



TRUSTMARK
Government Endorsed Quality

Delivering impact by
protecting homeowners
& improving quality of
home improvements



Enabling the UK to live
warmer, happier & healthier



The **ONLY** government endorsed quality scheme for home improvements.

We provide oversight of businesses delivering work and services in and around the home.



Size of the market

TrustMark is the quality scheme in the **Repair, Maintenance and Improvements (RMI)** sector which is over £38.5 billion in value and supports c.1.4 million workers, delivering work and services to consumers.



What is the home RMI sector?

Our sector is an ecosystem of more than 130 home improvement trades from electricians, heating engineers, solar PV installers to landscape gardeners, busily working alongside each other ensuring the UK lives in warmer, happier and healthier homes.

We are unique

Following 10 years branded as the Government Quality Mark, TrustMark launched in 2005 under a Licence Agreement with the Department of Business and Trade. Our purpose is to ensure the property and home improvement sector delivers quality with effective consumer protection.

TrustMark has provided standards delivery and quality assurance services across the home improvement sector for over 20 years. It now provides the same functions through a regulatory position; its role is to oversee the delivery of government capital and grant funded schemes, including the Energy Company Obligation (ECO), Great British Insulation Scheme (GBIS) and the Department for Energy Security and Net Zero (DESNZ) social housing improvement, taxpayer funded energy efficiency schemes.

Businesses register with TrustMark through the sector's industry trade and certification bodies who have met the rigours of becoming a TrustMark Scheme Provider and operate to a strict framework. They are assessed annually to ensure compliance with standards and that quality outcomes are delivered to the consumer.

A TrustMark registered business is required to operate within the Code of Conduct and the Customer Charter. This requirement is enforced to ensure the consumer has a business that has demonstrated competence and is delivering quality work to the right standards using the correct certified products. Work delivered by the business has to be guaranteed for a minimum of two years or longer to meet the varying rigours of the standards. The protection provided through the TrustMark scheme, should expectations not be met, is what sets us apart from customer lead generation providers in the market.



A professional community

Every TrustMark tradesperson is a demonstrably competent professional and delivers high quality work in and around homes. The c.17,500 businesses registered with TrustMark employing in excess of 56,000 tradespeople, deliver home improvements across England, Wales, Scotland and Northern Ireland. All TrustMark registered tradespeople also belong to one of the 38 trade associations or competent persons schemes operating under the TrustMark licence.



Watch on Youtube: <https://youtu.be/wQmkjp1CX7c>

For homes that are warmer, comfortable, healthier and cheaper to run

TrustMark has been supporting various Government energy efficiency initiatives for people in fuel poverty since 2020. We have provided quality assurance oversight on **c.1.8 million energy efficient measures** implemented across the UK via the multiple home retrofit programmes.

TrustMark registered tradespeople and businesses have improved the energy efficiency of c.1 million homes that have received **£4.1 billion of financial support for retrofit-related home improvements.**

What we stand for. It's simple.

01. We stand for protecting the homeowner

TrustMark registration delivers a mark of quality and competence instilling confidence when a consumer uses a registered business. All TrustMark businesses and tradespeople must offer suitable financial protection for the works that have been completed.

TrustMark has built the capability, infrastructure and experience to mitigate risk for both consumer and those providing the funding for home improvements, including access to a robust disputes process through the independent Dispute Resolution Ombudsman (DRO).



02. We stand with our community of competent & professional installers – delivering local services

TrustMark delivers local services, enabling local employment opportunities. **82%** of our registered businesses are small & micro businesses, serving communities across the UK. There are c.56,000 tradespeople working through TrustMark businesses.

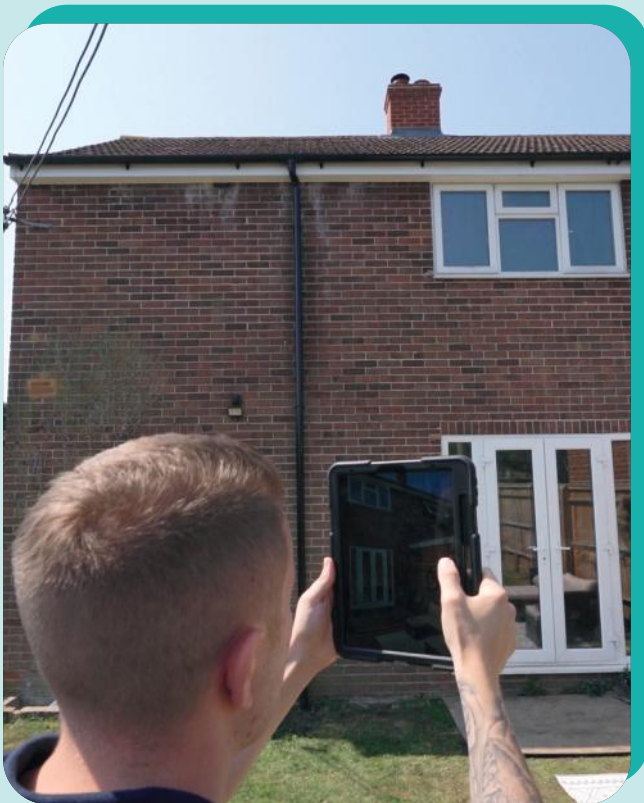


Serving locally, building resilient homes and communities, opens the supply chain to enable more skilled jobs to be created. And it's a growing sector too – skilled jobs are available. An estimated 350,000 new retrofit jobs are required to meet 2050 energy targets. Working with the government, we will champion a thriving sector to encourage school leavers, 1.4 million unemployed and those seeking a career change to explore sustainable and fulfilling opportunities in home RMI trades.

03. We stand for quality & assurance

TrustMark has overseen work across **374 out of 404 principal local authorities** in the UK. Working with professionals across the supply chain, TrustMark's quality assurance regime ensures competent people are delivering high standards and quality of work for the homeowner.

A final compliance rate of 90% was achieved in 2023 on work audited. Our standard is truly one of excellence.



04. We stand for evidence-based decisions informed by timely & quality data insights

Our consumer protection and quality assurance capabilities are supported by a robust technology Infrastructure. This is the basis of a National Home Improvement Database – enabling delivery of a national retrofit programme across social housing, private rented sector and owner-occupied homes.

And we are evidencing growth

Across the UK, in last 12 months TrustMark has overseen the installation of c.495,000 measures (energy efficiency and low carbon). This is c.30% of activity since 2020 (c.1.6 million measures) evidencing the pace and scale we are growing at.

In a typical month, our teams of auditors, surveyors, customer protection, data & insight, and membership development oversee the delivery of c.11,000 jobs, representing a continually growing trend within the fuel poverty schemes of ECO4 and GBIS.



The drive towards Net Zero

Bigger still, c.140,000 measures overseen by TrustMark in 2023 have uplifted home energy ratings (EPC equivalents) to between A-D



August 2024



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Playing a vital role in communities,
working with partners who truly
want to make a difference to lives

Help us improve homes

We want more people to live in warmer, healthier and happier homes.

To do this, we need your support to create a stable and consistent environment with high standards, skilled workers and strong consumer protection, underpinned by existing initiatives and continuity of funds. Together, let's accelerate the good work and benefits reaped to date across more UK homes.

Work with us to achieve more and drive local impact.

