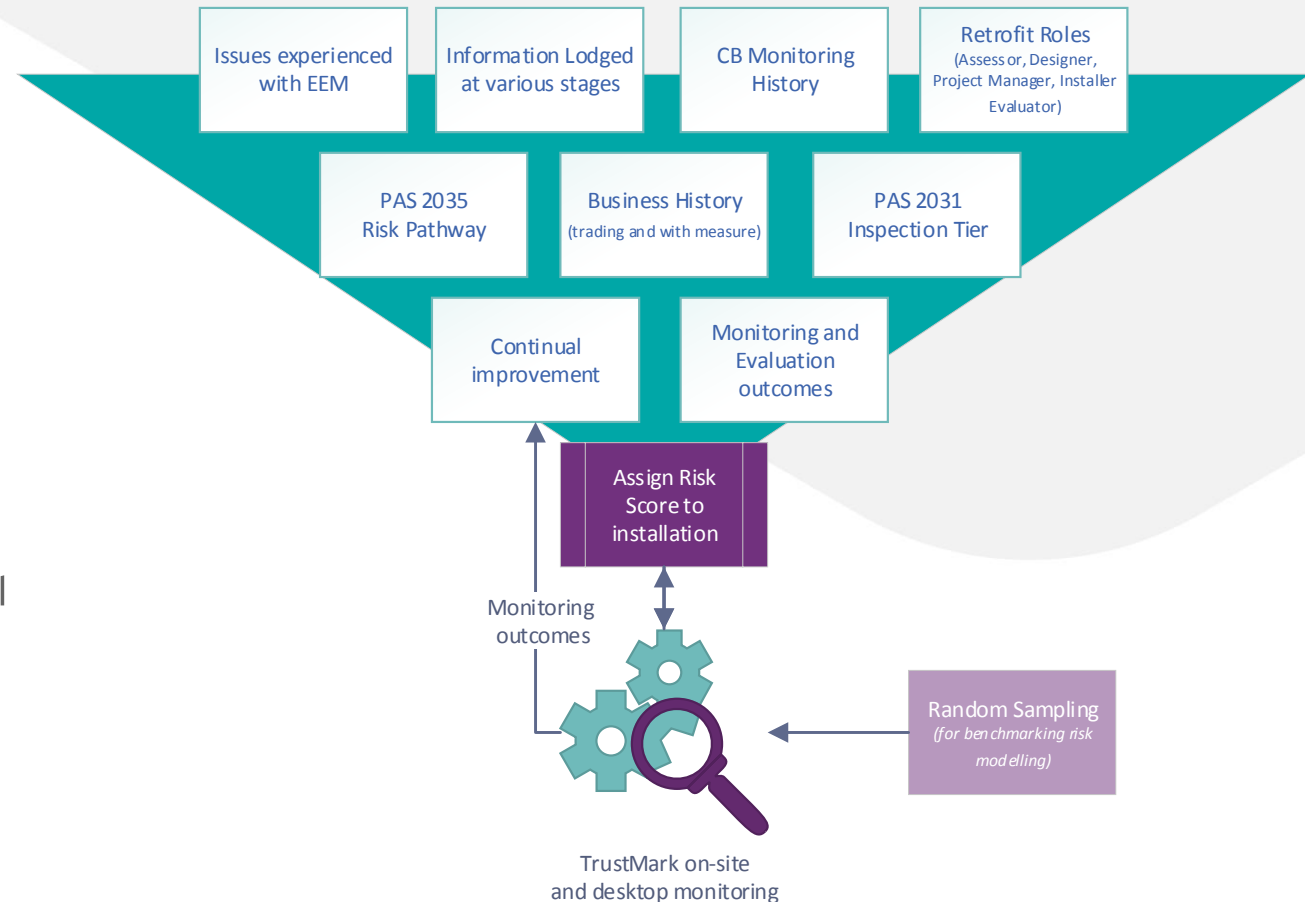


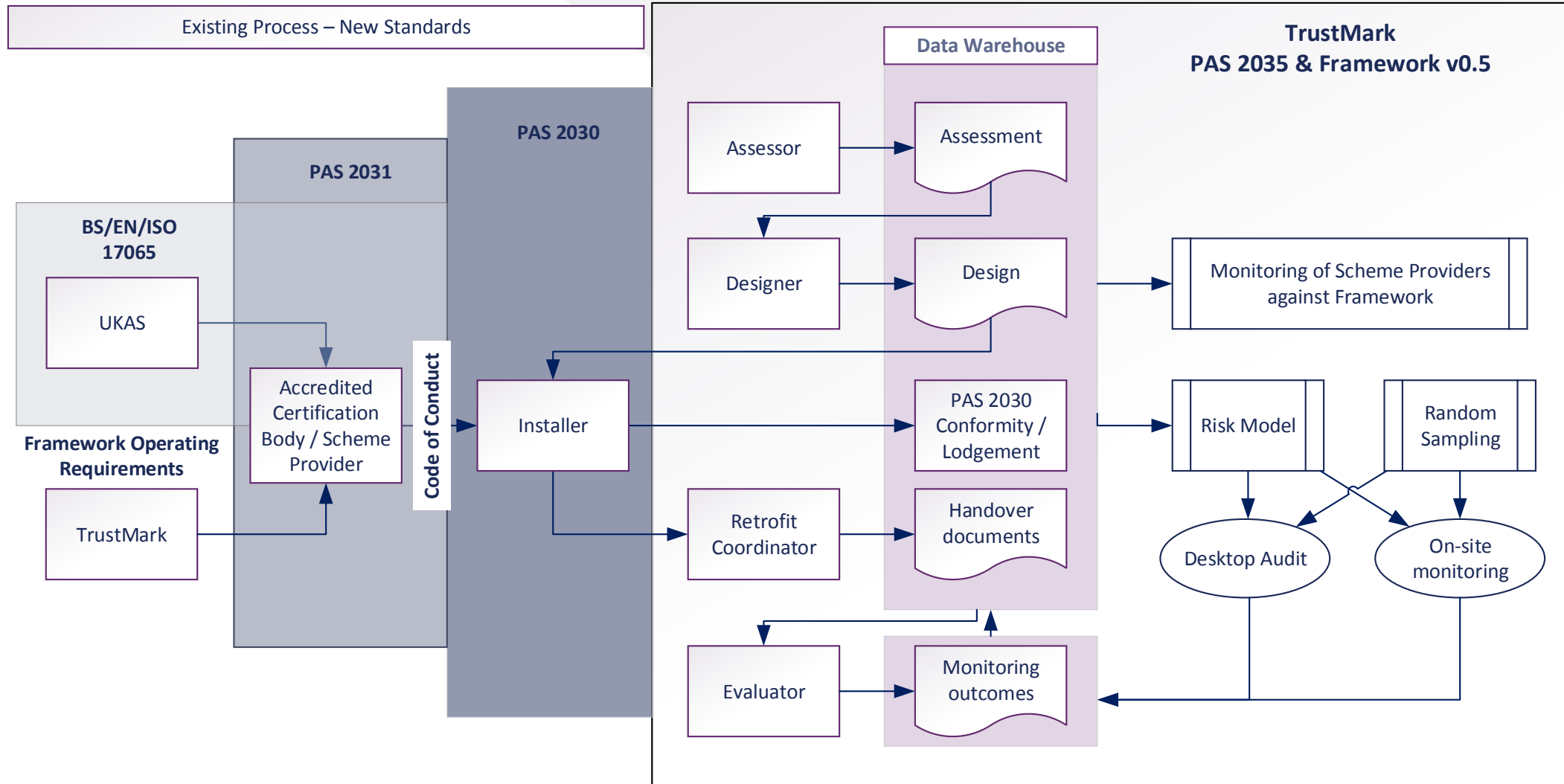


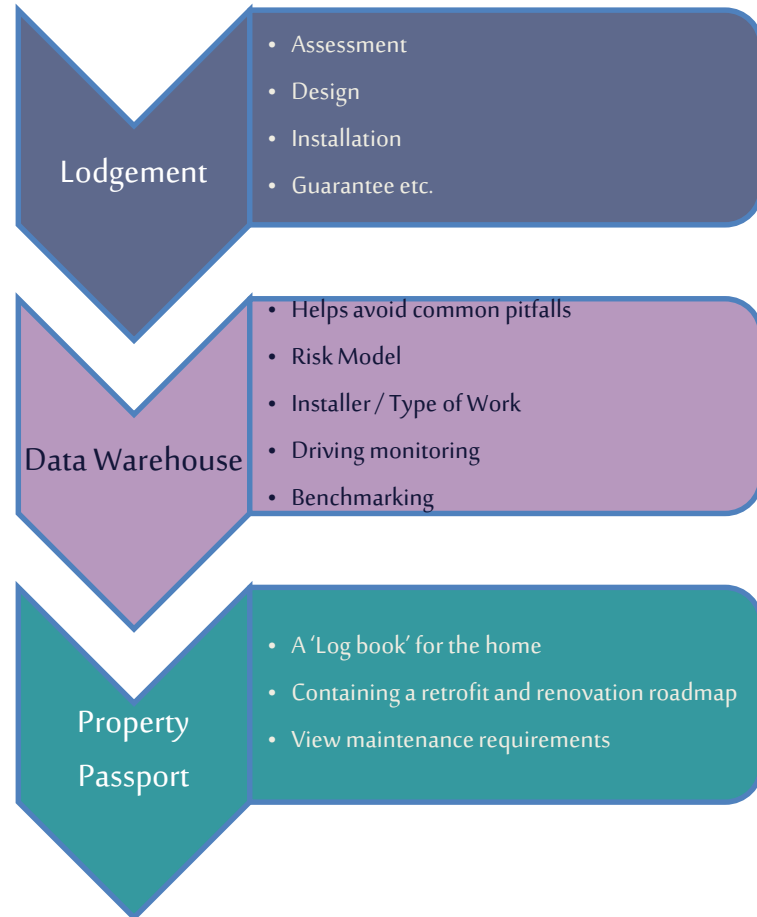
Compliance & Monitoring

- UKAS retain their role in monitoring Certifying Bodies to ISO17065
- Certifying Bodies comply with PAS2031
- Installation Businesses undertake work to PAS2030 and any sector specific requirements
- Work must be Lodged with TrustMark into the Data Warehouse
- TrustMark will develop a Risk Model to direct a blend of desktop and on-site monitoring and work with the Technical monitoring services

Risk Modelling







Foundations of Security & Data Protection

Lodgments

- Beta May 2019
- Populates Data Warehouse and Risk Model

Data Warehouse

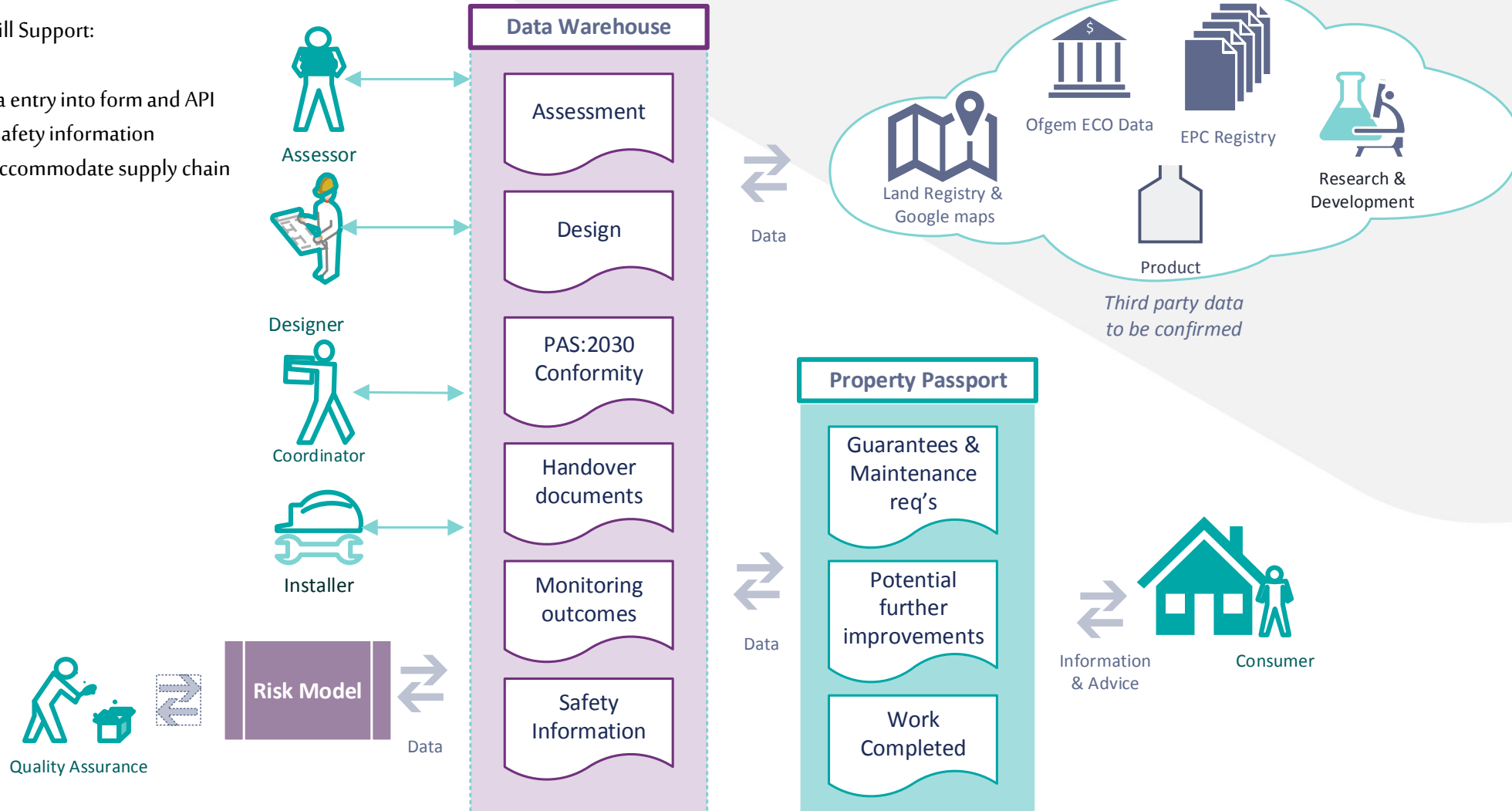
- Helps get installation right 1st time through combining knowledge
- Underpins compliance and enforcement across Schemes
- Reduces risks from Phoenix Companies
- Provides industry insights and continual feedback

Property Passport

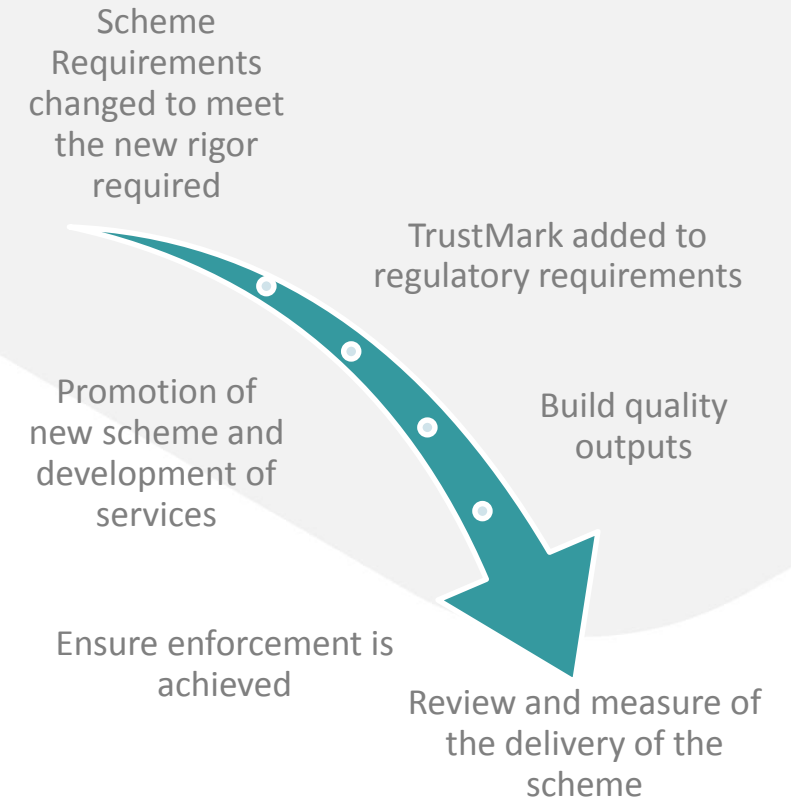
- Beta Q4 - 2019
- Contains routes to advice and finance
- Exploring use for residential and commercial property
- Repository to find information about a property and guarantees etc.

Data Warehouse will Support:

- Lodgement via entry into form and API
- Recording of safety information
- Flexibility to accommodate supply chain models



- Ensure the delivery of quality work in homes irrespective of the funding route
- Build the desire to take our housing stocks on a journey of enhancement inline with the revised standards
- Ensure that services are delivered in an effective way, quality is delivered, challenges are managed, disputes are resolved and enforcement takes place where required
- Support the engagement of all areas of the supply chain to create the ability to deliver the retrofit program
- Build and deliver the data-warehouse and property passport providing long term information and support





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Simon Ayers

T 0333 555 0350

E sayers@trustmark.org.uk

trustmark.org.uk