



Industry Communication

Mandatory Video Evidence Requirement – post remediation

Solid Wall Insulation (SWI) — TrustMark Retrofit Portal

For

TrustMark Registered Businesses | Retrofit Co-ordinators | Scheme Providers | Certification Bodies

Effective from

13 July 2026

Overview

From 13 July 2026, a video walk round will be a mandatory requirement for all completed Solid Wall Insulation (SWI) measures, with open non-compliance within the TrustMark Retrofit Portal. Open non-compliance has been identified post TrustMark audit.

This requirement applies to both Internal Solid Wall Insulation (IWI) and External Solid Wall Insulation (EWI) measures.

The video must be uploaded to the relevant project remediation page, within the TrustMark Retrofit Portal to confirm all remedial works have been completed.

This is a mandatory requirement effective from 13 July 2026.

Who is responsible for providing the video?

The video walk round must be provided by either the Retrofit Co-ordinator or the Registered Business and be uploaded as part of the remedial evidence relating to any non-compliance on the project.

Scheme Providers and Certification Bodies have been informed of this requirement. This will be a mandatory requirement from July 13, 2026, ie Any completed audit/inspection post 13 July 2026, where open non-compliance has been found, will require this video upload as part of the remediation process

What must the video include?

The video walk round must provide sufficient detail to support confirmation of the completed remedial works. As a minimum, it must cover all the following:

Where non-compliance relates to SWI measures

- A walk round of the completed SWI remedial works, demonstrating the full extent of the works carried out and condition at time of recording.
- Key junctions relevant to the measure installed — for EWI this includes details such as roof abutments, services, window and door reveals, below DPC, interaction with other building elements and any other relevant system junctions; for IWI this includes reveals, services, fittings, fixtures floor and ceiling junctions, interaction with other building elements and any other relevant system junctions.
- Evidence, where applicable, that the completed remedial works reflect the specification and design details given within the approved Retrofit Design.

Where non-compliance relates to ventilation

- Evidence that background ventilation is in place and operational — for example, confirmation that trickle vents or airbox vents have been correctly installed, routed and are operable.
- Evidence of working extract ventilation in all wet rooms (kitchens, bathrooms, utility rooms, and any other rooms with extract requirements).
- Confirmation that the extract ventilation expels to outside — the video must capture airflow at the external terminal while the extract fan is running (for example, by showing movement at the external outlet).

Where non-compliance relates to site condition

- Confirmation that the site has been left clear of all unwanted materials, packaging, and waste on completion of the works.

Video requirements

Minimum length	500KB
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Maximum length	750MB
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File format	Format	Extension
	MP4 (H.264)	.mp4
	MOV	.mov
	M4V	.m4v

WebM	.webm
AVI	.avi

The video must be clear and unobstructed throughout. Poor lighting, excessive camera movement, or footage that does not clearly capture the required evidence points will not be accepted. The person recording the video may provide a brief spoken or visual commentary to identify key areas as they are filmed, if applicable.

This video evidence should be added to any open SWI non-compliance

Uploading the video to the TrustMark Retrofit Portal

The video must be uploaded directly to the relevant project, remediation page, within the TrustMark Retrofit Portal. It must be uploaded to support all remediation activities completed — the video upload will be a mandatory field within the project remediation workflow from 13 July 2026.

Important: The video walk round is a mandatory requirement for all SWI measures. In the event further non-compliance has been identified following review of this video evidence, Registered Businesses will be expected to complete the additional remedial works

Next steps

- Retrofit Co-ordinators and Registered Businesses should familiarise themselves with the video requirements set out in this communication and prepare to implement them from 13 July 2026.
- Retrofit Co-ordinators and Registered Businesses should ensure the video walk round requirement is factored into the project remediation process for all SWI measures from 13 July 2026 inspection/audit date where non-compliance has been found.

Further information

For further information about TrustMark and the Retrofit Portal, visit: www.trustmark.org.uk

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