



affordable energy

Call 0800 096 6356

Installer certification

We understand the importance of highly skilled and friendly installers so we take careful consideration when selecting installers to work with.

We select our installers through a robust selection process, looking at their trading history, financial stability, membership of trade associations, relevant accreditations, Health & Safety compliance, Insurances and perhaps most importantly, we take up client references.

All new contractors will have a probationary period when they will have 100% of their jobs monitored until we are satisfied with their standard of work (a minimum of ten jobs). Even after this, we ensure installers' accreditation & insurance policies are checked on a regular basis & a percentage of works are monitored by independent inspectors.

In the rare case where a customer is not satisfied with the quality of our works any failings or defects will be investigated by an independent surveyor. We will ensure that any issues are addressed and all remedial works are completed. Then an inspector will revisit to check that the works meet the required standard and only then will the job be given a pass.

Any contractor found to have above average failures will have their monitoring percentage increased and if the failures persist they will be removed from our approved contractor list.

All installers adhere to our Affordable Energy technical works documents & Affordable Energy Declaration which include:

- The Compliance with all rules and regulations of any local and government authority or public body having jurisdiction (including all EU Directives)
- All applicable consumer protection legislation.
- Up to date Health and Safety Policy
- All personnel will carry identification badges showing their photograph and clearly indicating the name of the company.
- All staff are adequately trained and possess such appropriate certification, skill and experience as is necessary for the proper performance of the works.
- The contractors must ensure that at all times their staff are dressed in a workmanlike and tidy manner with clean overalls or similar clothing clearly identifying the company name.

All Affordable Energy accredited installers are monitored throughout the period of their contract with us, and we have a dedicated team who are responsible for managing the network.

www.affordableenergy.co.uk