

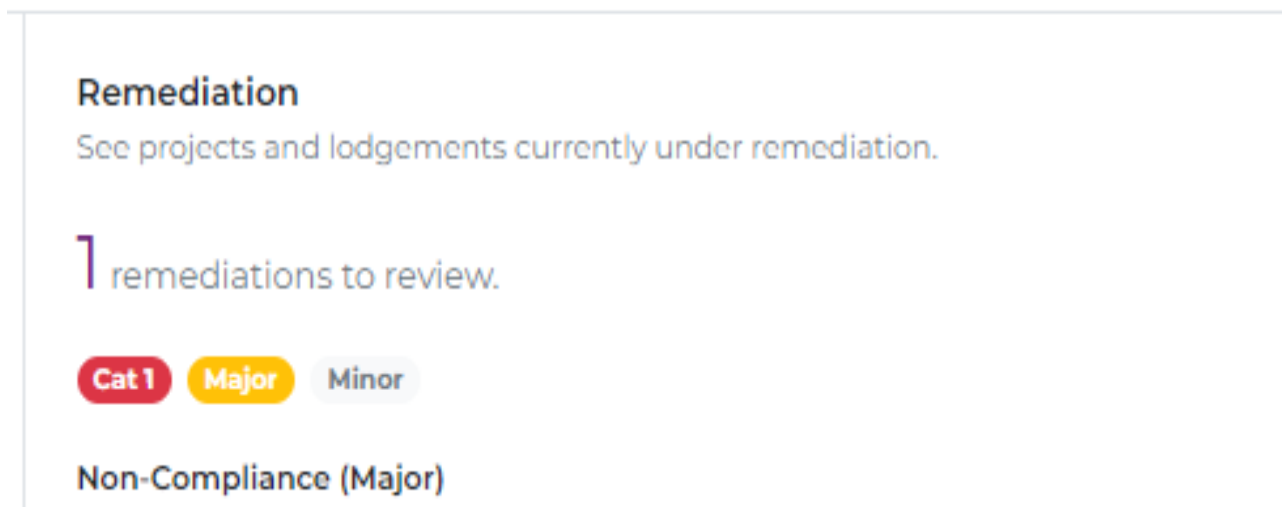
## Quality Assurance Retrofit Portal Audit and Remediation

Log on to your Retrofit Portal.


Open your dashboard.



Go into your remediation panel.



You will be able to see all projects that require your attention.

Click  within your project number shown in the remediation panel.

You will be presented with the following screen:





ECO4 Project PAS2035 (2019) Complete

Project → Remediation

**Remediation**

Status: Needs Evidence

Desktop Audit Status: Needs Evidence

Raised on: Friday 9th February 2024

6 days remaining before escalation

Extend Deadline Escalate Now

**Non-Compliance**

Current Non-Compliance Severity: Non-Compliance (Major)

Highest Non-Compliance Severity: Non-Compliance (Major)

**Non-Compliance Reasons**

First time central heating (FCH) Needs Evidence

⚠ Non-Compliant - Guarantee does not show the correct cover period for the measure. Desktop Audit

**Evidence**

Requires Review (0) Accepted (0) Rejected (0)

Add Evidence

**Automated Emails**

Type	Recipient	Recipient Name	Sent
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You will need to add all evidence which has been flagged by the Quality Assurance auditor within the non-compliance reasons.

**Evidence**

Requires Review (0) Accepted (0) Rejected (0)

Add Evidence

Click on add evidence

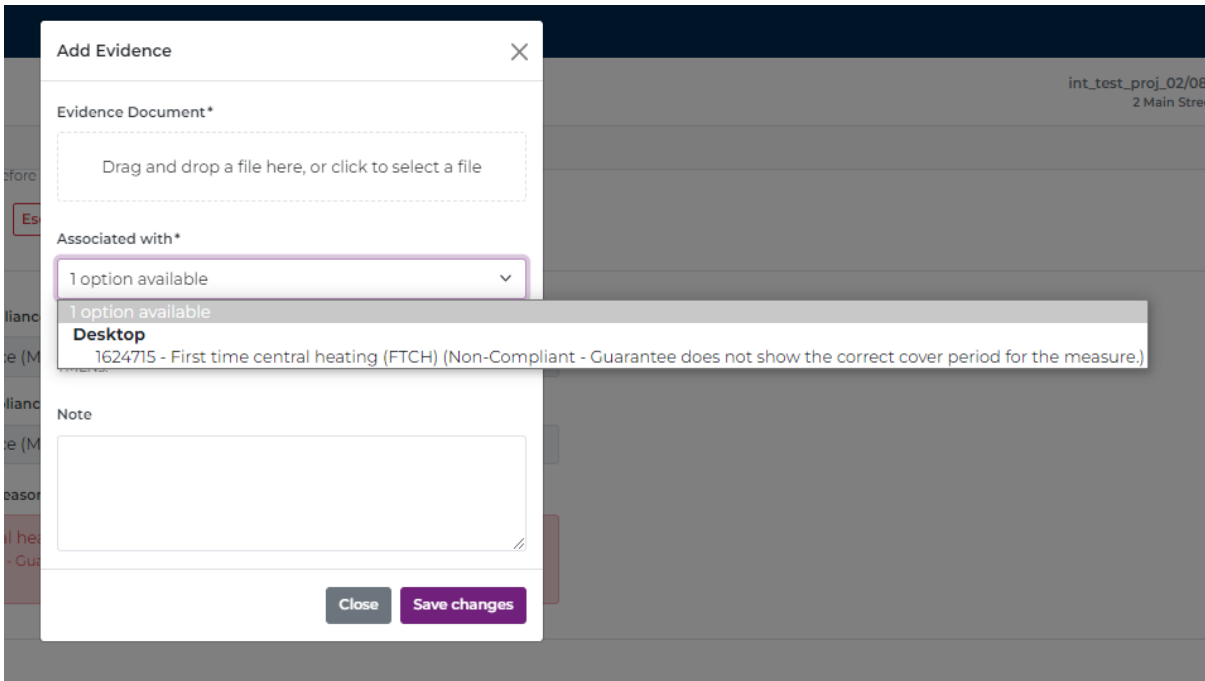


**TRUSTMARK**  
Government Endorsed Quality

The screenshot shows a modal window titled "Add Evidence" with a close button (X) in the top right corner. The form contains the following sections:

- Evidence Document\***: A dashed border box containing the text "Drag and drop a file here, or click to select a file".
- Associated with\***: A dropdown menu currently displaying "1 option available" with a downward arrow icon on the right. A blue arrow from the text below points to this dropdown.
- Note**: A large, empty text input area.
- Buttons**: Two buttons at the bottom right: a grey "Close" button and a purple "Save changes" button.

Click on the drop down, this will list all non-compliances to remediate



**Add Evidence** [X]

Evidence Document\*

Drag and drop a file here, or click to select a file

Associated with\*

1 option available

1 option available

**Desktop**

1624715 - First time central heating (FTCH) (Non-Compliant - Guarantee does not show the correct cover period for the measure.)

Note

[Text Area]

Close Save changes

Select the option you are uploading evidence for, you can also add an optional comment for the auditor.

Click to add and upload or drag the relevant information into the evidence document section.



### Add Evidence ✕

**Evidence Document\***

Compliant IBG.docx ↓ ✕

**Associated with\***

0 options available ▼

1624715 - First time central heating (FTCH) (Non-Compliant - Guarantee does not show the correct cover period for the measure.) ✕

Associate this evidence with one or more non-compliance reasons. An upload cannot cross multiple installing business TMLNs.

**Note**

IBG Now correct and uploaded

Close Save changes

Add any additional if required, or just click Save Changes  
If you have multiple non-compliances listed -



**Non-Compliance**

Current Non-Compliance Severity  
Non-Compliance

Highest Non-Compliance Severity  
Non-Compliance

Non-Compliance Reasons

- Cavity wall insulation (0.040) **Has Evidence**  
⚠ Non-Compliance - No Evidence of CWI being installed  
📄 Onsite Audit
- Cavity wall insulation (0.040) **Needs Evidence**  
⚠ Non-Compliance - Injection hole(s) not sealed  
📄 Onsite Audit

**Evidence**  
🕒 1 review required

Boroscope\_Evidence.png **Requires Review**

Associated with:  
→ Cavity wall insulation (0.040) (Non-Compliance - No Evidence of CWI being installed)

[Add Evidence](#)

**You will need to resolve all requests for further evidence**

The retrofit portal sends automated notifications so you will be advised if additional evidence is required. There is also an audit history of the automated emails between you and the auditor

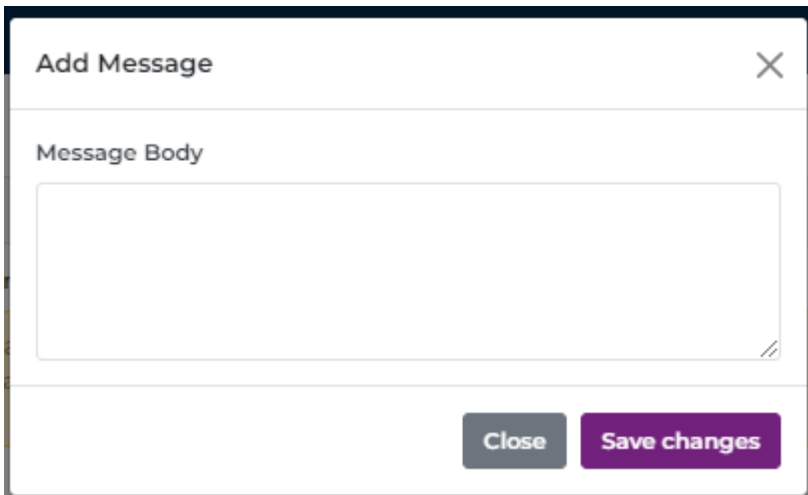
Automated Emails

Type	Recipient	Sent
Remediation Raised	[REDACTED]@trustmark.org.uk	11/23/2
Evidence Uploaded	[REDACTED]@trustmark.org.uk	11/27/2
Evidence Uploaded	[REDACTED]@trustmark.org.uk	11/27/2
Evidence Uploaded	[REDACTED]@trustmark.org.uk	11/27/2
Evidence Uploaded	[REDACTED]@trustmark.org.uk	11/27/2

Once you have uploaded all of your remedial evidence against each non-compliance, you must add a note to the auditor.

Conversation

Add Response



The screenshot shows a modal dialog box titled "Add Message" with a close button (X) in the top right corner. Below the title is a text area labeled "Message Body" with a small cursor icon at the bottom right. At the bottom of the dialog, there are two buttons: a grey "Close" button and a purple "Save changes" button.

Any time you wish to contact TrustMark with regards to the audit within your project, whether it's to request additional non-compliant reasons or ask questions about the audit or simply to advise evidence has been uploaded, please add a response into the conversation panel.

TrustMark will automatically be notified of your conversation and will review and reply via this conversation panel within the retrofit portal.

Click return to below which you can find at the bottom of the remediation panel.

Return to Overview

Once this has been accepted the dashboard will update the view to show the issue has now been closed.