

RISE

Retrofit information,
support & expertise

Advice Pack

Introduction to TrustMark

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www.riseretrofit.org.uk

Overview

TrustMark is the only government endorsed quality scheme for works carried out to residential properties.

TrustMark started in 2005 to help drive-up standards across the industry and improve the protection offered to homeowners when having work carried out. TrustMark is a not-for-profit business.

TrustMark can help homeowners find a tradesperson who is skilled, trained, and competent to carry out the required work.

If you're a tradesperson looking to demonstrate your commitment to delivering high quality work with high levels of customer service, you can apply to join around 15,000 other TrustMark Registered Businesses.

TrustMark Scheme Providers

TrustMark works closely with their Scheme Providers and Registered Businesses to advance and improve the standard of works carried out in and around the home. TrustMark licences and audits over 35 Scheme Providers, encompassing 156 different service types, with over 15,000 Registered Businesses

What are the benefits of being TrustMark Registered?

Key benefits of being TrustMark registered are as follows:

- TrustMark Registered Businesses are part of the only Government endorsed quality scheme.
- Many government energy efficiency funding schemes require businesses to be TrustMark Registered. This ensures high standards of workmanship and provides protection to consumers.
- Trustmark has a growing list of lenders who offer homeowners cashback when they use a TrustMark Registered Business for their energy-efficient home improvements.
- TrustMark's low-cost Escrow service provides both Registered Businesses and customers with a protective financial arrangement when entering into a contract for work to be done in or around the home.
- The TrustMark 'Find a Business' online directory gives customers a quick and easy way to view your business when they're considering contractors for home improvement works.

TrustMark and PAS 2035- What is PAS?

A PAS (Publicly Available Specification) is a fast-track standardization document – the result of an expert consulting service from BSI. (British Standards Institute)

It defines good practice standards for a product, service or process. It is developed by a steering group of stakeholders, selected from relevant fields and led by BSI. It is a powerful way to establish the integrity of a new innovation or approach."

What are PAS 2035 & PAS 2030?

- PAS 2035 is the British standard for retrofitting existing dwellings, and it outlines how retrofit projects should be managed and delivered.
- PAS 2030 is the specification for the installation of retrofit measures into existing dwellings.

You can download a free copy of PAS2035;2023 [here](#), and PAS2030; 2023 [here](#)

Who is PAS 2035 and PAS 2030 for?

PAS2035 is primarily for the owners and occupants of dwellings which require retrofit work. Its purpose is to avoid delivery of poor quality or bad retrofit which risks causing harm to occupants and damage to the building.

PAS2030 is for installers of Energy Efficiency Measures (EEMs) and its purpose is to set out the requirements for delivering good quality installations which perform as specified.

TrustMark and the delivery of PAS2035


TrustMark has incorporated the PAS 2035 specification, the requirements for registration of the Retrofit Roles and the agreed transitional arrangements into Annex B of the [Framework Operating Requirements](#).

It is important to understand that once a business becomes PAS 2030 certified, then they must adhere to the PAS 2035 requirements for a project, which must be overseen and lodged into the [TrustMark Data Warehouse](#) by a TrustMark registered Retrofit Coordinator.

It is not possible to be certified to PAS 2035 in the way that it is with PAS2030. In the case of PAS 2035, TrustMark Registered Businesses carrying out work within its scope are required to be compliant with its requirements.

PAS 2035 is inextricably linked to PAS 2030, the standard to which all energy efficiency installers must be certified (through a TrustMark Scheme provider), and compliant.

The PAS 2035 standard introduced newly defined and qualified roles including the Retrofit Assessor and Retrofit Coordinator.



TrustMark Scheme Providers involved with the registration and on-going monitoring of Retrofit Assessors and Retrofit Coordinators produced standardised approaches and requirements of these Scheme Providers and the businesses that they register.

Whilst TrustMark has a place in both the Retrofit Assessor and Retrofit Coordinator working groups, it is not the owner or custodian of the Scheme Requirements documents and to that end questions related to them should be directed to the respective retrofit Schemes.

Useful links

You can view the scheme requirements documents here for [Retrofit Assessor](#) and here for [Retrofit Coordinator Scheme Requirements](#).

You can view TrustMark's Data Warehouse [here](#).



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