



**TRUSTMARK**  
Government Endorsed Quality

# The benefits of choosing a **TrustMark Licence Plus** Registered Business

Information for homeowners and landlords looking to improve the energy efficiency of their properties (retrofit).



## Who is TrustMark

TrustMark is the only Government-endorsed Quality Scheme covering work carried out in or around the home. Operating across the UK, TrustMark is a not-for-profit social enterprise that continually re-invests in the scheme, to support Scheme Providers and Registered Businesses to improve consumer protection and standards across all sectors.

## What is Licence Plus?

With the current backdrop of high energy costs, an aging housing stock and the construction skills shortage, TrustMark fully understands the wider challenges faced by homeowners and landlords when it comes to choosing a trusted tradesperson.

The urgent need to deliver significant numbers of home improvement 'retrofit' installations within the coming years to meet the Governments Net Zero targets should not be at the expense of quality.

The Licence Plus Scheme means you can find a TrustMark Registered Business to carry out retrofit energy efficiency improvements in your property with all the benefits that come with TrustMark registration.



## **The benefits of using a TrustMark Registered Business**

- ✓ Guarantees on workmanship
- ✓ Enhanced consumer protection
- ✓ Confidence of quality workmanship
- ✓ Compliance with the TrustMark Code of Conduct and Customer Charter

Retrofitting your property can lead to reduced energy bills and warmer, healthier and more comfortable homes. It can also help you play your part in reducing carbon emissions.

For more information on Retrofitting your home please go to:



[www.trustmark.org.uk/homeowners/  
whole-house-retrofit](http://www.trustmark.org.uk/homeowners/whole-house-retrofit)

## **To assess the quality of work and what energy efficiencies have been achieved, TrustMark Licence Plus businesses also have to:**

- Agree to additional, ongoing risk-based audit and compliance.
- Carry out a Property Assessment that includes an Energy Performance Certificate using a TrustMark registered individual with a recognised retrofit assessment qualification.
- Lodge work in the TrustMark Data Warehouse which means work is subject to our compliance process.

For more information on the Licence Plus Scheme please email:



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