

Application for Membership

This Application Form must be completed by **a director, partner or owner of the Applicant business**. It includes a number of important legal declarations. NB - references to "you" or "your" are to the Applicant business.

1 Your business details

Business name (legal entity) ¹			
Entity type ²			
Trading name (if different)			
Company number ³			
Address			
Telephone		Email	
Website			

2 Individual contact details

Primary contact name		Billing contact name (if different)	
Position		Position	
Email address		Email address	

3 Business activity

Systems you deal with Air source heat pumps <input type="checkbox"/> Battery Storage <input type="checkbox"/> Biomass boiler <input type="checkbox"/> Domestic CHP <input type="checkbox"/> Electric Vehicles <input type="checkbox"/> Ground source heat pumps <input type="checkbox"/> Hydro Power <input type="checkbox"/> Solar assisted heat pumps <input type="checkbox"/> Solar photovoltaics <input type="checkbox"/> Solar thermal <input type="checkbox"/> Wind power <input type="checkbox"/>	Membership category⁴ 1 to 6 employees <input type="checkbox"/> 7 to 25 employees <input type="checkbox"/> 26 to 50 employees <input type="checkbox"/> 51 to 100 employees <input type="checkbox"/> 101 to 200 employees <input type="checkbox"/> Over 200 employees <input type="checkbox"/> Sole Trader only <input type="checkbox"/> Commercial only <input type="checkbox"/> AOR Investor only <input type="checkbox"/>	Work type⁵ Domestic* <input type="checkbox"/> Domestic work type: Main contractor <input type="checkbox"/> Lead generator/ sales only <input type="checkbox"/> AOR investor <input type="checkbox"/> Sub-contractor <input type="checkbox"/> Commercial <input type="checkbox"/> Commercial work type: AOR investor <input type="checkbox"/> Local Authority <input type="checkbox"/>
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*If you contract with domestic consumers do you ask them to sign a contract or order form in their home in the presence of your company representative? Yes No

¹ Please indicate your legal entity name. e.g. ABC Ltd

² Please indicate the entity type. e.g. limited company, sole trader, partnership &c.

³ Please provide your Companies House registration number if you are a limited company.

⁴ Please indicate the total number of employees involved in renewable energy activities, including sales representatives and administrative staff, even if they are self-employed. Select 'AOR Investor only' if you do not intend to sell 'normal' domestic contracts.

⁵ Tick all options that apply.

Please tick here if you are interested in becoming TrustMark registered and/or a Which Trusted Trader and we will send you the relevant information.⁶ Yes

4 Declarations

- 1) In the past 5 years, has the Applicant business, or any individual(s) closely associated with it⁷, been involved with any business that has:
- a) been the subject of the appointment of a receiver, liquidator or administrator?..... Yes No
 - b) been the subject of an arrangement with creditors, or of a resolution for winding up? Yes No
 - c) become insolvent (including bankruptcy)?..... Yes No
 - d) been dissolved? Yes No
 - e) had a complaint upheld against it, in part or in full, by the Advertising Standards Authority? Yes No
 - f) had any Telephone Preference Service/cold calling complaints upheld against it by the Information Commissioner's Office? Yes No
 - g) previously been a member of a Consumer Code, including Renewable Energy Consumer Code (RECC), and had its membership terminated..... Yes No
 - h) previously applied for and been refused Consumer Code Membership? Yes No
 - i) otherwise engaged in any activity which could cause the RECC to fall into disrepute? Yes No
- 2) Are there any Court judgment(s) against the Applicant business, any individual(s) closely associated with it⁷ or any business with which those individuals have been involved?..... Yes No
- 3) Have any individual(s) closely associated with the Applicant business:
- a) previously been disqualified from acting as a company director? Yes No
 - b) been required to give undertakings under the Enterprise Act 2002 with reference to the Applicant or another business, whether or not in a related sector? Yes No
- 4) Does the Applicant business currently, or in the future, intend to appoint any person as director, partner or senior staff member which would have resulted in you answering **Yes** to any of the above declarations 1 to 3?..... Yes No
- 5) In the past 5 years, has the Applicant or any individual(s) closely associated with it, been a Connected Contractor⁸ to a current and/or former RECC Member?..... Yes No
- 6) Have any consumers been adversely affected by the Applicant, any individual(s) closely associated with it, or by any business with which they have been involved? Yes No

⁶ We will send you more information on how to apply.

⁷ In these declarations, "individuals closely associated" with the Applicant business include its directors, partners, shareholders, senior staff (regardless of job title), any other individuals closely associated with it and close family members. Where the Applicant business is a sole trader, this includes the Applicant itself.

⁸ "Connected Contractor" -an incorporated or unincorporated business which has a director (including a de facto or shadow director), partner, shareholder, senior manager, member or owner who has previously been or is currently a director (including a de facto or shadow director), partner, shareholder, senior manager, member or owner of a current or former.

4 Declarations (continued)

If you have answered **Yes** to any section of the above declarations 1 to 6 **you must** send us relevant supporting information, including the name and company number of any other businesses, and administrator's/ liquidator's report and statement of affairs, or claim numbers in respect of Court judgments. You can telephone us on 0207 981 0850 if you wish to discuss your application further.

- 7) Have you read and understood the RECC and Bye-Laws and do you agree to comply with them at all times?..... Yes No
- 8) Is the information provided in this form and in the following Self-assessment Form, true, accurate and not misleading?..... Yes No
- 9) Do you agree to inform RECC immediately should any change in circumstances mean that any of the above declarations are no longer valid? Yes No

If you wish to do so you can use this space to include any other information:

I understand that providing any false or misleading information in any part of this application form or during the application process is a serious matter which may result in the rejection of this application or the termination of RECC membership.

Signature	Date
Full name	Position Director / Partner / Owner <i>Delete as applicable</i>

If you are contracting directly with domestic consumers, you must complete the Self-assessment form.

If you only carry out commercial work it is not necessary to complete the Self-assessment form. However, if you are a Commercial only AOR investor, you must submit your model contract along with this application form.

Self-assessment Form

RECC is required by the Chartered Trading Standards Institute to monitor its members in particular areas. Where indicated you will need to submit supporting evidence when you return this form, either by email or post. NB - references to "you" or "your" are to the Applicant business.

1. Awareness of consumer protection & RECC (including staff training)

RECC Members are responsible for ensuring all staff, whether directly employed, subcontracted or self-employed, working on behalf of the member, behave in accordance with RECC. You can access online training materials within the Members' Area of the RECC website.

Do you provide your own training on consumer protection to staff? Yes No

 **If YES, please submit your training log and materials.**

2. Microgeneration Certification Scheme

Do you intend to seek MCS Certification? Yes No N/A

If YES, do you expect to attain it within 6 months of joining RECC? Yes No

3. Public Liability Insurance

RECC Members must have appropriate insurance to cover potential liabilities to Consumers or third-party damage which may be caused by any of their activities in supplying Energy Generators and/or Related Products to Consumers.

Do you have public liability insurance in place for a least £2 million? Yes No

 **If YES, please provide a copy your public liability insurance policy.**

4. Marketing

Consumer protection legislation and the CAP Codes⁹ require that all your marketing materials (including advertisements, flyers, websites, point-of-sale literature and information in sales presenters) are legal, decent, truthful and honest. In particular you must ensure that any performance claims you make in any marketing materials do not 'oversell' Energy Generators and/or Related Products by exaggerating the potential performance or payback.

Do you have a tele-sales operation? Yes No

 **If YES please submit any script and any 'objections handling' material.**

Do you have a sales presenter? Yes No

 **If YES, please submit this material.**

Do you have any other promotional material? Yes No

 **If YES, please submit this material.**

⁹ The Committee of Advertising Practice Codes (CAP Codes) sets of detailed rules stating what you should and should not say in your advertising. You must follow these rules to comply with RECC.

5. Quotes, performance estimates and financial incentives

Consumers must be provided with a written performance estimate calculated in line with the relevant MCS standards before they are asked to commit to a sale. Any performance claims or claims of benefits must be accurate and based on reasonable assumptions. Financial benefits such as income, payback or return on investment must not be exaggerated and the information must be presented clearly.

RECC offers technology specific model proposal packs and guidance on the presentation of performance estimates which can be accessed in the Members' area of the website.

Please indicate if you intend to use the RECC model documents, a third party managed Quality Management System (QMS), your own quote and performance estimate templates, or Other.

RECC model documents QMS My own template(s) If Other, please specify:

- ✚ If you are using a QMS template(s) or your own template(s), please submit those you intend to use with domestic consumers.**

6. Finance agreements

Do you plan to offer finance (credit) to consumers?

Yes No

If YES, please provide your FCA number:

If you are an AOR investor you are required to seek your own advice as to whether you need FCA approval.

7. Contracts & cancellation rights

You have a legal obligation to give consumers contract terms that are fair under the law and are written in plain and intelligible language. In addition, RECC (and the law in some cases) requires that you offer a cancellation period and cancellation rights. RECC has prepared a compliant model contract that you may wish to use, as well as a cancellation form.

Please indicate if you intend to use the RECC model documents, a third party managed QMS, your own contract and cancellation form templates, or Other.

RECC model documents QMS My own template(s) If Other, please specify:

- ✚ Please submit the model contract and cancellation form template(s) you intend to use.**
- ✚ AOR Investor- if you are applying to be an AOR investor and intend to offer both AOR contracts and non-AOR domestic contracts, you must submit your contract and cancellation form template(s) for both models, clearly identifying which is the AOR contract.**

8. Taking deposits and advance payments

A 'deposit' for the purpose of RECC means any money that you require a consumer to pay on signing the contract or order form but for which they do not immediately receive any goods or services. If you take deposits the maximum amount you can request is 25% of the contract value.

If you require any further payments in advance (i.e. before the consumer receives any goods or services), you should set out clearly in the contract or quotation the amount of the payments, when they will be required and what they will be used for. In addition to an initial deposit, you are permitted to take a further advance payment. This can be taken no more than 21 days before the installation date and, when taken together with a deposit, must not exceed 60% of the contract value.

Do you take or intend to take deposits when the contract is signed? Yes No

If NO, go to Section 10 of this form.

Is the deposit 25% or less of the final contract price? Yes No

Do you take, or intend to take, further advanced payments beyond the deposit? Yes No

If YES, when taken with the deposit will this amount to 60% or less of the final contract price? Yes No

If you are an AOR Investor seeking part payment in advance from a consumer in more than one installment, the rules of RECC regarding deposits and advance payments, including insurance requirements, will apply to these part payments.

9. Protecting deposits and advance payments

It is important that the deposit and any advance payments are protected, so that if your business fails, the consumer's money is safe.

Do you have deposit protection in place? Yes No

Insurance provider		
CPA <input type="checkbox"/>	Ecosure <input type="checkbox"/>	GDGC <input type="checkbox"/>
GGFi <input type="checkbox"/>	HIES <input type="checkbox"/>	HIP <input type="checkbox"/>
Homepro <input type="checkbox"/>	IWA <input type="checkbox"/>	DAWWI scheme (QANW) <input type="checkbox"/>
Other <input type="checkbox"/> (please specify)		Peacock Insurance Services <input type="checkbox"/>

If NO you must not take deposits or payments in advance until this protection is in place AND you must arrange this insurance within 3 months of becoming a RECC Member.

There are a number of deposit protection schemes on the market that you can use to meet this requirement. A list of insurance providers RECC is aware of can be accessed here: www.recc.org.uk/members/insurance-providers. If you are accepted as a RECC Member, you will be eligible to apply to use the DAWWI Scheme provided by QANW. You can find further information about this requirement here: www.recc.org.uk/members/insurance.

10. Workmanship Warranties

Members must guarantee their workmanship for a minimum of 2 years. This ‘Workmanship Warranty’ must be transferable to a new owner in the event that the consumer moves home. RECC has a template workmanship warranty that you may wish to use.

If you are an AOR Investor who has sub-contracted the installation work to an MCS-certified installer, it is your responsibility to provide a workmanship warranty to the consumer.

Do you provide consumers with at least a 2 year workmanship warranty? Yes No

Please indicate if you intend to use the RECC model workmanship warranty, a third party managed QMS, your own warranty template, or Other.

RECC model warranty QMS My own template If Other, please specify:

If you are using a QMS template or your own template, please submit this.

11. Protecting Workmanship Warranties

RECC Members are required to ensure that they protect every consumer’s workmanship warranty through insurance. If your business becomes insolvent within the warranty period and is no longer around to put things right, having insurance means the consumer will still have some redress if there is a problem with the installation. Please note this is different from taking out public liability insurance.

If you are an AOR Investor who has sub-contracted the installation work to an MCS-certified installer, it is your responsibility to make sure the consumer is provided with an insurance backed workmanship warranty.

Do you have workmanship warranty insurance in place? Yes No

If YES, please outline the details of the insurance provider that you use in the box below:

Insurance provider		
CPA <input type="checkbox"/>	Ecosure <input type="checkbox"/>	GDGC <input type="checkbox"/>
GGFi <input type="checkbox"/>	HIES <input type="checkbox"/>	HIP <input type="checkbox"/>
Homepro <input type="checkbox"/>	IWA <input type="checkbox"/>	DAWWI scheme (QANW) <input type="checkbox"/>
Other <input type="checkbox"/> (please specify)		Peacock Insurance Services <input type="checkbox"/>

If NO you must not install a system until this protection is in place AND you must arrange workmanship warranty insurance within 3 months of becoming a RECC Member. Members must not install systems until this protection is in place.

A list of insurance providers RECC is aware of can be accessed here: www.recc.org.uk/members/insurance-providers

12. Dispute Resolution

It is important that Members deal with consumer complaints quickly and effectively. RECC and MCS require a written procedure that describes how you will handle complaints. RECC has a model complaints procedure template that you can use.

You must also put in place a complaints 'log' to record all complaints that you receive with details of the length of time it takes you to respond, and resolve, and any corrective or preventative action taken. RECC has produced a model complaints log that you can use.

Please indicate if you intend to use the model complaints procedure and complaints log provided by RECC, if these already form part of a third party managed QMS, if you intend to use your own procedure and template, or Other.

RECC model documents QMS My own procedure/ template If Other, please specify:

 **If you are using QMS template(s), or your own procedure and template please submit these.**

If you wish to do so you can use this space to include any other information:

I understand that providing any false or misleading information in any part of this Self-assessment form or during the application process is a disciplinary matter which may result in the rejection of this application or the termination of RECC membership.

Signature

Date

Full name

Position

Supporting documents checklist

The below checklist sets out the documents you must submit in support of your application if you contract directly with **domestic consumers**. The documents to be submitted depend on your answers to the Self-assessment Form and you may be asked to supply further information at a later stage as part of our due diligence checks.

Evidence the must be supplied in all cases:

- ✚ Public Liability insurance policy (Q 3)
- ✚ Evidence of workmanship warranty insurance (Q 11)
- ✚ If you take deposits/ advance payments, evidence of deposit insurance (Q 9)
- ✚ Your model contract and cancellation form (Q 7)

If you are an AOR investor and also sell contracts that do not fall under the scope of the AOR, you must submit the above set of documents for your AOR contracts and any other domestic consumer contracts.

Evidence that must be provided if you use a QMS or your own template documents, or are an AOR investor:

- ✚ Quotation and performance estimate (Q 5)
- ✚ Workmanship warranty document (Q 10)
- ✚ Complaints procedure and complaints log (Q 12)

Evidence that you must provide if you have confirmed that you have training materials, telesales material, a sales presenter or advertising material:

- ✚ Training log and training materials (Q 1)
- ✚ Telesales script and 'objection handling' material (Q 4)
- ✚ Sales presenter (Q 4)
- ✚ Advertising materials (other than website) (Q 4)