



POWERHAUS ELECTRICAL SOLUTIONS LIMITED

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TrustMark Compliance Policy

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1. Purpose

This policy sets out how Powerhaus Electrical Solutions Limited complies with the requirements of TrustMark, the Government Endorsed Quality Scheme, as a Registered Business. It confirms the company's commitment to the TrustMark Code of Conduct, the Customer Charter, and the customer service and fair trading standards the scheme requires.

2. Scope

This policy applies to all directors, employees, apprentices, and subcontractors working on behalf of Powerhaus Electrical Solutions Limited, across every trade for which the company is TrustMark registered. All personnel are shown the TrustMark Code of Conduct and must understand and follow it; this obligation extends in full to subcontractors, who are required to meet the same competency and conduct standards as directly employed staff.

3. Our Scheme Provider

The company's TrustMark registration is administered through its Scheme Provider, NAPIT. The company cooperates fully with pre-entry checks, ongoing annual checks, and job assessments, keeps copies of trade and customer references available for inspection, and maintains all insurance policies up to date. The Scheme Provider is notified without delay of any change to the company's business name, address, contact details, company structure, or legal status, and such changes are also reflected promptly on company paperwork, business cards, and the website.

4. Use of the TrustMark Brand

The TrustMark logo is applied only in accordance with the scheme's brand guidelines: the approved artwork obtained from the TrustMark portal is used without alteration to colour or size, and only on the company's own leaflets, website, posters, business cards, and uniform. Any other proposed use is submitted to TrustMark for written permission first. Suspected misuse of the logo by other firms is reported to the Scheme Provider or TrustMark.

5. Customer Paperwork

5.1 Quotations

A written quotation is always provided before a job is agreed, using the company quotation template (PES-QT-001). Quotations include the company name, contact details, company registration and VAT numbers, TrustMark registration, the customer's details, a full breakdown of the work and costs, total price including VAT for domestic customers, duration, delivery costs, any deposit or stage payments, payment terms, details of any guarantee, warranty or insurance-backed cover offered (with a clear cost and cover comparison where options exist), and any access required.

5.2 Contracts

For jobs over £500 a clear written contract is always provided using the customer contract template (PES-CCT-001), containing an itemised description of the work, a timetable, the total price including any extra charges, hourly rates and the treatment of variations and unforeseen work, the complaints procedure, terms and conditions, after-sales service and guarantees, cancellation rights, and any conditions on which the contract depends (such as a successful grant application). Terms are written in plain language and are fair; terms excluding liability for death or injury or restricting statutory rights are never used.

5.3 Payments and deposits

Full payment is never taken before work has started. Deposits and stage payments are agreed in advance through the quotation and contract, are not excessive, and are protected in accordance with the company's Deposit and Payment Protection Policy and Consumer Code obligations. For jobs over £500 (plus VAT), suitable financial protection is in place covering pre-payments, deposits, work in progress, and materials and workmanship for a minimum of two years after completion, transferable on a house move.

6. The Customer Journey

6.1 Before work starts

The job is 'walked' before work begins and the existing condition of the property is recorded, with photographs where appropriate. Access arrangements are agreed with the customer, including the protection of valuables, the safety of children and pets, the needs of any vulnerable occupants, entrances and exits, welfare facilities, and utilities required. Where a survey is needed, the customer is told in advance who will carry it out, any cost, the timescale, and where the surveyor will need access; only competent surveyors are used, and if a survey shows the work cannot be done, the customer is told why, the contract is cancelled, and any deposit refunded. Design work complies with the relevant Code of Practice and takes a whole-house approach, considering the wider implications of the work and any special considerations such as listed buildings or conservation areas. Customers are reminded to notify any relevant parties such as a freeholder, mortgage provider, or insurer, and are told which subcontractors will be used and what they will be doing.

6.2 During the work

Customers are kept updated throughout, with regular communication on larger jobs supported by an installation plan. Anything unexpected is raised straight away and a way forward agreed; where the cost or duration changes, a revised quotation is agreed before proceeding, and where a problem is caused by the company's own error it is put right at the company's cost. All personnel show identification, use protective coverings, store tools and materials safely, plan work to minimise disruption, allow additional time to explain matters to vulnerable customers, and keep any supporting third party informed and present where the customer needs this. The company cooperates fully with building control and other inspections. If a customer exercises their right to cancel, goods and waste are removed and the property left secure.

6.3 At the end of the job

On completion the job is walked with the customer to confirm they are satisfied, with a schedule agreed for any remedial items before leaving. Instruction manuals, maintenance requirements, safety checks, servicing needs and their effect on guarantees are explained and handed over face to face wherever possible, together with any workmanship and product guarantees. The site is cleaned, and waste is disposed of responsibly with recycling where possible. The customer is reminded of the TrustMark scheme, given a copy of the Customer Charter, and encouraged to leave feedback.

7. Invoicing

Every job is invoiced using an invoice containing the word 'invoice', the date, a unique identification number, the company's name, address and contact information, the customer's name and address, a clear breakdown of charges, payment methods, VAT where applicable, and the total payable, with 30 days allowed for payment.

8. Complaints and Dispute Resolution

Complaints are handled under the Complaints Handling Procedure (PES-CHP-001) and recorded in the Complaints Log (PES-CL-001), with records retained securely and in compliance with data protection law for at least six years. A nominated person is responsible for recording all complaints, customers are told how to complain (including via the company website), staff and subcontractors know what to do on receiving a complaint, and complaints are resolved as swiftly and politely as possible. Customers are always informed that their statutory rights are unaffected. Where a complaint cannot be resolved directly, the company follows its alternative dispute resolution (ADR) procedure through its Consumer Code and Scheme Provider arrangements.

9. Competence and Subcontractor Management

The company follows the TrustMark Code of Conduct, the relevant Codes of Practice, and all technical and professional standards applicable to every trade and service it offers, and this obligation applies to everyone working on a job. Staff and subcontractor experience, skills, qualifications, and training are verified and kept on file,

recorded in the Training and CPD Log (PES-TL-001) and the Subcontractor Due Diligence Register (PES-SDR-001), and made available to the Scheme Provider on request.

10. Consumer Law Compliance

The company complies with the Consumer Rights Act 2015, the Consumer Protection from Unfair Trading Regulations 2008, and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. In particular: goods supplied are of satisfactory quality, fit for purpose, as described, safe, and installed correctly, and services are performed with reasonable care and skill; the statutory remedies (including the 30-day right to reject, repair or replacement, and repeat performance) are honoured; customers contracting in their home for work over £42 are given clear notice of their 14-day cancellation rights, and where a customer asks for work to start within the cooling-off period, written permission is obtained first. The company never engages in misleading actions or omissions, aggressive practices, or high-pressure selling, and all advertising is legal, decent, honest, and truthful, using only genuine dated customer reviews and logos the company is authorised to display.

11. Data Protection

Customer personal information is collected, used, stored, and disposed of in accordance with the company's Data Protection (UK GDPR) Policy (PES-DPP-001) and the customer-facing privacy policy published on the company website.

12. Website Information

The company website displays the business name and full contact details, registered address and company number, the Scheme Provider and the trades for which the company is TrustMark registered, VAT number where applicable, business insurance details, the customer feedback and complaints procedure, the ADR provider, the TrustMark logo, and a copy of the Customer Charter, and this information is kept up to date.

13. Compliance and Monitoring

Compliance with this policy is the responsibility of all directors and is monitored through job records, customer feedback, complaint trends, and the annual Management Review. Failure to comply is treated as a serious matter and may result in disciplinary action or, for subcontractors, removal from the approved subcontractor list.

14. Review

This policy is reviewed annually as part of the Management Review process, or sooner if TrustMark or the Scheme Provider revises the Code of Conduct or scheme requirements. The review is recorded in the Document Control Register (PES-DCR-001).

Signed (Director)	Christian Alexander
Date	July 2026
Next Review	July 2027

This is a controlled document. Printed copies are uncontrolled. The current version is held in the Powerhaus QMS and recorded in the Document Control Register (PES-DCR-001).