



**VELUX**  
Certified Installer Partnership  
An installer you can trust

# Certified Installer Partnership Code of Practice

Proper practice guidelines for our accredited tradesmen



## Find an installer you know you can trust with VELUX Certified Installer Partnership

When looking for an installer to work on your home, it's important to find one that you can trust. With VELUX Certified Installer Partnership, our installers are all VELUX and TrustMark accredited, giving you the confidence to know your glazing job will be performed to the very highest standard.

This Code of Practice document is a guide, outlining the responsibilities and proper practices for all members of the VELUX Certified Installer Partnership. It is important that you read these rules to make sure your chosen tradesman is adhering to these guidelines.



## TrustMark Accreditation

TrustMark is a not for profit organisation, licensed by Government and supported by consumer protection groups and the construction industry, to help individuals find reputable firms to do repair, maintenance and improvement work inside and outside the home.

If a firm displays the TrustMark logo, the customer knows that an approved trade association or other certifying organisation has checked the firm and found that it meets the standards the Government has set.

Tradesmen and firms can only get the TrustMark accreditation by applying through an approved scheme operator.

VELUX Company Limited is a registered scheme operator and we are therefore authorised to issue a licence on behalf of TrustMark through our operations partner Diversity Management Services, provided that the applicant meets the requirements in fulfilling general services to the homeowner whilst adhering to our Code of Practice. The Code of Practice applies to the licensee (the tradesman) who in turn is responsible in ensuring that any employees or sub-contractors also adhere to the Code of Practice.



Each member of VELUX Certified Installer Partnership shall subscribe on an annual basis to the terms of the Code of Practice, which aims to:

- Establish high standards for the conduct of the work undertaken
- Lay out clearly for customers, not normally covered by forms of contract, the terms under which registered contractors shall operate
- Provide a clear and visible process for management of complaints
- Ensure good Health & Safety practices are in place.

All members of VELUX Certified Installer Partnership agree to follow the Code of Practice terms and are subject to our disciplinary code, which is designed to ensure that TrustMark standards and consumer confidence are maintained. For example, TrustMark membership may be suspended at any time if serious detrimental information against a member is received (from any source), pending a full investigation.



Operated by

# Diversity

Management Services

Diversity Management Services

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# 1. Customer Service and Conduct

- 1.1 Doorstep selling (cold calling) is not allowed by our tradesmen. Homeowners must instigate the request to call or visit.
  - 1.2 No visit should be undertaken without first arranging a mutually convenient appointment time.
  - 1.3 Our tradesmen must confirm appointment times as 'am' or 'pm', preferably within a 2 hour time slot.
  - 1.4 Initial contact from our tradesmen (acknowledgement) must be made to the homeowner within 48 hours of original contact or within 48 hours of the lead referral made by VELUX.
  - 1.5 Tradesmen must arrive exactly at the time agreed. In the event that a tradesman is running late for an appointment they must inform the customer accordingly. Any such telephone call to the customer must not be made by the tradesman while driving a vehicle. Tradesmen must keep the customer informed of any updates or changes to their revised and newly estimated time of arrival.
  - 1.6 Tradesmen must be smart in appearance, friendly but in a professional manner.
  - 1.7 Our tradesmen must be non-aggressive or argumentative, or it may lead to the loss of the TrustMark licence. In such cases this will be strictly at the discretion of the scheme operator.
  - 1.8 If requested by the homeowner at initial contact for an estimate, a guide should be given and also an explanation that once on site, the exact nature of the work and materials required and also an appropriate estimate or quotation will be given.
  - 1.9 Jobs with a labour content under the value of £500 must carry, at minimum, a personal guarantee and when completed must be detailed on a receipt to be left with the homeowner.
  - 1.10 Jobs with a labour value over £500 must be documented in a quotation and discussed with the homeowner before work is undertaken. An insurance backed guarantee must be automatically given with its appropriate cost embedded in the body of your quotation in order to comply with Financial Services Authority (FSA) regulations.
- Note: also see clause 4.3.

# 2. Pricing

- 2.1 All quotations and estimates must be in writing; however, these can be incorporated into a specification.
- 2.2 It must be clear whether a quote or an estimate is being supplied. Note: a quotation is a binding agreement as to the price; an estimate is subject to confirmation or change.
- 2.3 Payment terms must be made clear by the tradesmen to the homeowner before work is undertaken.
- 2.4 All prices must clearly include any call out charges, mileage charges, travel time and material costs. There must be no additional or hidden costs applied.
- 2.5 Advance payment or deposit must be limited to cover the purchase of materials or other services and must not be to cover the tradesman's labour until the work has been completed to the homeowner's satisfaction.
- 2.6 The tradesman shall repay any deposits and pre-payments promptly and in full should a contract be cancelled through no fault of the homeowner, less any direct costs incurred.
- 2.7 When a job has been agreed to be undertaken within 14 days, the customer's rights of the '14 day cooling off period' must be respected unless a 'right to cancel' clause has been inserted in any quotation or estimate, and the homeowner has waived their rights by signing a 'notice of right to cancel' form.

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### 3. Workmanship/Job Completion

- 3.1 Tradesmen must have sight of listed building consent before commencing work on a listed building.
- 3.2 All work must be started at the time agreed with the homeowner.
- 3.3 All work must be completed on time and in full.
- 3.4 All work must be installed as per the manufacturer's instructions.
- 3.5 All work undertaken must meet the specification and be fit for purpose and be fulfilled or supervised by a competent person.
- 3.6 Adequate protection by the use of dustsheets or similar, should apply to all areas surrounding the work.
- 3.7 Preparatory work should be to the highest standard to ensure durability and functionality of product installations. The finish must have longevity and good aesthetic appearance.
- 3.8 On completion of the job, a joint inspection of the work with the homeowner must be undertaken.
- 3.9 On completion of the job, the area of work, access routes etc. must be left in a clean and tidy condition and all furniture, fixtures and fittings to be reinstated in their original location and to the homeowner's satisfaction.
- 3.10 Tradesmen must have a waste carrier's license where required by law.
- 3.11 Tradesmen will at all times undertake the work in accordance with best practice that would be recognised by independent assessment to be of a high industry standard.
- 3.12 All work undertaken must be by using the appropriate tools for the job.
- 3.13 A formal sign off document must be signed by the homeowner whether it is a copy of the receipt or a specific form for the purpose.
- 3.14 Any breakdown in product or product failure will require the tradesman to pursue the normal complaints process of the manufacturer. Any remedial work that is carried out by the tradesman should be agreed with the manufacturer, and any remedial work carried out by the manufacturer should be arranged in cooperation with the tradesman. No cost for any remedial work or burden of liaison with the manufacturer should be borne by the homeowner.
- 3.15 Tradesmen must strive to exceed homeowners' expectations.

### 4. Insurance and Guarantees

- 4.1 Tradesmen must ensure that they have in place at all times adequate public liability insurance and employers liability insurance, if applicable, to cover the work that they are undertaking. Current copies must be supplied to the scheme operator upon renewal.
- 4.2 Jobs with a total works value under £500 plus VAT must carry the tradesman's personal guarantee, which must enhance the homeowner's statutory rights.
- 4.3 When tradesmen provide the insurance backed guarantee, required as part of their service provision, they must always do so without exception when the total value of each individual job is in excess of £500 plus VAT in value.
- 4.4 VELUX Company Limited or Diversity Management Services do not guarantee the quality of the tradesman's work, however, from the initial application and assessment and periodic re-assessment and the monitoring of homeowner feedback, we will constantly measure the standard of each accredited tradesman.

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## 5. Complaints

- 5.1 Complaints will be categorised upon receipt according to the severity of the complaint and follow the joint VELUX Company Ltd and Diversity Management Services Complaints Procedure which will span from simple acknowledge and rectification, through to a potential full site visit by an Assessor and further arbitration if required.
- 5.2 All complaints will be confidentially recorded by the scheme operator and reviewed at time of membership renewal.
- 5.3 The tradesman will endeavour to conclude any complaints promptly and in a proactive and friendly manner.

## 6. Removal from the Scheme/Loss of Licence

A tradesman may be removed from the scheme when:

- 6.1 They have been abusive, threatening or disrespectful to a homeowner.
- 6.2 The tradesman fails to maintain and provide proof of the required insurance.
- 6.3 The tradesman fails to carry out remedial work if instructed to do so to resolve a complaint.
- 6.4 Consistently breaching the Code of Practice.
- 6.5 The decision of the scheme operator to remove a tradesman from the scheme is at their discretion and is binding on the tradesman.
- 6.6 The tradesman refuses to issue copies of insurance documentation or other details required by the scheme operator to manage their membership.
- 6.7 The tradesman does not agree to and/or pay for re-assessment on a 3 year cycle.

## 7. Removal Obligation

- 7.1 If a tradesman is removed from the scheme, VELUX and TrustMark logos must be removed with immediate effect from all and any materials, clothing, websites and vehicles, with no exceptions.
- 7.2 The tradesman must return all materials that apply to them as part of their licence agreement.
- 7.3 The tradesman must fully abide with clauses 5 and 6 in the TrustMark Sub-licence Agreement referring to removal.

## 8. Appeals Procedure

- 8.1 If the tradesman does not accept the decision of removal from the scheme by the scheme operator they may appeal. This appeal and all the appropriate documentation will be forwarded to TrustMark for a second opinion, whereupon the scheme operator and the tradesman will be bound by the decision of TrustMark whether to uphold the removal or to reinstate the tradesman.

## 9. Health, Safety and the Environment

- 9.1 It is the responsibility of the tradesman to ensure that waste disposal is in line with current legislation.
- 9.2 It is the responsibility of the tradesman that Health & Safety for themselves, employees and the homeowner, in relation to the work being undertaken, is in line with current legislation.
- 9.3 It is the responsibility of the tradesman to ensure (if applicable) that there is adequate site safety for the general public.

## 10. Marketing and Promotions

- 10.1 The tradesman must ensure that they comply with the Data Protection Act at all times.
- 10.2 Use of logos must be adhered to as laid out in the TrustMark Sub-license Agreement.
- 10.3 VELUX Company Limited, Diversity Management Services or TrustMark accept no responsibility or liability for advertising undertaken by the tradesman.
- 10.4 If the tradesman leaves or is removed from the scheme, the use of the logo will terminate immediately as laid down in the TrustMark Sub-licence Agreement.
- 10.5 The tradesman's website and/or marketing material must not represent the tradesman as being a direct employee of VELUX.

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*Bringing light to life™*

**VELUX®**