



This is to certify that:

Tech-Lec (Oxford) Services Limited

Unit 8
West End Industrial Estate
Witney
OXON OX28 1UB
UNITED KINGDOM

Has been assessed as having the technical capability to carry out electrical installation work in accordance with the requirements of BS 7671 and is Enrolled or Registered for the following categories:

**Approved Contractor Scheme
Domestic Installer Scheme**

Enrolment or Registration is subject to the business continuing to comply with the NICEIC requirements, which will be monitored by NICEIC during surveillance visits.

Enrolment Number : 601735000

Accredited Certification : 13th February 2013

Alan Wells

Alan Wells

**Certification Director
Ascortiva Group Ltd**

Certificate

NICEIC

NICEIC is a division of Ascortiva Group, Registered in England, No 02511002

Registered Office: Wimpole House, Cavendish Road, Houghton Regis, Beds, MK45 0YJ



The above business has been assessed as having the technical capability to carry out electrical work as defined above in accordance with BS7671 – Requirements for Electrical Installations (IEE Wiring Regulations), except in hazardous areas where there may be a risk of ignition due to the presence of flammable gas or vapour, or ignitable dust or fibre. Such work is subject to separate assessment and certification. The current enrolment or registration status of the holder of this certificate may be confirmed by accessing the NICEIC website at www.niceic.com.

This certificate is the property of NICEIC and must be returned on request.



Mr J Hill
Tech-Lec (Oxford) Services Limited
Unit 8
West End Industrial Estate
Witney
Oxon
OX28 1UB

Warwick House
Houghton Hall Park
Houghton Regis
Dunstable LU5 5ZX
Telephone: 0870 013 0382
Fax: 01582 556024
www.niceic.com
Our ref: EP/3053941

13 February 2013

Dear Mr Hill

APPLICATION FOR ENROLMENT - FORMAL ACCEPTANCE

Thank you for returning the enrolment fee for the year to 31 March 2013. May we take this opportunity to congratulate you on the enrolment of your business as an Approved Contractor under NICEIC UKAS EN 45011 accredited certification scheme.

Please find your Accredited Certificate of Enrolment, which bears your business' registered trading title, address and enrolment number. Also enclosed is a leaflet setting out the conditions of use of the NICEIC marks, which can be downloaded from our website at www.niceic.com (members only secure area). Please note, electrical work in hazardous areas is excluded from the scope of the enclosed enrolment certificate. A separate application will be required should your business wish to include such work in the scope of its enrolment.

As previously advised, all Approved Contractors are subject to periodic assessments. This requires a minimum of a full day visit by the Area Engineer. The purpose of a periodic assessment is to confirm the business is maintaining the technical standards and is continuing to comply with the NICEIC Rules Relating to Enrolment. The first periodic assessment of your business will be arranged approximately twelve months after your recent successful assessment visit and annually thereafter.

DOMESTIC INSTALLER STATUS

Your business has also been provided with Domestic Installer status and your business is now able to self-certify completed domestic electrical installations in accordance with Part P Building Regulations. If you already have a user name and password for either NICEIC Direct on-line ordering or the members only area of the NICEIC website, you can use your existing user name and password to access the Building Compliance Website. However, if you do not take advantage of either of these facilities, you will need to arrange an account via our secure website using your new Approved Contractor enrolment number. Please read the enclosed leaflet and should you have any queries relating to this process, please contact our dedicated Building Control team on 0870 013 0462

Please take time to review the Rules Relating to Enrolment, which states there must be a record kept for stocks of unused serially-numbered NICEIC certificate and report forms purchased are safeguarded at all times to prevent them being misused in contravention of the Trade Descriptions Act 1968.

TRUSTMARK SCHEME STATUS

We also have pleasure in enclosing the TrustMark sub license for your review together with an annex to the existing NICEIC Domestic Installer Scheme Rules for Registration covering the following areas:

- Employers Liability (please forward evidence of your businesses insurance cover with your completed sub-license – failure to provide this information will result in a delay processing your request for TrustMark status)
- TrustMark logo
- Complaints procedure
- Warranty provisions

Please review the enclosed documentation in detail; we draw your attention to the **additional requirements your business will be obliged to comply with**. If you agree to abide by the conditions stated on the sub license, rules annex and warranty provisions, please sign one copy and return to Head Office, together with a cheque in settlement of the required fee (£66.00 - £55 plus vat), a copy of you employers liability insurance (minimum of £10 million), or written confirmation if you are a sole trader. We enclose a second copy of the sub license for your information.

Part of the TrustMark license agreement is to ensure organisations are financially stable, as such, NICEIC will undertake a simple credit check on receipt of your signed sub license. You will be pleased to know, all other TrustMark requirements are covered under your registration with NICEIC.

Once your application details have been checked we will confirm your acceptance on the scheme and provide an invoice for your business records. Your NICEIC website listing will be updated with your organisations TrustMark status. We will also provide you with a small supply of TrustMark consumer leaflets – further copies can be obtained by e-mailing customerservice@niceic.com. TrustMark Logos and Brand Guidelines can be obtained via the same route once your application is approved.

Consumers can access the TrustMark website at www.TrustMark.org.uk to obtain details of suitably approved. We look forward to receiving your signed agreement and welcoming you to the TrustMark Scheme.

TECHNICAL HELPLINE SUPPORT

Should your business have a technical query at any time, our Technical Helpline (0870 013 0391) will be pleased to provide you with practical advice and guidance. To enable you to gain access to the high priority line, please ensure you have your full enrolment number available.

CUSTOMER SURVEY

You will also find enclosed our “How are we doing? customer survey. Feedback from our customers is vital if we are to continually improve the level of service we deliver and we would therefore appreciate it if you could take the time to complete this short questionnaire.

If you require any further information or require any further assistance please do not hesitate to contact **Erika Perkins** on **01582 556110** or alternatively call **Customer Services** on **0870 013 0382**, who will be pleased to assist.

Yours sincerely



Geraldine Barrett
Customer Service Manager
Ascertiva Group Ltd

Enclosures: Enrolment Certificate
 NICEIC Making your Mark leaflet
 Guide to Building Control Leaflet
 TrustMark Information
 Customer Survey
 Freepost Envelope



Registered through:
NICEIC



For Domestic Electrical Installation
Work Only

RULES FOR REGISTRATION OF DOMESTIC INSTALLERS Rules Annex for TrustMark Scheme

Content

Introduction

1. TrustMark requirements

1.1 TrustMark requirements, in addition to existing NICEIC Rules for Registration of Domestic Installers.

1.2 TrustMark official logo use

2. Complaints against a NICEIC TrustMark registered business

2.1 Complaints

Introduction

In addition to the rules for registration under the Domestic Installer Scheme, this annex exists to highlight the rules which must be adhered to by the NICEIC TrustMark registered business

These additional rules ensure the NICEIC TrustMark registered business continues to provide for the customer, meeting all the requirements of NICEIC and TrustMark.

3. Warranty Provisions

The NICEIC TrustMark registered business is required to provide additional cover in respect of warranty provisions

4. Fee Payment

Initial and all annual renewal fees in respect of TrustMark status shall be paid.

1. TrustMark requirements

1.1 TrustMark requirements, in addition to existing NICEIC Rules for Registration of Domestic Installers

The NICEIC TrustMark registered business shall:

a. Have a minimum of £10 million Employers Liability Insurance (where required) and make evidence of this available for inspection

1.2 TrustMark official logo use:

The NICEIC TrustMark business shall:

a. On successful completion of the initial assessment and after confirmation from NICEIC Head Office - the NICEIC TrustMark registered business will be able to display the TrustMark logo in conjunction with NICEIC Rules for Registration of Domestic Installer (Rule 1.7).

1. 1.2 TrustMark official logo use, continued..

b. The TrustMark logo may only be used in the format explained within the brand identity document (available through either TrustMark or NICEIC)

c. The wording "for Domestic Electrical Installation work only" must be clearly displayed, beneath the standard TrustMark logo

d. The TrustMark logo may only be used to advertise, prospect and complete electrical installation work covered under NICEIC Domestic Installer Scheme

e. The NICEIC TrustMark business must ensure their customer is aware and understands, only Domestic Electrical Installation work is covered under the TrustMark guidelines and requirements

2. Complaints

2.1 Complaints

a. The existing internal complaints process which must be adopted under rule 2 of the Rules for Registration of Domestic Installers shall be extended to accept complaints against standards of work, materials and customer service

b. In addition to the existing NICEIC technical complaint procedure, the NICEIC TrustMark business must accept, and attempt to resolve any complaint that derive from, or are in response to, financial disputes

3. Warranty Provisions

3.1 Warranty Provisions – in addition to existing NICEIC Insurance Backed Warranty

In addition to the existing Insurance Backed Warranty provisions for Domestic Installers; the NICEIC TrustMark registered business must also make additional provisions in accordance with the areas highlighted within the 'Warranty Provisions' document (as published by NICEIC)

4. Fee Payment

An initial application fee is payable, together an annual renewal fee to enable TrustMark status to continue.

PLEASE RETAIN FOR FUTURE REFERENCE



Registered through:
NICEIC

For Domestic Electrical Installation
Work Only



NICEIC (part of Ascertiva Group Ltd)
TrustMark Member Sub-License

1. NICEIC (part of Ascertiva Group Ltd) of Warwick House, Houghton Hall Park, Houghton Regis, Dunstable, Beds, LU5 5ZX ("we", "us", "our"); and
2. Trading Name.....
3. Trading Postcode.....
4. Registration/Enrolment Number.....

AGREE:

1. We grant you a non-exclusive license to use the Trade marks in relation to Our Approved Scheme in accordance with the Brand Identity Guidelines, provided that such use is limited to the Electrical trade sectors and is subject to this Agreement. Your right to use the trade marks will continue until this Agreement is terminated in accordance with paragraph 4 below.
2. You must comply with the Brand Identity Guidelines and at all times preserve the reputation and integrity of the TrustMark System. You must not engage in any activity or practice which may result in public criticism of us, Our Approved Scheme or the TrustMark System.
3. In consideration of this license, you must use best endeavours to promote awareness of the TrustMark System amongst consumers and the trade.
4. We may terminate this Agreement (without, for the avoidance of doubt, you being eligible for compensation) by immediate written notice to you if:
 - a. our Approved Scheme ceases to be part of the TrustMark System and/or ceases to have the right to use the trade marks;
 - b. you cease to participate in Our Approved Scheme;
 - c. you go into liquidation or an administrative receiver or receiver and manager or administrator is appointed for you or your assets or you enter into a voluntary arrangement with your creditors or suffer any similar insolvency process or process which affords you protection from your creditors;
 - d. you commit a breach of this Agreement and, following our disciplinary processes, we conclude that this license should be withdrawn;
 - e. you challenge the validity of the trade marks or any of them.
5. Termination of this Agreement will not affect any existing rights and/or claims that we may have against you, and will not relieve you from fulfilling your obligations which accrued prior to termination.
6. If for whatever reason this Agreement terminates, to protect the reputation of the TrustMark System and ensure its continued operation:
 - a. you must immediately cease use of the trade marks;
 - b. you must not purport to be associated with the TrustMark System and must not make negative comments about the TrustMark System.
7. Both the Secretary of State and TML may enjoy the benefit and enforce the terms of [this Agreement] [Clause 6] in accordance with the provisions of the Contracts (Rights of Third Parties) Act 1999.
8. The Schedules form part of this Agreement and any reference to this Agreement includes the Schedules.

IN WITNESS to the above the parties have signed below on the date written above.

SIGNED by or on behalf of
NICEIC (part of Ascertiva Group Ltd)

Paul Collins
Head of NICEIC

SIGNED by or on behalf of

Trading Name:.....

Signature:.....

Title:.....

Date:.....



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NICEIC

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 - a. our Approved Scheme ceases to be part of the TrustMark System and/or ceases to have the right to use the trade marks;
 - b. you cease to participate in Our Approved Scheme;
 - c. you go into liquidation or an administrative receiver or receiver and manager or administrator is appointed for you or your assets or you enter into a voluntary arrangement with your creditors or suffer any similar insolvency process or process which affords you protection from your creditors;
 - d. you commit a breach of this Agreement and, following our disciplinary processes, we conclude that this license should be withdrawn;
 - e. you challenge the validity of the trade marks or any of them.
5. Termination of this Agreement will not affect any existing rights and/or claims that we may have against you, and will not relieve you from fulfilling your obligations which accrued prior to termination.
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NICEIC (part of Ascertiva Group Ltd)

Paul Collins
Head of NICEIC

SIGNED by or on behalf of

Trading Name:.....

Signature:.....

Title:.....

Date:.....

Additional NICEIC TrustMark logo usage requirements.

As a NICEIC TrustMark registered business you are encouraged to display the TrustMark logo in line with the requirements of the brand guidelines and the TrustMark sub-license your business signs to join the scheme through NICEIC. To avoid possible confusion for your customer, NICEIC require you to also display the following detail when the TrustMark logo is in use.

Current TrustMark Requirement



Registered through:
NICEIC

Additional NICEIC Requirement



Registered through:
NICEIC

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The additional signage is also required, to enable you, the electrical contractor, to be protected from any claims that may arise from activities carried out by your organisation outside the Domestic Electrical discipline you have been registered and assessed for with NICEIC.

Historically, companies displaying the TrustMark Logo, without the additional information, have found themselves open to claims from their customers for works completed which are outside the scope of their NICEIC domestic electrical installation registration.

NICEIC, along with TrustMark, are required to investigate all claims made against registered contractors; and, in a number of instances have found themselves enforcing the TrustMark complaint procedure to ensure satisfaction for the consumer. In many cases this has had major financial implications on the registered contractor.

In an effort to limit the claims against registered contractors, and protect the integrity of your organisation and NICEIC, the additional information is required to be shown wherever your organisation displays the TrustMark logo or refers to the TrustMark scheme.

Failure to amend existing logos, or to ensure all new use of the logo includes the additional information, may result in NICEIC and TrustMark investigating any complaint made against your organisation, regardless of what discipline that complaint falls under. As NICEIC only assess your organisation electrically, additional resource may be required to ensure the complaint is resolved satisfactorily. The cost of additional resource will be passed on to your organisation.

NICEIC hope this information and additional requirement assists, and, will ensure your organisation is fully protected in the future against any claims outside your TrustMark domestic electrical installation registration.

If you require any further help on the use of the TrustMark logo please contact NICEIC Customer Service helpline on 0870 013 0382.





For Domestic Electrical Installation
Work Only



TRUSTMARK – INFORMATION LEAFLET (WARRANTY PROVISIONS)

This information is for those contractors who have, or are considering making, an application under the TrustMark scheme via NICEIC. The Rules for Registration of Domestic Installers annex for NICEIC TrustMark registered businesses (L5011AxTM/Jul 09) is enclosed for your reference and use. The document is to be retained in a safe place, preferably with the existing set of Rules, as appropriate.

The Rules for Registration of Domestic Installers already cover Insurance Backed Warranty (Rule 1.2 p) – all NICEIC businesses registered with Domestic Installer status have already agreed to this rule. However, attention is drawn to the following additional requirements for the TrustMark scheme; the information relates to an offer of a works warranty being part of a TrustMark registered contractor's practice at pre-contract stage.

Therefore, all businesses agreeing to add TrustMark status to their existing NICEIC registration or enrolment are required to comply with the following Warranty provisions. There are three elements to be covered in a pre-contract warranty offer:

- **Pre-payment (any form of deposit);**

NICEIC TrustMark registered businesses which accept pre-payments from their clients (including any form of deposit), are required to make warranty provision to protect these payments, should they be unable or unwilling to complete the work contracted.

Cover offer requirements are:

This is a mandatory offer requirement for any NICEIC TrustMark registered business that accepts this type of payment, and, is for the full amount of any payment taken.

- **Work-in-Progress**

NICEIC TrustMark registered businesses are required to make warranty provisions when accepting contracts, to ensure any additional costs incurred to tender and employ another Approved Contractor or Domestic Installer to enable completion of the works should they be unable or unwilling to complete the original work contracted. Costs for the actual works will remain with the client.

Cover offer requirements are:

Up to 25% of the price of the job or £1000, whichever is less, for a period of up to 30 days after the planned completion of the works.