



UK Government

In the letter you will have received from Ofgem, you will see a **Unique Measure Reference Number** for your home. Only legitimate parties like TrustMark will have access to this number. If someone contacts you about an audit check and **cannot provide you with this Unique Measure Reference Number, do not share any personal details with them or let them into your home.**

To arrange an audit

- Call **0333 555 1234** (available Monday to Friday from **9.00am - 5.00pm**, excluding bank holidays)
- Email us at **consumerremediation@trustmark.org.uk**



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Have you received insulation work as part of a government scheme?

Act now if you have had External Wall Insulation installed under ECO4 or GBIS schemes

TrustMark, the Government Endorsed Quality Scheme, will arrange a **free audit of your home.** Any problems found will be fixed by the installer **at no cost to you.**
Call: 0333 555 1234



Why should you get in touch?

You should contact us if you have had external wall insulation fitted under one of the Government's current **Energy Company Obligation (ECO) schemes: ECO4** or the **Great British Insulation Scheme (GBIS)**.

Problems were identified with the quality of this type of insulation **in most homes**. In response, the Government announced free audits to ensure homes remain safe.

Not all problems will be immediately visible. **It is important that you take up the offer for a free audit.**

These audits will be led by **TrustMark**, the Government Endorsed Quality Scheme responsible for overseeing the quality of energy efficiency improvements under the **ECO4** and **GBIS schemes**.

What do you need to do and when?

TrustMark is working at the request of the Government to deliver **free audits** to households with external wall insulation installed.

To get a free audit, contact TrustMark by phone: **0333 555 1234**, or email: consumerremediation@trustmark.org.uk

After contacting TrustMark the next steps are:

- 1. TrustMark will contact you by email, phone, or post depending on your preference, to offer a free audit of your home.**
- 2. If you accept an audit, a qualified professional from TrustMark will inspect the installation and explain the findings to you.**
- 3. If problems are identified, TrustMark will arrange for these issues to be put right at no cost to you. You will be updated when the work is complete.**

An audit will focus on safety and technical standards. It may not cover problems you might have with the appearance of the work.

The Government strongly encourages you to accept the offer of a free audit of your home. Even if a problem is not visible and you don't have any concerns about your external wall insulation, the option to have an audit of your home is still encouraged.

