

Supporting documents checklist

The below checklist sets out the documents that 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 Compliance Check. (NB - regardless of your answers to the Compliance Check you may be asked to supply further information at a later stage as part of our due diligence checks).

- If you are contracting with domestic consumers you must provide evidence that you have workmanship warranty protection in place, usually through an [Insurance Backed Guarantee](#) (IBG). If you do not yet have this in place you can indicate this on the Self-assessment Compliance Check (in which case you must provide evidence within 3 months of membership).
- If you use your own templates rather than the RECC Model Documents or a third party managed Quality Management System you must submit these for review.
- If you take deposits you must evidence [deposit protection](#). If you have an IBG in place this usually also covers deposits. It is important to check that the amounts that you take upfront are covered.
- If you have training materials, telesales material, a sales presenter or advertising material this will also need to be submitted.

Question	Evidence	Notes
1	Training log and training materials	To be submitted if you have these materials in place
3	Telesales script and 'objection handling' material	To be submitted if you have these materials in place
3	Sales presenter	To be submitted if you have these materials in place
3	Advertising material (other than website)	To be submitted if you have these materials in place
4	Quotation and Performance Estimate	To be submitted if you use your own templates
6	Contract and Cancellation Form	To be submitted if you use your own templates
8	Deposit protection evidence (i.e. confirmation of registration from deposit insurance provider)	Applicable only if you take deposits. This must be provided now or within 3 months of application
9	Workmanship warranty	To be submitted if you use your own template
10	Warranty protection evidence (i.e. confirmation of registration from an IBG provider)	Applicable to all businesses contracting directly with domestic consumers. This must be provided now or within 3 months of application
11	Complaints Procedure and Complaints Log	To be submitted if you use your own templates