



Registered through:
NICEIC

TrustMark Fact Sheet:

**Building industry and consumer protection groups to help you:
TrustMark is the government scheme to assist consumers to find a reputable contractor.**

TrustMark is a Scheme supported by the Government, the building industry and consumer groups to help consumers and specifiers find reliable and trustworthy trades people to make improvements and repairs to domestic properties. If a firm displays the TrustMark logo you can be assured that it has been checked against a set of standards set by the Government by a TrustMark approved body.*

The TrustMark Scheme recognises the difficulty consumers face in selecting reputable construction industry companies to undertake work in their homes. The concept is to promote an identification mark which will become widely recognised by consumers as a mark of integrity, and allows them to avoid rogue traders and have confidence in the standard of work undertaken.

What makes selecting TrustMark tradesmen so worthwhile?

1. A firm's technical skills have been independently checked through regular on-site inspections, as well as checks on their trading record and financial status.
2. Firms have signed up to a code of practice that includes insurance, good health and safety practices and customer care.
3. The approved scheme operator* has checked and will continue to monitor the firm's quality of work, trading practices and customer satisfaction.
4. Firms are able to offer an Insurance Backed Warranty.
5. Deposit Protection Insurance is available for consumers in the event a firm should cease trading.
6. Firms will be able to tell you about any building regulations you must comply with and may also be able to provide appropriate certificates.
7. If you have a problem or disagreement with the firm, there will be a clear and user-friendly complaints procedure to help resolve the issue.
8. The scheme is fully supported by Government, the building industry and consumer protection groups.
9. **All of these checks will give you - Peace of Mind.**

If a firm displays our TrustMark logo you know that we have approved and inspected the firm through one of our scheme operators and found that the firm meets the required Government endorsed criteria as described above.

* NICEIC is one of a limited number of scheme providers authorised to award TrustMark to electrical contractors.

For more information on TrustMark visit www.trustmark.org.uk