



TRUSTMARK
Government Endorsed Quality



Green Homes Grant Voucher Scheme Requirements for Registered Businesses

V1.0

This document must be read and used in
conjunction with the TrustMark
Framework Operating Requirements V2.2
and BEIS Terms and Conditions

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Foreword

Green Homes Grant Voucher Scheme (GHGVS)

These arrangements apply for the duration of the GHGVS.

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 GHGVS¹ is a government grant scheme for property owners and landlords in England to help pay for energy efficient measures in their home.

In July 2020, the Chancellor announced a £2 billion Green Homes Grant Voucher Scheme in England to help homeowners and landlords improve over 600,000 homes to be more energy efficient across England. This scheme will run from the end of September 2020 through to March 2021.

Under the GHGVS, homeowners and landlords in England can apply for the vouchers worth up to two-thirds of the cost of hiring tradespeople to upgrade the energy efficiency of their home – the maximum contribution will be £5,000, or for those on assessed lower incomes, a 100% grant up to £10,000 may be available for certain work. The vouchers, which will be issued from the end of September 2020, will help pay for energy efficiency improvements, that will help cut energy bills and potentially save families hundreds of pounds a year.

The GHGVS is a key part to the government's plan to build back greener and support the transition to net zero carbon emissions by 2050.

The home energy-saving improvements carried out under the government's GHGVS must be completed by a TrustMark Registered Business and for low carbon technologies, must also be registered with the Microgeneration Certification Scheme.

The GHGVS 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.

¹ <https://www.gov.uk/guidance/apply-for-the-green-homes-grant-scheme>

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The Framework Operating Requirements

3.1 The Framework Operating Requirements:

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| 3.1.1 | The Green Homes Grant Voucher Scheme requirements must be read and used in conjunction with the TrustMark Framework Operating Requirements (FOR) V2.2, Code of Conduct for Registered Businesses, Customer Charter and any requirements set by BEIS and the GHGVS Voucher Scheme Administrator. |
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Registered Business Eligibility

The addition of the GHGVS requirements will be in place from for the duration of the scheme as determined by BEIS scheme rules. All installations carried out for the duration of the GHGVS will comply with all conditions of the overarching TrustMark Framework Operating Requirements V2.2.

4.1 Registered Business Eligibility:

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| 4.1.1 | Businesses who have either PAS 2030:2017, PAS 2030:2019 and/or appropriate MCS certification can work within the GHGVS. |
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| 4.1.2 | Any Registered Business, who are either still certificated to PAS 2030:2017 or have not yet completed the full transition to PAS 2030:2019, are eligible to work within the GHGVS. |
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| 4.1.3 | Businesses undertaking work for the GHGVS must be compliant with the TrustMark Code of Conduct, Customer Charter and any other obligations placed by your Scheme Provider. |
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| 4.1.4 | Financial protection must be provided for all works installed under the GHGVS. The financial protection mechanism ² 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. |
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| 4.1.5 | If an installer has already transitioned from PAS 2030:2017 to PAS 2030:2019/PAS 2035:2019 and has access to a Retrofit Coordinator, they will have the option of completing all GHGVS work in compliance with the requirements of PAS 2035:2019 if they wish to and are encouraged to do so. |
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| 4.1.6 | Installations deemed to be significant technical risk as defined in 6.2.2 must be installed under PAS2035:2019 and PAS 2030:2019 ensuring that a Retrofit Coordinator is used throughout the duration of the project. |
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| 4.1.7 | Businesses will be required to hold both TrustMark and MCS registration for the installation of low carbon and clean heat technology measures. |
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| 4.1.8 | Businesses will have to register with the GHGVS administrator and comply with the GHGVS Terms and Conditions. |
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² <https://www.trustmark.org.uk/ourservices/financial-protection>

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UKAS Certification Requirements

Text as published by UKAS 28th August 2020

UKAS PAS 2030 Green Homes Communication to Certification Bodies – Change in BEIS Transition Policy³

To ensure the rules of the GHGS can be implemented to work in conjunction with the current PAS 2030:2017 and PAS 2030:2019 transition, an ‘easement’ was announced by UKAS on 28th August 2020, it reads as follows:

Following the publication of the revised PAS2030:2019 in May 2019, BEIS initiated a transition period to ensure that all UKAS-accredited certification bodies and their certified installers had transitioned to the new version of PAS 2030 by June 2021*.

In order to facilitate implementation of the Green Homes Grant Scheme by the deadline, BEIS has made changes to the transitional policy from the date of the scheme launch on 28th August 2020 for a temporary period as follows:

1. PAS 2030 certified installers that have transitioned from PAS 2030:2017 certification to PAS 2030:2019 certification prior to the commencement date of the temporary flexibility arrangement can have their ‘superseded’ PAS 2030:2017 certification recognised alongside their PAS 2030:2019 certification; thus permitted to work in compliance with either standard of their certification and scope from the commencement date of 28 August 2020 until 31 March 2021.
2. PAS 2030 certified installers that transition from PAS 2030:2017 certification to PAS 2030:2019 certification after the commencement date of the temporary flexibility arrangement can have their ‘superseded’ PAS 2030:2017 certification recognised alongside their PAS 2030:2019 certification; thus permitted to work in compliance with either standard of their certification and scope from their PAS 2030:2019 certification date until 31 March 2021.
3. PAS 2030 certified installers that either transitioned from PAS 2030:2017 certification to PAS 2030:2019 certification prior to or after the commencement date of the temporary flexibility arrangement are required to work in compliance with and in scope of their PAS 2030:2019 certification and in compliance with PAS 2035:2019 on and after 31 March 2021.

Note: Where an installer has no relationship with the Certification Body that issued the PAS 2030:2017 certification (e.g. moved to Certification Body to obtain PAS 2030:2019 certification) recognition of PAS 2030:2017 certification may not be possible; this will be dependent on the services offered by the PAS 2030:2017 Certification Body.

4. Where an installer has not previously been certified to PAS 2030:2017, they may apply to a UKAS-accredited certification body for certification to PAS 2030:2019. If they are unable to meet all the requirements of PAS 2030:2019 the certification body will issue non-conformities which will need to be closed before certification.

However, providing the installer is able to demonstrate compliance with PAS 2030:2017 requirements, the certification body will be able to certify them for that standard for a limited interim period, ending

³ <https://www.ukas.com/news/ukas-pas-2030-green-homes-communication-to-certification-bodies-change-in-beis-transition-policy/>

not later than 31 March 2021, on the understanding that they are working towards compliance with PAS 2030: 2019.

This will allow the installer to participate in the Green Homes Grant scheme. When the installer is able to provide evidence to the certification body that enables the outstanding non-conformities to be closed, the certification body will complete the certification to PAS 2030: 2019

5. Any PAS 2030:2017 certificate that has been issued under this arrangement must be transitioned by the 31 March 2021 or the certificate will lapse.

This temporary flexibility arrangement does not extend the overall PAS 2030:2019/PAS 2035:2019 transition time scale beyond the published date of 30 June 2021. There is no implication that PAS 2030:2019 certification can be used without compliance with PAS 2035:2019.

All other applicable rules and requirements apply including but not necessarily limited to those defined by BEIS, UKAS, Ofgem and TrustMark.

Please note:

- a) Certification to PAS 2030:2019 requires compliance with all the requirements of that standard.
- b) All UKAS- accredited PAS 2030 certification bodies have had their accreditation schedules updated to PAS 2030:2019 as required by the BEIS transitional requirements. The BEIS Flexibility arrangements for the interim period for the Green Homes Grant scheme, mean that this accreditation will be recognised as also allowing certification to the 2017 version of PAS 2030 for the limited period until 31 March 2021.
- c) Installers will only be able to install measures for which they hold certification and for which their certification body holds accreditation.

* The transition arrangements required all certification bodies to transition by 30 June 2020, which was achieved by the deadline. As certification bodies transitioned, they were expected to certify their installers to the new standard when their surveillance became due, such that by 30 June 2021, all installers would have been transitioned to the 2019 version. New applicant installers were expected to work towards certification to PAS 2030:2019.

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Eligible Measures & Installation Standards

6.1 Eligible Measures:

6.1.1 The following are the list of eligible primary measures at time of publication:

- Solid Wall Insulation
- Under Floor Insulation
- Cavity Wall Insulation
- Loft Insulation
- Flat Roof Insulation
- Room in Roof Insulation
- Park Home Insulation
- Air or Ground Source Heat Pump
- Solar Thermal
- Biomass Boilers

Low carbon technologies must be installed by a TrustMark Registered Business, holding the relevant MCS Certification and in accordance with the relevant MCS standard.

The following are the list of eligible secondary measures which can be installed in properties where at least ONE primary measure has been installed as part of the voucher scheme:

- Draught Proofing
- Double/Triple Glazing (where replacing single glazed windows)
- Secondary Glazing (in addition to single glazing)
- External Energy Efficient Doors (replacing single glazed or solid doors installed before 2002)
- Heating Controls
- Hot Water Tank Thermostats and Insulation

Measure descriptions for the purpose of lodgement can be found in the published Data Dictionary⁴

Check with GHGVS Administrator for details of the latest permitted measures.

6.1.2 All measures within the GHGVS must meet the minimum ventilation requirements of PAS 2030:2017 section A5 and tables A4/5/6. Ventilation requirements must be satisfied and evidenced in full for the installation to be PAS compliant.

It is recognised under PAS 2030:2017 ventilation requirements are recommendations, yet under the TrustMark GHGVS, these are mandatory requirements.

In all cases where the installation of a insulation measure is undertaken, the property must have ventilation requirements completed in line with either PAS 2030:2017 or as per the requirements of PAS 2035:2019 and PAS 2030:2019 depending upon the installation methodology used.

⁴ <https://www.trustmark.org.uk/ourservices/data-warehouse/data-dictionary>

6.2 Installation Standards:

- 6.2.1 All measures must be installed in line with the requirements of PAS 2030:2017 or the MCS appropriate standards. Where the property type is specified in 6.2.2, then PAS 2035:2019 and PAS 2030:2019 must be followed.
- 6.2.2 All measures installed in park homes, high-rise buildings and buildings that are both traditionally constructed and protected must be delivered by a PAS 2030:2019 certificated installer in compliance with PAS 2030:2019 and PAS 2035:2019. The definition of high-rise buildings, protected buildings and traditional construction is as defined in PAS2035:2019.

The significant technical risks associated with park homes, high-rise buildings, and any protected buildings will render them unsuitable for the delivery under PAS 2030:2017; therefore, the PAS 2035:2019 route must be adopted – this will ensure a TrustMark Retrofit Coordinator is used for the duration of the installation.

Please view the table below to understand these risks and how they will affect each property:

Scenario	Technical risk	Risk reduction
Scenarios requiring PAS 2035:2019 and a Retrofit Coordinator		
Park Homes	Due to the nature of the construction Park Homes can be more effectively treated under PAS 2035:2019 on the basis the construction type and applicable measures.	Park homes, by the nature of their construction, can suffer from serious interstitial condensation. The consequence can be mould and mildew growth leading to poor indoor air quality and health issues for occupants. By their very nature Park homes are hard to treat effectively and would exponentially benefit from the whole house fabric first approach, the whole dwelling receiving the most up to date and effective treatment from professionals. Installation requirements are PAS 2035:2019 & PAS 2030:2019 B.13 Measure BFM.13: Insulation of existing park homes
A building that is both traditionally constructed and protected.	The level of competence and qualification that is required to assess and determine the correct technical measures that are appropriate for the building.	Traditional, not protected can be treated through PAS 2030:2017. Traditional and Protected must be treated through PAS 2035:2019 & PAS 2030:2019
High Rise buildings	Possible challenge where multiple occupiers seek grants for a structure that then falls into the high- rise category.	Any risks associated with these structures must be removed from the process and managed through the recognised planning requirements alongside the application of the high-risk review process. Must comply to PAS 2035:2019 & PAS 2030:2019

6.2.3 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 that installed in party walls
- Internal wall insulation
- External wall insulation
- Room-in-roof insulation
- Park home insulation
- Under-floor insulation

For under-floor insulation, businesses are also required to follow the BEIS "Guide to Best Practice" Retrofit Floor Insulation- Suspended Timber Floors July 2020.

6.2.4 Refer to the table below for measures that have additional requirements:

Scenario	Technical risk	Risk reduction
Measures requiring other intervention		
Internal Wall Insulation	Technical risks where installed services create an obstacle within the structure	<p>Partial internal wall insulation treatment of properties can be fraught with issues. The temperature differential between rooms or areas can create the ideal conditions for condensation. Thermal bridges become extremely difficult to eliminate, giving further grounds for concern.</p> <p>The best solution is always treating the whole or 100% of the external envelope of the building. Should this not be feasible then a medium term retrofit plan through the PAS 2035 route should always be the best solution.</p>
Low Carbon Heating	The design of the heating system is critical to the successful installation of a low carbon heating source.	System design which considers the house fabric must be completed and recorded in accordance with the relevant MCS standards requirements before the installation of low carbon heating measures(s).

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Data Warehouse Lodgement

7.1 Lodgement of Measures:

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| 7.1.1 | All installations under PAS 2030:2017 for GHGVS will require lodgement within the TrustMark Data Warehouse by the responsible business |
| 7.1.2 | Work delivered to PAS 2035:2019 must be lodged by a TrustMark registered Retrofit Coordinator |
| 7.1.3 | The GHGVS lodgement fee will be £30.00 + VAT |
| 7.1.4 | GHGVS measures must only be installed by businesses registered with the GHGVS administrator whether lodged by the installing business or Retrofit Coordinator. |
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7.2 Lodgement Evidence in the Data Warehouse

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| 7.2.1 | The following evidence will be required for lodgement of GHGVS measures (Excluding PAS2035:2019 which will follow the existing requirements for documents): <ul style="list-style-type: none">• Building Survey (Pre-Design)• EEM Design• Pre-installation Building Inspection• Mid-install Inspection• Handover Documents• PAS 2030 Declaration of Conformity• Guarantee / Financial Protection mechanism• GHGVS Voucher Number• For MCS technologies the MCS Certificate Number will be required |
| 7.2.2 | Where the installation requires notification of Building Regulations, a self-declaration statement will be required before submitting a lodgement. |
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Audit & Compliance

8.1 Audit & Compliance:

8.1.1	TrustMark reserves the right to undertake an audit on any measures that have been completed under the GHGVS.
8.1.2	Audits will be performed and TrustMark will make Scheme Providers aware of audit non-conformity for follow up and resolution.
8.1.3	Where non-conformity is identified that may have an impact on compliance with the BEIS/Administrator GHGVS Scheme Rules TrustMark will notify the GHGVS Administrator.

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Supporting Information for Installers

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

- Simply Energy Advice⁵ (S.E.A.) – Useful information for both businesses and your customers
- For TrustMark information on the GHGVS, including the list of available measures, please visit:
<https://www.trustmark.org.uk/ghgsopp>
- To find out more about PAS 2035:2019, PAS2030:2019, PAS 2030:2017 and/or obtain a copy, please visit: <https://shop.bsigroup.com/>
- For Low Carbon and Clean Heat Technology, please visit:
<https://mcscertified.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 2020⁶
- For further information on the scheme, please visit the government website at:
<https://www.gov.uk/guidance/apply-for-the-green-homes-grant-scheme>

⁵ <https://www.simpleenergyadvice.org.uk/pages/green-homes-grant>

⁶ <https://www.gov.uk/government/publications/insulating-suspended-timber-floors-best-practice>