



1. Register with TrustMark

Contractors will need to be both MCS certified and TrustMark registered to install low carbon heating measures under the Green Homes Grant scheme. This is a requirement from the government.

It is a quick and simple process to become TrustMark registered. This can be done via a TrustMark scheme provider – this could be your Consumer Code or Certification Body. A full list of providers offering this can be found [here](#).



2. Register to become a Green Homes Grant Installer

Visit the government website to sign up here: www.green-homes-grant.service.gov.uk/installer-registration

You will be asked to sign up to the [Terms and Conditions](#) of the scheme and provide your company's bank details for payment. You will need to register for each of the scheme's measures you are planning to carry out.

You must have received confirmation that your registration has been successful before you offer to carry out any work under the scheme. This can take up to 10 working days.



3. Give quotes to your customer

The price quoted should reflect the total costs of the installation including materials, labour and VAT. It should be your usual price and not be higher than the price you would have quoted if the installation was not being carried out under the scheme.

Once your quote is accepted your customer can apply for a voucher here: www.green-homes-grant.service.gov.uk/homeowner-and-landlord-application.

They will need your TrustMark license number to accept your quotation as part of their application for a voucher.

You should not commit to start any work until the customer's voucher application has been approved and they have been issued with a voucher. If approved, the voucher will contain your business's name.



4. When your customer gets their voucher, you can start work

You can only begin work once the voucher has been issued to the customer. Any work that was started before that date cannot be claimed under the scheme. Consumers could apply for their voucher from 30 September and vouchers will be issued by the Scheme Administrator from late October onwards.

The work must be completed and the voucher redeemed by the customer before the expiry date of the voucher. Vouchers expire after 3 months or on 31 March 2021, whichever is earlier. However, the consumer can request a voucher extension at any time before their voucher has expired, unless the scheme has been closed.



5. Invoice your customer for the work

Once the work is complete, you should invoice your customer and request payment for any costs that aren't covered by the voucher.



6. Register the installation on the MCS Installation Database (MID) and raise the MCS certificate

You need to commission the system and register the installation on the MID to raise the MCS certificate. (within 10 working days of commissioning).



7. Register the installation with TrustMark Data Warehouse

The Data Warehouse is accessed through your TrustMark Business Portal. You will need to login to register the installation. To do this, you need to input the MCS certificate number and the Data Warehouse will automatically pull through all of the installation information from the MID.

You will also need to upload a copy of the Insurance Backed Guarantee (IBG) issued to the consumer and a copy of the system design installed. For support visit: www.trustmark.org.uk/support/dw/general

8. Take payment for the balance

If there is a contribution that the customer needs to make then this needs to be paid to you before the voucher can be redeemed and paid to you.

9. Provide your customer with their handover pack

As a minimum, this handover pack should contain:

- The MCS certificate
- The Insurance Backed Guarantee
- Any relevant manufacturers' instructions for operating and maintaining their system
- An invoice for the installation marked paid in full

If a Biomass system has been installed, you also need to supply the 'Biomass Suppliers List.

However, the handover pack is not limited to the above list and you should refer to the requirements outlined in the relevant Standard (MIS) for the technology installed, found [here](#).

10. The customer then redeems the voucher with the Scheme Administrator

In order to be able to redeem the voucher, the customer will need to provide:

- a. Confirmation that the installation has been completed
- b. Confirmation that they have received their handover pack
- c. Confirmation that they have paid any outstanding costs to you
- d. A copy or image of the invoice issued to them
- e. A valid Biomass Suppliers List (BSL) fuel number for their intended fuel (only where the Eligible Measure installed is a biomass fuelled low carbon heating system)

11. The Scheme Administrator will then contact you (within 10 working days) to:

- a. Confirm that your customer has paid any outstanding balance
- b. Request a copy or image of the invoice that you issued to your customer
- c. Confirm the installation is lodged in the TrustMark Data Warehouse
- d. Ask you to make declarations as required under the Installer terms and conditions that you agreed to when registering to participate in the Green Homes Grant scheme

12. The voucher is paid to you

The Scheme Administrator makes payment direct to you within 5 working days. This will be made into the bank account provided at the point of registration.

For any further help, support or guidance you can contact the MCS Helpdesk on 0333 103 8130 or email: hello@mcs-certified.com.

You can also contact the Green Homes Grant Scheme Administrator directly via telephone, webchat or email here: www.green-homes-grant.service.gov.uk/contact