Remediation Evidence Guide

Supporting TrustMark Registered Businesses

Energy Efficiency Scheme — Non-Compliance Remediation

Purpose of this guide

This guide sets out the evidence requirements for remediating non-compliances identified during TrustMark quality assurance (QA) inspections. It is intended for use by TrustMark registered businesses when preparing and submitting remedial evidence following a non-compliant outcome.

Following the guidance in this document will help ensure remedial submissions are complete, clear, and accepted first time — avoiding delays to project completion and reducing additional remediation charges.

In all and every remediation scenario, the requirements of PAS 2035:2023/PAS 2030:2023 or PAS 2035:2019/PAS 2030:2019 should be adhered to. This document has been designed to offer additional guidance and support.

All installations should follow the design details shown within the Retrofit Design, which would be uploaded by the Retrofit Co-ordinator on the project and approved by the relevant Retrofit Designer.

General principles for all remediation

Regardless of the non-compliance type, the following principles apply to every remedial submission:

- Remedial images must mirror the original non-compliant image — taken from the same angle and location wherever possible.
- Images must be taken close enough to clearly show that the issue has been resolved, the steps taken, and the process followed.
- Where a non-compliance caption refers to multiple windows, elevations, or areas, evidence must cover all of them — not just a single example.
- All elevation photographs should be uploaded as evidence, not just the affected elevation.
- Images should be taken in good light with no obstructions; blurred, dark, or obscured photographs will not be accepted.
- Where a staged installation process is required, photographs should evidence each stage in sequence.

- Evidence should include a method statement that provides detailed written context on the remediation works carried out, communicating to the reviewer what has been done and how it has been done.
- Where applicable to the remedial works, a construction or design drawing shall be provided to show what has been done and how it has been done.
- Any photographic evidence shall clearly show that the method statement and, where applicable, the construction or design drawings have been followed.
- Evidence must be uploaded separately against each individual non-compliance — do not attach a single document to multiple open non-compliances.

⚠ Each open non-compliance must have its own evidence uploaded against it, relating only to that specific concern. Uploading one document and attaching it to all open non-compliances is not acceptable. Reviewers need to see clearly how each individual point has been remediated.

Submission checklist

Before submitting your remediation evidence, confirm the following:

- All non-compliances from the report have been addressed.
- Remedial images have been taken from the same angle and location as the original non-compliant images.
- Close-up images have been provided where the original image was taken at distance.
- Evidence covers all windows, elevations, or areas cited — not only a single example.
- All elevation photographs have been uploaded.
- Where a defect diagnosis is required, a formal report has been included.
- Where thermal bridging is raised, IP1/06 reference and alternative detail have been provided.
- Images are clear, well-lit, and unobstructed.

⚠ Incomplete submissions will be returned for further evidence. Ensuring your submission is complete first time will help avoid delays to project completion and reduce additional remediation charges.

Further support

For further information about TrustMark's quality assurance process, visit: www.trustmark.org.uk

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