



# Checklist

If you are approved for funding, the contractual agreement for the work will be between you and the installer, as you are the customer. The installers on this scheme are carefully appointed, but it's always best to feel confident when work is being done to your home.

This checklist will come in handy whenever you are having home improvements done.

## Before the install, you should:

- Make sure you understand what is being installed and what work is needed to do this
- Read and check the contract provided by your installer, query any concerns and seek advice if required before signing it
- Find out how your installer will use and store your information
- Ask when the work will be carried out and who will be doing it
- Make sure you have your installer's contact details

## Once the work has been completed:

- Ask your installer to show you the work that's been carried out
- Check the area of work for damage and the quality of the finish
- Ask your installer to explain how your new system works
- Ask your installer to explain what maintenance you may have to carry out to the system
- Make sure you have copies of guarantees and warranties



For this scheme, we require installers to have a TrustMark registration. TrustMark is a UK Government endorsed quality scheme for work carried out in and around your home.