



RISE

Retrofit information,
support & expertise

Getting your Trustmark Lodgement Right

Quick guide

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Readers that would like this document in a more accessible format should contact rise@turntown.co.uk.

Summary

This quick guide has been prepared to help **Warm Homes Grant Recipients (GRs)** understand the **TrustMark lodgement process** and the key activities required throughout a retrofit project to achieve a successful lodgement. It explains what TrustMark lodgement is, why it is important, the documentation required at each project stage, the lodgement process itself, and practical steps to help avoid common delays and issues.

The guide is intended as an accessible introduction to TrustMark lodgements. Readers who would like more detailed information should refer to the full training materials and supporting resources available on the RISE Knowledge Hub.

What TrustMark lodgement is

TrustMark lodgement is the **formal submission of retrofit project data and supporting PAS 2035 documentation to the TrustMark Data Warehouse**. It provides a permanent record of the works completed and demonstrates compliance with scheme requirements.

For Warm Homes schemes, a compliant TrustMark lodgement is **required before funding can be released** and is used to evidence KPI 5 (Homes Completed). Although submitted at the end of a project, the documents and evidence required for lodgement **must be collected throughout assessment**, design, installation and handover.

The TrustMark lodgement journey

TrustMark lodgement is not a standalone task completed at project close. Documentation and evidence **must be gathered throughout** the retrofit process.

The key stages are:

1. Retrofit Assessment
2. Initial Coordination
3. Design
4. Installation
5. Handover
6. Evidence Collection
7. Lodgement

A range of delivery partners contribute to this process, including:

- Retrofit Assessors (RAs)
- Retrofit Coordinators (RCs)
- Retrofit Designers (RDs)
- Installers

Each party is responsible for **producing**, **reviewing** or **supplying** information that ultimately forms part of the lodgement.

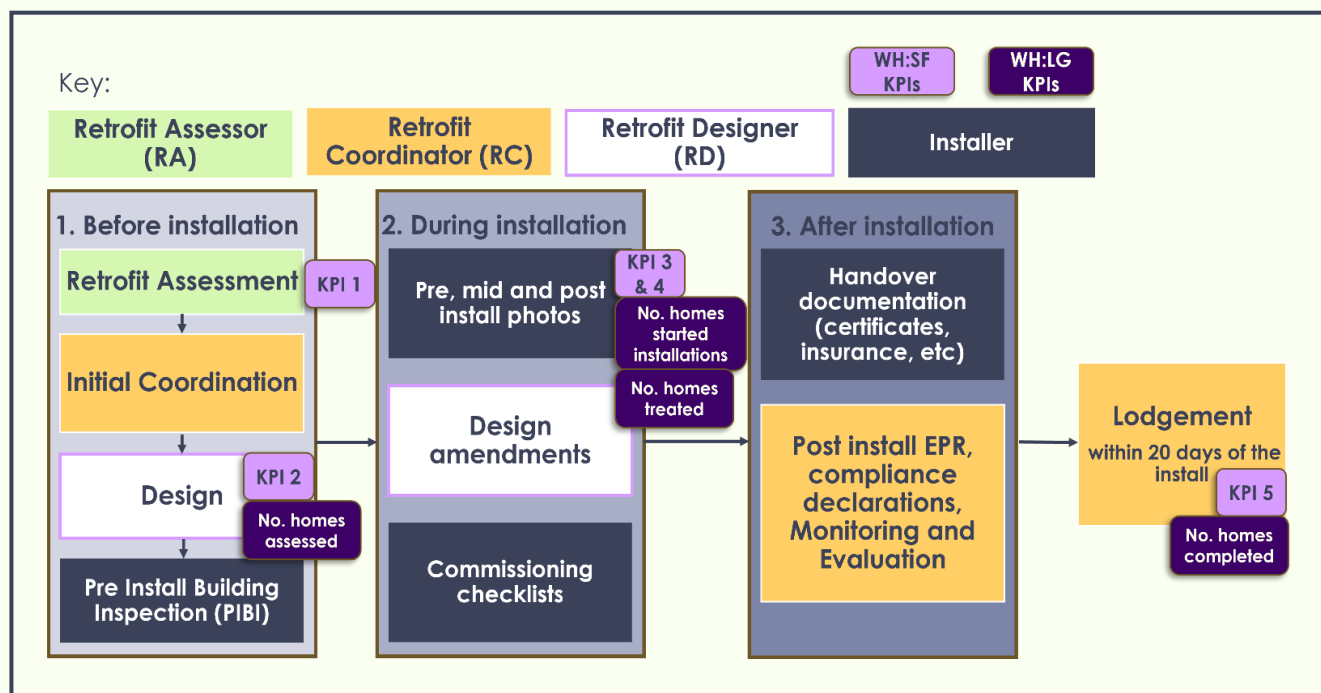


Figure 1 shows a flowchart of the TrustMark lodgement process. Source: Turner and Townsend.

How this relates to Warm Homes KPIs

Each stage of the process requires documentation which can be tracked. Grant recipients can set up SLAs with contractors to make sure they are on track.

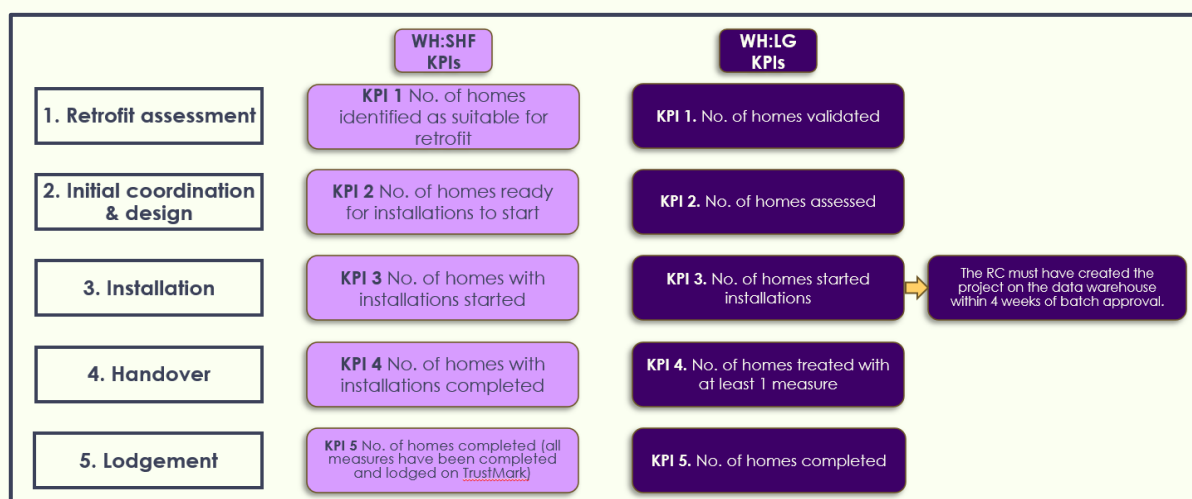


Figure 2 shows the link between lodgement stages and KPIs. Source: Turner and Townsend.

Key documentation requirements

The table below summarises the key **evidence** and **documentation** requirements at each stage of the TrustMark lodgement process.

Project stage	Key documents / evidence	Primary responsibility
Assessment & Initial Coordination	RdSAP XML, ventilation assessment, occupancy assessment, condition survey, risk assessment, intended outcomes, IOE, MTP	Retrofit Assessor / Retrofit Coordinator
Design	Retrofit design, ventilation strategy, thermal bridging calculations, airtightness strategy, specifications, design review	Retrofit Designer / Retrofit Coordinator
Before Installation	Installer PAS 2030 certification, operative competency evidence, permissions, PIBI, pre-install photos, installation method statement	Installer / Retrofit Coordinator
During Installation	Mid-install and post-install photos, commissioning records, defect remediation evidence	Installer
After Installation	Handover pack, certificates, guarantees, post-install EPR, compliance declarations, site visit reports	Installer / Retrofit Coordinator
Lodgement	Completed project submission to TrustMark Data Warehouse	Retrofit Coordinator

Documentation required pre-installation

Preparing for successful lodgement begins before installation starts. The Retrofit Coordinator should ensure that all key assessment, coordination and design documents have been completed and reviewed, including the **Retrofit Assessment, risk assessment, intended outcomes, IOE, MTP and retrofit design**. Installer qualifications, PAS 2030 certification and any required permissions should also be obtained at this stage.

The installer must complete a **Pre-Installation Building Inspection (PIBI)** and provide dated, geo-tagged pre-installation photographs and any relevant installation method statements.

Documentation required mid-installation

During installation, the installer should collect and provide evidence demonstrating that works have been completed in accordance with the design. This typically includes **dated and geo-tagged photographs of installed measures**, ventilation works and any defect remediation activities.

Where applicable, commissioning records and testing documentation should also be retained. The Retrofit Coordinator should **regularly review evidence throughout** delivery to identify and resolve any gaps before lodgement.

Documentation required post-installation

Following installation, the resident must receive a handover pack and copies of all relevant documents should be retained for lodgement. These may include **certificates, guarantees, testing records, operation and maintenance information**, and the Retrofit Coordinator's handover letter.

Additional documentation required for compliance may include the post-installation **EPR XML file, PAS 2030 and PAS 2035 Claims of Compliance, Conflict of Interest Declaration**, and, where applicable, a Retrofit Coordinator site visit report.

The lodgement process

Once all required documentation has been gathered, the project can be submitted for lodgement.

Stage 1: Submit assessment

Assessment information is entered into TrustMark, either manually through the TrustMark Portal or automatically through integrated software platforms.

This stage captures the core retrofit assessment data and validates that required assessment documentation is available.

Stage 2: Create project

The project record is created using information such as:

- Risk assessment
- Intended outcomes
- IOE and MTP
- Retrofit design
- Measure selection

This establishes the core project structure within TrustMark.

Stage 3: Complete lodgement



This is generally the most time-consuming stage.

Information typically uploaded includes:

- PIBs
- Installation dates
- Installation evidence photographs
- Installer details
- Product information
- Measure quantities
- Handover documentation
- MCS certificates
- Insurance Backed Guarantees
- Compliance declarations
- Defect resolution evidence

Stage 4: Submit project

The final step is submission of the completed project.

At this stage, the post-installation EPR XML file is uploaded and the project is formally lodged with TrustMark.

Planning for successful lodgement

TrustMark lodgement should be planned from the start of a project rather than treated as an end-of-project task. Early oversight of documentation can help **avoid delays** and **reduce administrative burden** at lodgement stage.

To support successful lodgement:

- **Clearly define responsibilities** between the Retrofit Coordinator, Installer and other delivery partners.
- **Set expectations and timescales** for providing documentation and evidence.
- **Track documentation** throughout delivery to identify any gaps early.
- **Review evidence regularly** rather than waiting until installation is complete.
- Where possible, begin **completing stages of the lodgement** process before project completion.

Service level agreements (SLAs)

Retrofit assessor

Suggested turnaround times include:

- Assessment documentation: **5 days**
- Assessment amendments: **5 days**
- Post-installation EPR XML file: **10 days**

Retrofit coordinator

Suggested turnaround times include:

- IOE and MTP production: **5 days**
- Design review: **5 days**
- Site visit report: **10 days**
- Handover letter: **20 days**
- Final TrustMark lodgement: **20 days**

Retrofit designer

Suggested turnaround times include:

- Design creation: **5 days**
- Design amendments: **5 days**

Installer

Suggested turnaround times include:

- Confirmation of PAS 2030 certification: **At project start**
- Operative competency evidence: **At project start**
- PIBI submission: **5 days**
- Pre-, mid- and post-install photographs: **5 days**
- Handover pack: **5 days**

Common lodgement problems

Even well-managed projects can **encounter issues that delay lodgement**. Many common problems can be avoided through early planning, regular document reviews and clear responsibilities across the delivery team.

Issue	Responsibility	Typical Resolution
Work code or measure type errors	Retrofit Coordinator / Installer	Confirm work codes and certification requirements at project outset.
PAS 2030 certification issues	Retrofit Coordinator / Installer	Verify certification coverage and validity before installation begins.
Missing defect resolution evidence	Retrofit Coordinator / Installer	Obtain remediation evidence or professional confirmation where defects remain unresolved.

Issue	Responsibility	Typical Resolution
Missing photographic evidence	Installer	Provide dated and geo-tagged images or arrange a revisit to the property.
Delays obtaining Building Regs or IBGs	Installer	Apply for certificates and guarantees as soon as installation is complete.
Errors on MCS or IBG certificates	Installer	Correct and reissue certificates before submission.
Errors in pre- or post-installation EPRs	Retrofit Assessor / Retrofit Coordinator	Amend assessment data and reissue documentation.
Assessor suspended or no longer accredited	Retrofit Coordinator	Engage the accreditation body to determine corrective actions.

Top 5 reasons lodgements fail

Below illustrates just a handful of the reasons Trustmark lodgements can fail during the process, including typical examples alongside their impact.

Missing or incomplete documentation

Example: Missing condition survey, ventilation assessment, risk register, MTIP, photos, or incorrect property details.

Impact: Lodgement rejected until documents are completed.

Design does not match installation

Example: Different measure installed to that specified, undocumented design changes, product specifications do not align with installed products.

Impact: Audit failure and requirement for revised documentation.

Ventilation information missing or out of date

Example: No ventilation assessment, ventilation strategy not updated after design changes, missing commissioning records.

Impact: One of the most common PAS 2035 compliance failures.

Missing testing and commissioning evidence

Example: No airtightness tests, heating commissioning certificates, ventilation balancing records, or inspection records.

Impact: Delays approval and may trigger additional QA checks.

Non-conformities not closed out

Example: Open snagging items, unresolved defects, missing evidence of corrective actions, absent RC sign-off.

Impact: Prevents compliance sign-off and can lead to audit failures.

Next steps

You should now have a clearer understanding of how TrustMark lodgement fits within retrofit project delivery and why evidence collection should begin from the earliest stages of a project.

Your next steps are to:

1. **Establish** a clear lodgement process before project mobilisation.
2. **Agree** documentation responsibilities and timescales with delivery partners.
3. **Implement** tracking systems for document management.
4. **Monitor** lodgement readiness throughout installation.
5. **Familiarise** yourself with TrustMark systems and available software platforms.

For further guidance, refer to the [PAS 2035 TrustMark Lodgement Supply Chain Advice Pack](#) and related resources available through the RISE Knowledge Hub.

Resources

Relevant resources:

- [Introduction to TrustMark – RISE Toolkit](#)
- [Introduction to TrustMark – RISE Masterclass](#)
- [TrustMark and MCS Requirements – RISE Masterclass](#)
- [TrustMark and the Data Warehouse – RISE Podcast](#)



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