

How to join RECC

Simply follow these steps:

*If you are a member of Worcester Bosch or B&ES then you can receive 50% off your RECC membership fee. Ask for a RECC application form from the relevant body.

- 1 Visit www.recc.org.uk making sure you first read the Code and byelaws to find out what is required of you as a member of our Code.
- 2 Complete the application form, either online or a hard copy, using our guidance on making the declarations and compliance checks to help. Return your completed form to RECC.
- 3 RECC takes its responsibilities to the sector very seriously. We check every application very carefully.
- 4 You will be asked to pay your membership fee, dependant on the size of your business.

Once your application has been accepted and processed you will receive your membership pack with your RECC Certificate, your new membership number, leaflets to start you off, and your login details to the RECC website for access to all of our documents, guidance, training and logos that you can download and use.



RECC and its associates

RECC is administered by Renewable Energy Assurance Ltd (REAL) and is approved by the Trading Standards Institute. REAL is a wholly owned subsidiary of the Renewable Energy Association (REA). The REA is the UK's leading trade association representing members active in the renewables industry.

REAL administers various other Codes and Schemes including: The Green Deal Code of Practice (as part of the GD ORB), The Green Gas Certification Scheme, the Biofertiliser Certification Scheme, the Compost Certification Scheme, the Compostable Packaging Certification Scheme, and the Home Composting Certification Scheme.

The RECC Code dovetails with the Microgeneration Certification Scheme (MCS) installer standards, an important quality assurance mechanism that certifies installers and products in the sector.

RECC works closely with other industry bodies like Ofgem, DECC and the Energy Saving Trust on technical and policy issues.

RECC also works closely with the Chartered Trading Standards Institute, Financial Conduct Authority, finance providers, the Companies Investigation Branch and website providers like Yougen and Heat My Home. Easy MCS, the support and training provider, is an associate member of RECC.



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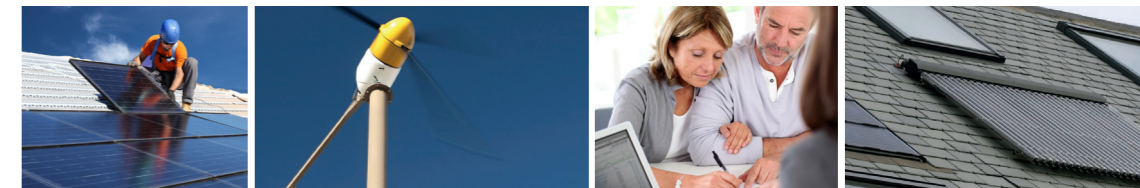
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RECC is the approved code for renewable energy installers

As a RECC member you can ensure the highest standards of service for your customers



www.recc.org.uk

RECC
RENEWABLE ENERGY CONSUMER CODE

About RECC

The Renewable Energy Consumer Code (RECC) is there to protect consumers as well as promote renewables. Any businesses that sell or lease small scale renewable heat or power generating systems can join.

The Code is open to businesses selling all renewable technologies. It covers the contractual issues between a consumer and a business including: pre sales activity, contracts, completing the order, and after sales activities. RECC members must agree to comply with the Code at all times.

Businesses that display the RECC logo show their commitment to delivering the highest standards of service. Consumers can have confidence in RECC members when considering the purchase of small scale renewables.

Being a member of RECC will also help you meet your MCS obligations so you can gain MCS certification.

The Code is approved by the Chartered Trading Standards Institute (CTSI). All RECC Members are listed in the RECC Members Directory and are encouraged to display the RECC and CTSI logos.



The benefits of being a RECC member

RECC has the knowledge, the experience and the reputation to help you succeed.

INDIVIDUAL ADVICE

RECC offers its members one on one advice about the Code and how to comply.

REGULAR POLICY UPDATES

RECC issues a quarterly newsletter to keep members up-to-date with developments regarding the Code and the small scale renewables sector more generally. In addition RECC updates the news section of the website with information about changes to relevant government policy, regulation and legislation.

PROTECTION FOR DEPOSITS AND WORKMANSHIP

Consumers who sign a contract with a RECC member should know that any funds paid in advance will be protected as will your workmanship guarantee. To make this easy for RECC Members to set up, RECC has negotiated a favourable rate with insurance provider QANW (though RECC Members are of course free to make their own equivalent insurance arrangements). RECC has also set up the Protected Payment Scheme which RECC Members are welcome to use.

SPECIALISED COMPLAINTS MEDIATION

RECC provides a mediation service to help Code Members resolve complaints from consumers. If RECC is unable to help you resolve your complaint then the complaint can be forwarded to a low-cost independent arbitration service as an alternative to going to court. This is on offer in some cases to micro businesses as well.

CONSUMER PROTECTION TRAINING

To assist members and their staff, RECC has put together webinars and a substantial online training resource. These explain with plenty of real-life examples how to comply with the Code and the consumer protection legislation in force. They cover all areas of business, from advertising and marketing through to sales, pre-contractual information, contract terms, guarantees and warranties.

MODEL DOCUMENTS

RECC has prepared a range of model documents including proposals, estimates and quotations for each different technology, contract terms, warranties and cancellation forms, all of which are free for members to use.

PRIMARY AUTHORITY ARRANGEMENT

RECC has a Primary Authority arrangement. The arrangement guarantees that RECC's core documentation is compliant with consumer protection legislation. Members complying with RECC's documentation can be assured that they are fully compliant and can be formally affiliated to the authority as part of the arrangement.

GUIDANCE

To further assist Members, RECC has developed user-friendly guidance on a range of relevant issues including RECC audit compliance checks, dealing with vulnerable consumers, third party client accounts, cancellation rights, consumer protection legislation in force and the Provision of Service Regulations.

CONSUMER LEAFLETS

RECC has produced various leaflets telling consumers about the contents of the Consumer Code and outlining the high standards members are expected to adhere to as well as leaflets on Top Tips for consumers and leaflets on the insurance scheme. Members can request hard copies of leaflets or they can access them online.

SPECIAL RATES FOR REA AND STA

If you are a RECC member looking to join the Renewable Energy Association or the Solar Trade Association, being a RECC member means you get membership to these associations at a special rate.

CTSI MEMBER DIRECTORY

RECC is approved by the Chartered Trading Standards Institute's (CTSI) Consumer Codes Approval Scheme (CCAS). Members of CTSI-approved Codes are listed on a CCAS directory accessible through the websites of the following consumer-facing organisations: CTSI, Citizens Advice and My Local Services. RECC members are shown under a distinct RECC and CTSI banner.

"Many thanks for your kind assistance and guidance throughout the application process, I am very grateful. It is also reassuring to know that the Scheme does carry this sort of credibility"

Steven Hancock, Mere End Consultants

