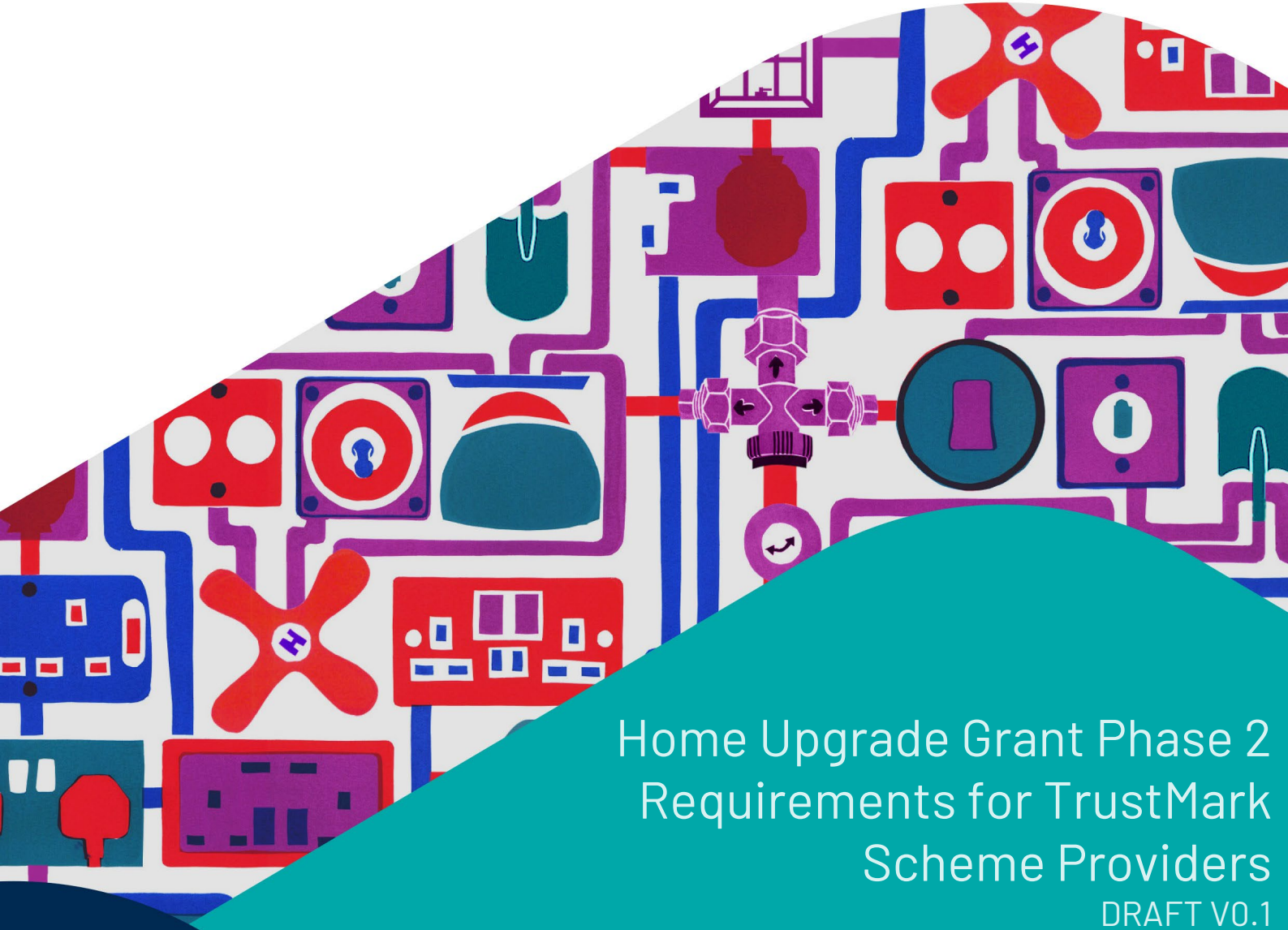




TRUSTMARK
Government Endorsed Quality




Home Upgrade Grant Phase 2 Requirements for TrustMark Scheme Providers

DRAFT V0.1

This document must be read and used in conjunction with
the TrustMark Framework Operating Requirements V2.2
and any BEIS/Local Authority Requirements

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02

Foreword

Home Upgrade Grant (HUG)

These arrangements, as may be amended, apply for the duration of respective HUG phases.

Since inception in 2005 TrustMark has been instrumental, along with our Scheme Providers, in enhancing levels of consumer protection in a range of industry sectors.

The Home Upgrade Grant Phase 2 (HUG 2) will be introduced in September 2022 and will support upgrades to the worst-performing off-gas grid homes in England. £218 million funding was granted by BEIS for the first phase of HUG, and up to £730 million of funding available for Local Authorities under HUG 2 for delivery over 2022/23 to 2024/25.

The Home Upgrade Grant is a key part of the government's plan to back long-term growth and support the transition to net zero carbon emissions by 2050.

The energy efficiency measures carried out under HUG must be completed by a TrustMark Registered Business. TrustMark Registered Businesses installing low carbon heating technologies must also be certified with the Microgeneration Certification Scheme (MCS). If any part of the work involved in installing eligible improvements is subcontracted, this must be carried out in accordance with TrustMark's requirements, and the relevant PAS or MCS requirements as applicable, with regards to subcontracting.

HUG 2 requires the businesses carrying out the work to record information about the installation into TrustMark's Data Warehouse, that acts as a repository of information about the work undertaken on the property and associated financial protection mechanisms.

03

The Framework Operating Requirements

3.1 The Framework Operating Requirements:

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- 3.1.1 The Home Upgrade Grant Phase 2 Delivery Requirements for TrustMark Scheme Providers must be read and used in conjunction with the TrustMark Framework Operating Requirements (FOR), Code of Conduct for Registered Business, Customer Charter, any requirements set out by BEIS and/or Local Authorities or Local Energy Hubs.
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04

Registered Business Eligibility

The addition of the Home Upgrades Grant Requirements for TrustMark Scheme Providers will be in place for the duration of HUG as determined by BEIS and Local Authorities. All installations carried out under HUG must comply with the conditions of the overarching TrustMark Framework Operating Requirements V2.2.

4.1 Registered Business Eligibility:

- 4.1.1 The certification standards in the table below apply during HUG 2:

| Certification Standards | Notes |
|---|--|
| MCS certification PAS 2030 certification | As at date of publication, PAS 2035:2019 applies to all work and MCS/ PAS 2030:2019 certification as appropriate |
| PAS 2035 compliance | Installers should adhere to the most recent versions of MCS, PAS 2030 and PAS2035 standards throughout the duration of the scheme. PAS 2035/2030:2019+A1:2022 , the most recent PAS 2035/2030 standard, was published on 31 January 2022 |

- 4.1.2 Businesses undertaking work for HUG 2 must be compliant with the TrustMark Code of Conduct and Customer Charter, any BEIS Terms and Conditions, any specific Local Authority or Local Energy Hub Rules, and any other obligations placed by your Scheme Provider.
- 4.1.3 Financial protection must be provided for all works installed under HUG 2. The financial protection mechanism¹ must meet the TrustMark FOR - Section 10 and be at least the equivalent of that specified for measures installed under the Energy Company Obligation (ECO) scheme; and be declared within the Data Warehouse.
- 4.1.4 TrustMark Registered Businesses are also required to hold MCS registration for the installation of low carbon and clean heat technology measures.

4.2 Scheme Provider Requirements:

- 4.2.1 To ensure that all data submitted for Registered Businesses is accurate including, but not limited to, PAS certification, registered trade scope and business details.
- 4.2.2 To ensure that Registered Businesses working within HUG 2 are aware of the necessity of lodgement into the TrustMark Data Warehouse.
- 4.2.3 Scheme Providers who are not UKAS accredited Certification Bodies but wish to offer TrustMark registration for PAS / MCS trades, must have an evidenced formal arrangement with a Certification Body(ies) in order that PAS / MCS scopes, assessments and certification can be validated and kept synchronised with the Certification Body.

05

Eligible Measures & Installation Standards

5.1 Eligible Measures:

- 5.1.1 For HUG 2, eligible measures are any energy efficiency and heating measures compatible with the Standard Assessment Procedure (SAP) that will help improve EPC Band D, E, F or G rated homes. This includes, but is not limited to, measures such as wall, loft and underfloor insulation, as well as low carbon technologies and solar photovoltaics.

Measures which are solely fuelled by fossil fuels, such as the installation of a new fossil fuel-based heating system, or the replacement of an existing fossil fuel-based heating system with another fossil fuel-based heating system, are **not** in scope. Measures which are partly fuelled by fossil fuels,

¹ <https://www.trustmark.org.uk/ourservices/financial-protection>

such as Hybrid heating systems – systems comprising of a heat pump and fossil fuel boiler – are also not permitted under HUG 2. For more information on the rules for eligible measures in HUG 2, please refer to section '3.3 Eligible Measures' within the Home Upgrade Grant 2 Guidance document.

The eligible measures are as listed in the current version of the Lodgement Data Dictionary applicable to HUG 2 which is available on the TrustMark website here:

<https://www.trustmark.org.uk/ourservices/data-warehouse>

Eligible measures may be subject to specific Local Authority project rules.

- 5.1.2 In all cases where the installation measure is undertaken, the property must have ventilation requirements completed in line with the requirements of PAS 2035/2030:2019+A1:2022.
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5.2 Installation Standards:

- 5.2.1 All measures must be installed in line with the requirements of standards below and within the context set out in section 04 of this document:

- PAS 2035:2019 +A1:2022
- PAS 2030:2019 +A1:2022
- MCS Standards

- 5.2.2 Registered Businesses are also required to follow the BEIS best practice guidance documents for the retrofit measures, including:

- [Floor Insulation- Suspended Timber Floors](#), July 2020
 - [Internal Wall Insulation](#), September 2021
 - [Room in Roof Insulation](#), January 2022
 - [Solid floor insulation](#), June 2022
 - Any other similar retrofit BEIS best practice guides that may be introduced in the future
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5.2.3 Registered Businesses must support any additional requirements set by their Scheme Provider and Certification Body including those to facilitate pre, mid and post-install inspections; and any independent checks/validations. The Registered Business should engage with its Scheme Provider and Certification Body to fully understand the requirements, particularly those related to measures of significant technical risk, including but not necessarily limited to:

- Cavity wall insulation including those installed in party walls
 - Internal wall insulation
 - External wall insulation
 - Room-in-roof insulation
 - Park home insulation
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06

Data Warehouse Lodgement

6.1 Lodgement of Measures:

6.1.1 Work must be lodged into the TrustMark Data Warehouse.

6.1.2 The Lodgement fee is £30.00 + VAT.

6.2 Lodgement evidence in the Data Warehouse

6.2.1 The standard PAS 2035:2019 lodgement process applies.

Guarantee/Financial Protection Mechanism.

For MCS technologies the MCS Certificate Number will be required.

6.2.2 Where the installation requires notification of Building Regulations, a self-declaration statement will be required before submitting a lodgement.

07

Audit & Compliance

7.1 Audit & Compliance:

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| 7.1.1 | TrustMark reserves the right to undertake an audit on any measures that have been completed under HUG 2. |
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| 7.1.2 | Audits will be performed and TrustMark will make Scheme Providers aware of audit non-conformity for follow up and resolution. |
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| 7.1.3 | Where non-conformity is identified TrustMark may notify the relevant LA and any other relevant party. |
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| 7.1.4 | Where a lodgement or work remains non-compliant after all relevant quality assurance processes have been applied, further action will take place under the Trust Mark quality assurance process. |
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08

Supporting Information

There is a wealth of supporting information available to help with understanding in the various areas. The list below is not exhaustive and has been provided to help signpost to the key information sources:

- To find out more about PAS 2035:2019 and PAS2030:2019, and/or obtain a copy, please visit: <https://shop.bsigroup.com/>
- For Low Carbon and Clean Heat Technology, please visit: <https://mcs-certified.com/standards-tools-library/>
- PAS 2030 and MCS Certification / Competent Person Scheme Registration is only available from UKAS Accredited Certification Bodies. Most Certification Bodies are TrustMark Scheme Providers. For a list of TrustMark Scheme Providers please visit our website.
- Under-Floor Insulation: All installations must be assessed, designed, and installed to meet the requirements of the BEIS “Guide to Best Practice” Retrofit Floor Insulation- Suspended Timber Floors July 2020²

² <https://www.gov.uk/government/publications/insulating-suspended-timber-floors-best-practice>