



**TRUSTMARK**  
Government Endorsed Quality



# TrustMark No Access for Remediation Policy

**Version 1**

1<sup>st</sup> January 2026

# TrustMark Policy

## No Access for Remediation - Energy Company Obligation (ECO4) and the Great British Insulation Scheme (GBIS)

### Purpose

This policy outlines the steps TrustMark will take when a TrustMark Registered Business (RB) cannot complete remedial works due to lack of access, or consumer refusal. It explains how this affects the TrustMark Certificate of Lodgement (CoL) void process within ECO4 and GBIS. Completing remedial works is essential for safety and performance, this process ensures there is clear documentation to support all parties for future reference in the unlikely event remediation cannot be undertaken.

### 1. TrustMark Registered Business (RB) Responsibilities

- If access cannot be gained to complete required remedial works the RB must:
- Record and attempt reasonable contact with the consumer (phone, email, letters)
- Issue a recorded delivery letter to the consumer, signed for upon receipt, confirming:
  - The remedial works required
  - Potential consequences of not completing works (impact on measure performance, health & safety risks)
  - Any impact on guarantees or warranties

### 2. Evidence Required

To conclude the remediation process, TrustMark requires:

- Copies of the recorded delivery letter and proof of postage
- Details of all contact attempts
- Installer declaration confirming inability to access the property

### 3. TrustMark Action

Where evidence of working to the no access process is provided:

- Records will be kept for future access or consumer contact regarding the non compliance
- TrustMark will inform Ofgem the CoL for the measure is void
- The measure will be reported as non-compliant with PAS 2030/2035 to the relevant TrustMark Scheme Provider

If evidence is not provided and works not remediated within the set timeframes:

- TrustMark will inform Ofgem the CoL for the measure is void
- The measure will be reported as non-compliant with PAS 2030/2035 to the relevant TrustMark Scheme Provider

### 4. Deadlines

Remediation window:

Remediation Deadline	
All audits undertaken before 01/01/2026	8 weeks from the go-live date (01/01/2026)
All audits from 01/01/2026 onwards	8 weeks from when the installer and Retrofit Coordinator is notified of non-compliance by TrustMark

### 5. Exceptional Circumstances

Voided certificates will only be reinstated in rare cases of genuine error confirmed by TrustMark.