



RETROFIT COORDINATOR SUPPORT SERVICES

Ensuring quality every time.

RETROFIT
SOLUTIONS



We understand how daunting it can be as a newly qualified **Retrofit Coordinator** to step out into the world of practice.

There are a number of places that a Retrofit Coordinator can reach out to for support including the Retrofit Academy and your Trustmark Registered Scheme Provider.

However, when it comes to the application of solutions and experience of on-site delivery, we understand both the practical challenges faced and the complex web of compliance that needs to be negotiated.

With a vast range of experience, our team have successfully completed over a £1bn worth of domestic energy efficiency measures in the UK and Canada. With responsibility for full delivery from customer engagement and acquisition, through to survey, install, quality assurance and beyond.



We have a number of existing services which could immediately help you deliver a stronger **Retrofit Coordinator Service.**

...and give you added peace of mind that a competent and independent third party has verified your work, or the work of the Retrofit Designer or Installer.

Did you know that **PAS2030** requires some measures to have independent verification prior to installation?



Every installation needs to be checked on a desk top basis by a person who meets the competency requirements in the PAS 2030 Annex relevant to the measure, with a minimum of 1 in 10 that need to be visited in the field.

The Pre-Installation Building Inspection (PIBI) is a key (but sadly undervalued) process. It is the point at which the installer takes the location specific design and checks that it is suitable for the building to which it is being applied. It is often asked for as part of an evidence pack to be provided to a Technical Monitoring Agent as part of a challenge or appeal

against an inspection failure. Under PAS2030:2019 it is mandatory to have this document independently checked by a competent person for the following measures:

- ✓ Cavity Wall Insulation
- ✓ Party Wall Insulation
- ✓ Internal Wall Insulation
- ✓ Room in Roof Insulation
- ✓ Hybrid Wall Insulation
- ✓ Park Home Insulation

And our **RETROFITcheck** service has been so popular we have expanded this to offer a similar service for the following measures:

- ✓ Underfloor Insulation;
- ✓ Loft Insulation
- ✓ External Wall Insulation



For these measures this is not a mandatory requirement of PAS2030:2019. Rather our customers have requested the service be made available because of its success.

As a Retrofit Coordinator **you could not be expected to hold the necessary knowledge and competencies specific to each PAS2030:2019 measure** and it is very unlikely that you would meet the necessary independence requirements. This is something that your installer has to do, so why not use RETROFITcheck?

Why not help us to help you, by identifying the design and compliance errors **BEFORE** installation. Avoiding costly mistakes that require remedial work, follow up visits and disruption to the customer journey.

RETROFITcheck offers you



Tried and tested processes that have been in operation for over 4 years, providing over 35,000 independent checks.



Easy to use online platforms with newly added 'linked accounts' so a Retrofit Coordinator can log in to a limited read only view to validate the outcome of each check.



A Unique Reference Number for every successful check it relates back to.



The ability to 'shadow' our on-site inspections if you have concerns over a particular job or want to expand your measure specific knowledge.

When undertaking a ventilation assessment, it is essential that all of the critical information is captured.

Our new VENTILATIONcheck service is designed to help Retrofit Assessors, Coordinators, Designers and Installers.

Our Bronze VENTILATIONcheck uses an online tool to guide the user through the assessment to enable a ventilation upgrade plan to be produced. The output is an easy to understand one page VENTILATIONcheck which clearly shows whether the current ventilation is adequate or the property needs additional work. For current RETROFIT customers and for a limited time only for new users, we are delighted to be offering this completely free of charge.

And it is through using this tool that you will now be aware whether the current ventilation provision is adequate or not*

At this point, through our silver level service, we are then able to help you

develop your Ventilation Upgrade Plan. Providing direction and most importantly listing out what the property needs to make it fully compliant.

Still confused, or just don't have a competent person to undertake a compliant Ventilation Design? Don't worry, THS have trained competent persons under the NICEIC domestic competent person scheme to produce your design if required.

Finally, if you need a commissioning partner to test and commission your installations and complete the require notifications to a competent persons scheme, this is also something we can offer through our Platinum service.



BRONZE - Ventilation Assessment

A simple to use mobile ready application to check whether your ventilation assessment is accurate and complete.



SILVER - Ventilation Upgrade Plan

Similar to our bronze service but offering a review of your proposed ventilation solutions which will confirm if they are correct, and if not, suggest amendments that are compliant with PAS2035.

*If you are an existing RETROFITcheck customer you will benefit from having access to the new app, and will be able to access the Silver Service free of charge**.*



GOLD - Ventilation Design

A service to produce a compliant ventilation design for the property with specified products and an option to purchase items at a discounted rate.



PLATINUM - Comprehensive Package

Similar to our gold offering, but this also includes a physical visit to the site where one of our team will test and commission your ventilation system. This will be completed by an individual registered under the Domestic Ventilation Competent Persons Scheme and includes official documentation that is sent to the householder.

*as defined by Annex C of PAS2035.

**One Free Silver Service Ventilation Upgrade Plan to RETROFITcheck customers for every RETROFITcheck submitted. Additional use beyond this will be billed on a per property basis.

RETROFIT SOLUTIONS

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