

# Two Moors Electrical & Property Services Ltd

## TrustMark Compliance & Customer Information

Professional Standards, Consumer Protection and Business Information

Document Reference: TM-CI-2026-001

Version: 2026.1

Status: Controlled Company Document

Issue Date: 10 July 2026

**TrustMark Registration: 2688442 | NAPIT Registration: 65365**

## Document Control

|                           |                                                                                                  |
|---------------------------|--------------------------------------------------------------------------------------------------|
| <b>Document title</b>     | TrustMark Compliance & Customer Information                                                      |
| <b>Document reference</b> | TM-CI-2026-001                                                                                   |
| <b>Version</b>            | 2026.1                                                                                           |
| <b>Issue date</b>         | 10 July 2026                                                                                     |
| <b>Document owner</b>     | Two Moors Electrical & Property Services Ltd                                                     |
| <b>Review cycle</b>       | Annual, and whenever registrations, insurance, contact details or applicable requirements change |

### Purpose and Status

This controlled company document provides customers, prospective customers, assessors and other interested parties with clear information about Two Moors Electrical & Property Services Ltd, its registrations, insurance, professional commitments, customer protections and complaint-handling arrangements.

It has been prepared specifically to support the information expected under the “Your business information” heading in Section 3 of the TrustMark Code of Conduct. It should be made readily accessible through the company website and read alongside the company’s Professional Standards & Client Assurance, Terms and Conditions, and Client Quotation Pack.

#### Important website instruction

The current TrustMark logo, obtained from the TrustMark Business Portal and used in accordance with the TrustMark Brand Guidelines, must be displayed on the website page that links to this document. The official TrustMark Customer Charter must also be available from that page as a clearly labelled download or direct link.

### Revision History

| Version | Date         | Summary                                                                  | Approved by |
|---------|--------------|--------------------------------------------------------------------------|-------------|
| 2026.1  | 10 July 2026 | Initial issue for website publication and TrustMark Section 3 compliance | Director    |

# Contents

1. Introduction
2. Our Commitments to Customers
3. Company and Contact Information
4. TrustMark Section 3 Compliance Statement
5. TrustMark Registration
6. NAPIT Registration and Scope of Approval
7. Professional and Technical Standards
8. Quotations, Contracts and Customer Information
9. Insurance and Financial Protection
10. Guarantees, Warranties and Certification
11. Two Moors Customer Charter
12. Customer Feedback and Complaints Procedure
13. Alternative Dispute Resolution and Escalation
14. Data Protection, Records and Photography
15. Customer Responsibilities
16. Website Publication Instructions
- Appendix A - TrustMark Section 3 Compliance Matrix
- Appendix B - Current Credentials Summary
- Appendix C - Official Documents and Verification Links

# 1. Introduction

Two Moors Electrical & Property Services Ltd provides domestic and light-commercial electrical installation, alteration, inspection, testing, maintenance and associated compliance services. The company operates through defined scopes of work, clear written quotations, structured project delivery and appropriate inspection, testing and certification.

TrustMark is the Government Endorsed Quality Scheme for work carried out in and around the home. Registration signifies that a business has been assessed through an approved Scheme Provider and has committed to customer service, good trading practices and relevant technical standards. Two Moors Electrical & Property Services Ltd is TrustMark registered through NAPIT.

This document brings together the information customers should be able to find easily before appointing the company. It is intended to provide clarity, promote informed decisions and set out the route for feedback, concerns and complaints.

## Document relationship

This document supplements, but does not replace, the accepted quotation, project-specific scope, Terms and Conditions or statutory consumer rights. Where project-specific information differs, the accepted quotation and applicable law will govern, subject to fair consumer-contract requirements.

# 2. Our Commitments to Customers

Customers engaging Two Moors Electrical & Property Services Ltd can expect the following core commitments:

- We will identify ourselves clearly and provide accurate business and contact information.
- We will provide a written quotation describing the agreed scope of work, price and applicable payment arrangements.
- We will carry out work within our assessed competence and in accordance with applicable technical and legal requirements.
- We will communicate clearly, explain material changes and obtain agreement before undertaking chargeable variations.
- We will treat customers, their property and their information with care and respect.
- We will maintain appropriate insurance and make details of cover available.
- We will inspect, test and provide relevant electrical certification for applicable work.
- We will provide a ten-year workmanship guarantee for qualifying installation workmanship, subject to stated exclusions.
- We will operate a clear, fair and free initial complaints process.
- We will cooperate with NAPIT and any appropriate independent dispute-resolution process where a complaint cannot be resolved directly.

# 3. Company and Contact Information

|                                    |                                                       |
|------------------------------------|-------------------------------------------------------|
| <b>Legal business name</b>         | Two Moors Electrical & Property Services Ltd          |
| <b>Registered office</b>           | Hope House, 6 The Square, Witheridge, Devon, EX16 8AE |
| <b>Company registration number</b> | 13532194                                              |

|                                      |                                              |
|--------------------------------------|----------------------------------------------|
| <b>Legal business name</b>           | Two Moors Electrical & Property Services Ltd |
| <b>VAT registration number</b>       | GB 389 8535 23                               |
| <b>Telephone</b>                     | 01884 900 139                                |
| <b>Email</b>                         | info@twomoorselectrical.co.uk                |
| <b>Website</b>                       | www.twomoorselectrical.co.uk                 |
| <b>TrustMark registration number</b> | 2688442                                      |
| <b>TrustMark Scheme Provider</b>     | NAPIT                                        |
| <b>NAPIT registration number</b>     | 65365                                        |

Customers should use the telephone number or email address above for enquiries, feedback or complaints. Business details should also appear directly on the website and should not be available only within this PDF.

## 4. TrustMark Section 3 Compliance Statement

The TrustMark Code of Conduct states that a Registered Business is expected to include specified business information on its website. Two Moors Electrical & Property Services Ltd addresses those requirements through the website, this document and the associated compliance-document library.

| TrustMark website information                                 | How it is addressed                                                                                                                                                        |
|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business name and contact details, including telephone number | Provided in Section 3 and to be displayed directly on the website.                                                                                                         |
| Registered address and company number                         | Provided in Section 3.                                                                                                                                                     |
| Scheme Provider and registered trades                         | NAPIT is identified as Scheme Provider; registered electrical scopes are set out in Section 6.                                                                             |
| VAT number                                                    | Provided in Section 3.                                                                                                                                                     |
| Business insurance provider and indemnity limits              | Provided in Section 9.                                                                                                                                                     |
| Customer feedback and complaints procedure                    | Provided in Section 12.                                                                                                                                                    |
| ADR provider or route                                         | Provided in Section 13. NAPIT is the Scheme Provider escalation route and may appoint or recommend an independent ADR provider where appropriate.                          |
| TrustMark logo                                                | To be displayed on the website using the authorised asset from the TrustMark Business Portal.                                                                              |
| Copy of the Customer Charter                                  | The official TrustMark Customer Charter must be uploaded or linked alongside this document; this document also contains a company-specific Customer Charter in Section 11. |

## 5. TrustMark Registration

Two Moors Electrical & Property Services Ltd is registered with TrustMark under registration number 2688442. The company's Scheme Provider is NAPIT.

TrustMark registration applies to the business and the trades for which it is listed. Customers should verify that the company remains registered and that the proposed work falls within the relevant listed trade before entering into a contract.

### What TrustMark registration means

- The business has been admitted through an approved Scheme Provider.
- The business has committed to the TrustMark Code of Conduct and Customer Charter.
- The business is subject to ongoing requirements, monitoring and applicable assessment arrangements.
- The TrustMark logo may only be used while registration remains valid and in accordance with the TrustMark Brand Guidelines.
- TrustMark registration does not remove the need for a clear contract, appropriate insurance, statutory consumer rights or project-specific due diligence.

#### Verification

Customers may verify current TrustMark registration through the TrustMark “Find a Business” service using registration number 2688442 or the company name.

## 6. NAPIT Registration and Scope of Approval

NAPIT is the company's TrustMark Scheme Provider and certification body. Current NAPIT certificates show registration number 65365 and certificate number NAP/65365/26/5. The certificates in the Professional Standards & Client Assurance document were issued on 10 February 2026 and state an expiry date of 28 February 2027.

### Current assessed scopes

| Approved area                       | Summary                                                                                                                                                                                                                       |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Competent Person Scheme - dwellings | Installation of fixed low or extra-low voltage electrical installations in dwellings, enabling self-certification of applicable work under the Building Regulations within the certified scope.                               |
| Electrical installations            | Design, construction, maintenance, verification and/or inspection and testing of electrical installations up to and including 1000 V AC or 1500 V DC, for dwellings and other than dwellings, within the approved categories. |
| Periodic inspection and testing     | Periodic inspection and testing in dwellings and other than dwellings.                                                                                                                                                        |
| Portable appliance testing          | Inspection and testing of electrical equipment (PAT).                                                                                                                                                                         |

Certification and registration are subject to their current terms, scope, surveillance and renewal. Customers may verify the current status directly with NAPIT.

## 7. Professional and Technical Standards

The company's operating model is based on defined scope, competent delivery, appropriate supervision and completion documentation. Work is undertaken in accordance with the requirements applicable at the time, including the current edition of BS 7671 and relevant Building Regulations where applicable.

### Working standards

- Work will be planned and carried out by competent persons, with appropriate supervision of trainees or apprentices.
- Applicable work will be inspected, tested and verified before completion or energisation.
- Electrical certification will be issued for applicable work in accordance with the contract and company Terms and Conditions.
- Building Regulations notifications will be made where the work is notifiable and falls within the company's current Competent Person Scheme scope.
- Known limitations, departures, existing defects or unforeseen conditions will be explained where they affect the agreed work.
- Safe systems of work, appropriate access arrangements and reasonable protection of the customer's property will be used.
- Work outside the agreed scope will be treated as a variation and agreed before it is undertaken, except where immediate action is necessary to prevent danger.

### Existing installations

Where work involves an existing installation, responsibility is limited to the work described in the accepted quotation. Inspection or testing may reveal hidden defects, deterioration or non-compliance that could not reasonably have been identified beforehand. Any additional remedial work will be explained and, where chargeable, agreed as a variation.

## 8. Quotations, Contracts and Customer Information

Before work is scheduled, customers are provided with a written quotation describing the agreed scope and project price. Acceptance of the quotation, together with the company Terms and Conditions and any applicable deposit, forms the contract.

### Information normally provided

- Business and customer details.
- A clear description of the proposed work and relevant exclusions or assumptions.
- The price, including the VAT treatment shown on the quotation.
- Any deposit, stage-payment or completion-payment arrangements.
- Anticipated scheduling or duration information where appropriate.
- Relevant access, site-condition and customer-preparation requirements.
- Information about applicable guarantees, warranties, certification and Building Regulations notification.
- The process for agreeing variations or additional work.
- Cancellation rights where applicable.

Two Moors Electrical & Property Services Ltd uses scope-based fixed pricing. The quotation describes what is included and the overall price. Internal labour and material costing calculations are not normally supplied as a separate commercial breakdown unless agreed in writing. This does not affect the requirement to provide a clear description of the work, the price payable and any agreed variations.

## 9. Insurance and Financial Protection

The company maintains insurance appropriate to its electrical contracting activities. The insurance certificate included in the current Professional Standards & Client Assurance document records the following cover:

|                               |                                                   |
|-------------------------------|---------------------------------------------------|
| <b>Insurance provider</b>     | Simply Business (trading name of Xbridge Limited) |
| <b>Public liability</b>       | Up to £5,000,000                                  |
| <b>Employers' liability</b>   | Up to £10,000,000                                 |
| <b>Professional indemnity</b> | Up to £1,000,000                                  |

The certificate reviewed for this document was issued on 18 August 2025 and showed a policy period from 18 August 2025 to 17 August 2026. Insurance is renewed separately from this document, so customers and the website administrator should refer to the latest certificate for the current policy period, policy number and full terms.

### Annual update required

The website document library must be updated when a replacement insurance certificate is issued. Out-of-date certificates should be removed or clearly archived.

## Payment protection and statutory rights

Deposits and stage payments are set out in the quotation. The company does not treat its liability insurance as a guarantee of contract performance or a substitute for statutory rights. Customers retain all rights available under applicable consumer law. Any separate financial-protection product will be described expressly if offered for a particular contract.

## 10. Guarantees, Warranties and Certification

### Ten-year workmanship guarantee

A ten-year workmanship guarantee applies to qualifying installation work carried out by Two Moors Electrical & Property Services Ltd. It covers defects attributable to installation workmanship and does not extend to product failure, misuse, accidental damage, alterations by others, lack of maintenance, external causes or pre-existing defects outside the agreed scope.

### Manufacturer warranties

Products supplied by the company remain subject to the relevant manufacturer's warranty terms. Where a product fails within twelve months of installation, it will normally be replaced without a separate labour charge where the failure is accepted under warranty and access is reasonable. After twelve months, replacement labour may be chargeable even where the manufacturer supplies a replacement product.

### Customer-supplied equipment

The company cannot accept responsibility for the performance, suitability or manufacturer warranty of customer-supplied equipment. Labour associated with diagnosis, removal or replacement may be chargeable.

## Certification and notification

Applicable work will be inspected and tested and the relevant electrical certificate will be issued in accordance with the contract and company Terms and Conditions. Where work is notifiable and within the company's Competent Person Scheme scope, Building Regulations notification will be made and the relevant compliance documentation will follow through the scheme process.

## 11. Two Moors Customer Charter

This company-specific Customer Charter explains the service customers should expect from Two Moors Electrical & Property Services Ltd. It supports, but does not replace, the official TrustMark Customer Charter, which must be available alongside this document on the website.

### We will identify ourselves and communicate clearly

- Provide clear business and contact information.
- Explain the proposed work in straightforward language and answer reasonable questions.
- Keep customers informed of material changes, delays or unforeseen issues.
- Identify subcontractors or third parties where their involvement is relevant to the customer.

### We will provide clear agreements

- Provide a written quotation and applicable Terms and Conditions before work is scheduled.
- Set out the agreed scope, price and payment arrangements.
- Explain relevant exclusions, assumptions, cancellation rights and warranty arrangements.
- Agree chargeable variations before proceeding wherever reasonably possible.

### We will work professionally and responsibly

- Carry out work within our competence and assessed scope.
- Treat customers and their property with respect.
- Plan work to minimise unnecessary disruption and keep work areas reasonably safe and orderly.
- Use suitable protective measures where appropriate.
- Be mindful of customers who may need additional time, communication or support.
- Comply with applicable technical, safety and legal requirements.

### We will complete and hand over the work properly

- Inspect and test applicable work.
- Provide relevant certification and practical operating information.
- Explain any essential maintenance, limitations or recommended further work.
- Address agreed completion items and provide a route for feedback or concerns.
- Leave the work area reasonably clean and remove waste for which we are responsible.

### We will deal fairly with concerns

- Provide a free initial complaints process.
- Keep an appropriate record of formal complaints.
- Investigate concerns objectively and communicate the proposed resolution.
- Take responsibility for defects attributable to our work and arrange appropriate remedial action.
- Explain the NAPIT and independent dispute-resolution route where direct resolution is not achieved.

## 12. Customer Feedback and Complaints Procedure

Two Moors Electrical & Property Services Ltd welcomes feedback and aims to resolve concerns promptly, fairly and proportionately. Raising a concern will not affect a customer's statutory rights.

### How to make a complaint

A complaint should be made in writing wherever possible so that the concern and requested outcome are clear. Customers may email [info@twomoorselectrical.co.uk](mailto:info@twomoorselectrical.co.uk) or write to Two Moors Electrical & Property Services Ltd, Hope House, 6 The Square, Witheridge, Devon, EX16 8AE. Telephone contact may be used initially, but a written summary may be requested for the formal record.

Please include the customer's name, property address, quotation or invoice reference, a clear description of the concern, relevant dates, supporting photographs or documents, and the outcome sought.

### Complaint-handling stages

#### 1. Receipt and acknowledgement

The complaint will be recorded and acknowledged normally within two working days. A named person will be responsible for coordinating the response.

#### 2. Initial review

The company will review the contract documents, communications, photographs, certificates and other relevant information. Further details or access to inspect the work may be requested.

#### 3. Investigation and response

The company aims to provide a substantive written response within ten working days. Where the matter is complex or requires inspection, testing, manufacturer input or third-party information, the customer will be told why more time is needed and when a further update can be expected.

#### 4. Proposed resolution

Where the company identifies an issue for which it is responsible, it will propose appropriate remedial work or another fair resolution. The customer must allow a reasonable opportunity for the company to inspect and, where appropriate, rectify the work.

#### 5. Internal review

If the customer remains dissatisfied, they should explain in writing which parts of the response are disputed and provide any further evidence. The company will conduct a final internal review.

#### 6. Escalation

If direct resolution is not achieved, the customer may refer the matter to NAPIT using its complaints process. NAPIT may facilitate the complaint within its remit and may recommend or appoint an independent ADR process where appropriate.

### Complaint records

Formal complaint records will be retained securely for at least six years, subject to applicable data-protection requirements. Records may include correspondence, inspection notes, evidence, agreed actions and the outcome. Relevant records may be provided to NAPIT or another authorised body where required for the handling of the complaint or compliance with scheme obligations.

## Matters requiring urgent action

Where there is an immediate risk to life or property, the customer should stop using the affected equipment or installation where safe to do so and contact the appropriate emergency service, Distribution Network Operator or competent electrician. Urgent safety action should be reported to Two Moors Electrical & Property Services Ltd and NAPIT as soon as reasonably possible.

## 13. Alternative Dispute Resolution and Escalation

Two Moors Electrical & Property Services Ltd will first seek to resolve complaints directly through the procedure in Section 12. Customers should normally provide the company with a reasonable opportunity to investigate and respond before asking NAPIT to become involved.

### Scheme Provider escalation

NAPIT is the company's TrustMark Scheme Provider. A customer who has first raised the complaint with the company and remains dissatisfied may use NAPIT's complaints process. NAPIT's role and remit depend on the nature of the complaint and the applicable scheme. Its process focuses particularly on technical compliance and work quality within the scope of its schemes; contractual, financial or compensation claims may fall outside that remit.

### ADR provider and route

For the purposes of the TrustMark website-information requirement, the company's stated dispute-resolution route is: NAPIT complaints handling and facilitation, followed where appropriate by an independent Alternative Dispute Resolution provider recommended, appointed or accepted through the NAPIT/TrustMark process. NAPIT does not publish a single fixed ADR provider for every electrical complaint; the appropriate independent route may depend on the nature and circumstances of the dispute. The identity, terms and cost of any proposed ADR provider will therefore be confirmed to both parties before referral.

### Consumer options

Customers may also seek independent advice from Citizens Advice, Trading Standards, a solicitor or another appropriate body. Using the company or NAPIT complaints process does not remove statutory rights or the right to pursue another lawful remedy.

## Useful complaint contacts

**Two Moors Electrical & Property Services Ltd:** [info@twomoorselectrical.co.uk](mailto:info@twomoorselectrical.co.uk) | 01884 900 139

**NAPIT complaints:** [www.napit.org.uk/complaints/](http://www.napit.org.uk/complaints/)

**TrustMark complaints information:** [www.trustmark.org.uk/homeowner/support/complaints-process](http://www.trustmark.org.uk/homeowner/support/complaints-process)

## 14. Data Protection, Records and Photography

Customer information is used for legitimate business purposes including quotations, scheduling, contract administration, invoicing, certification, Building Regulations notification, warranty support, complaint handling and legal or scheme-compliance obligations. Personal information will be handled in accordance with applicable data-protection law and the company's published privacy information.

## Records

The company may retain quotations, contracts, invoices, test results, certificates, photographs, correspondence and complaint records for the periods required by law, professional practice, warranty obligations and scheme rules. Access will be limited to those who reasonably require the information.

## Photography

Photographs may be taken to record existing conditions, installation progress, test evidence, completed work and compliance. Portfolio or marketing use will be avoided where the customer has requested in writing that identifiable photographs are not used. Personal or security-sensitive information will not be published knowingly without an appropriate basis.

## Information sharing

Information may be shared with NAPIT, TrustMark, Building Control, insurers, manufacturers, professional advisers or other authorised parties where reasonably necessary to administer the work, certification, notification, warranty or complaint, or where disclosure is required by law.

# 15. Customer Responsibilities

A successful project depends on cooperation between the customer and the company. Customers are asked to:

- Provide accurate information about the property, intended use, existing faults and relevant constraints.
- Ensure that they have authority to instruct the work and obtain any necessary landlord, freeholder, planning or other permissions not included in the quotation.
- Provide safe and reasonable access, including agreed access to electricity, water and sanitary facilities where required.
- Keep children, pets, valuables and vulnerable occupants appropriately protected from the work area.
- Review the quotation, Terms and Conditions and project information before accepting.
- Raise questions promptly and confirm requested changes in writing.
- Allow the company a reasonable opportunity to inspect and rectify concerns relating to its work.
- Use and maintain installed equipment in accordance with instructions and manufacturer requirements.
- Pay invoices in accordance with the agreed payment terms.
- Treat company personnel, apprentices, subcontractors and representatives with respect.

# 16. Website Publication Instructions

To address the specific TrustMark assessment finding, the web developer should create or update a clearly accessible page titled "Accreditations & Customer Information" or "Professional Standards & Compliance". The page should not rely solely on search-engine indexing or a hidden download area.

## Information to display directly on the webpage

- Two Moors Electrical & Property Services Ltd.
- Telephone: 01884 900 139.
- Email: [info@twomoorselectrical.co.uk](mailto:info@twomoorselectrical.co.uk).
- Registered office: Hope House, 6 The Square, Witheridge, Devon, EX16 8AE.
- Company number: 13532194.
- VAT number: GB 389 8535 23.
- TrustMark registration number: 2688442.
- Scheme Provider: NAPIT; NAPIT registration number: 65365.

- Registered electrical trades/scopes, summarised from Section 6.
- Insurance provider and limits: Simply Business; £5m public liability, £10m employers' liability and £1m professional indemnity, subject to the current certificate.
- A short statement and link to the complaints procedure and ADR route.
- The authorised TrustMark logo linked where practical to the company's TrustMark profile or verification service.

## Documents to publish as downloads

- TrustMark Compliance & Customer Information - this document.
- Professional Standards & Client Assurance.
- Domestic and Light Commercial Terms and Conditions.
- Client Quotation Pack cover sheet or current quotation-information pack.
- The current official TrustMark Customer Charter, downloaded from the TrustMark business documents page.

## Annual maintenance

- Replace the insurance certificate on renewal and verify the stated indemnity limits.
- Replace NAPIT certificates following renewal or scope change.
- Check TrustMark and NAPIT registration numbers and profile links.
- Confirm contact, registered office, company and VAT information.
- Check that the TrustMark logo remains current and correctly used.
- Review complaint links and the official Customer Charter for revised versions.
- Update this document's version, issue date and revision history when substantive changes are made.

## Appendix A - TrustMark Section 3 Compliance Matrix

| Requirement                                | Document location   | Website action                                        | Status after publication           |
|--------------------------------------------|---------------------|-------------------------------------------------------|------------------------------------|
| Business name and all contact details      | Section 3           | Display directly and retain in PDF                    | Complete                           |
| Telephone number                           | Section 3           | Display directly                                      | Complete                           |
| Registered address and company number      | Section 3           | Display directly                                      | Complete                           |
| Scheme Provider                            | Sections 3, 5 and 6 | Display NAPIT directly                                | Complete                           |
| TrustMark registered trades                | Section 6           | Display concise scope summary                         | Complete                           |
| VAT number                                 | Section 3           | Display directly                                      | Complete                           |
| Insurance provider and indemnity limits    | Section 9           | Display summary and current certificate               | Complete subject to annual renewal |
| Customer feedback and complaints procedure | Section 12          | Link prominently                                      | Complete                           |
| ADR provider/route                         | Section 13          | Display NAPIT-led route and independent ADR statement | Complete                           |
| TrustMark logo                             | Website asset       | Use current portal-supplied logo                      | Developer action required          |

| Requirement                | Document location      | Website action                         | Status after publication  |
|----------------------------|------------------------|----------------------------------------|---------------------------|
| TrustMark Customer Charter | Official TrustMark PDF | Upload or link alongside this document | Developer action required |

## Appendix B - Current Credentials Summary

The following summary is based on the certification and insurance documents supplied within the company's Professional Standards & Client Assurance pack. The source certificates should be published in full and checked annually.

|                                      |                                                                                                             |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>TrustMark</b>                     | Registration 2688442; Scheme Provider NAPIT.                                                                |
| <b>NAPIT</b>                         | Registration 65365; current supplied certificate number NAP/65365/26/5.                                     |
| <b>CPS scope</b>                     | Fixed low or extra-low voltage electrical installations in dwellings.                                       |
| <b>Electrical installation scope</b> | Dwellings and other than dwellings up to and including 1000 V AC or 1500 V DC within the stated categories. |
| <b>Inspection and testing</b>        | Periodic inspection and testing in dwellings and other than dwellings.                                      |
| <b>PAT</b>                           | Inspection and testing of electrical equipment.                                                             |
| <b>Insurance provider</b>            | Simply Business.                                                                                            |
| <b>Public liability</b>              | £5,000,000.                                                                                                 |
| <b>Employers' liability</b>          | £10,000,000.                                                                                                |
| <b>Professional indemnity</b>        | £1,000,000.                                                                                                 |

## Appendix C - Official Documents and Verification Links

The following official sources should be used to verify current requirements and obtain the latest versions of scheme documents. These links are included for convenience and may change.

**TrustMark business documents, including the Customer Charter and Code of Conduct:**

<https://www.trustmark.org.uk/business/documents>

**TrustMark Find a Business / registration verification:** <https://www.trustmark.org.uk/homeowner/find-a-tradesperson>

**NAPIT complaints process:** <https://www.napit.org.uk/complaints/>

**NAPIT website and registration information:** <https://www.napit.org.uk/>

### Source basis for this edition

This edition was prepared against the TrustMark Code of Conduct, version 1.2 dated June 2026, including the "Your business information" requirements in Section 3, together with current NAPIT scheme and complaints information available at the issue date.

**Controlled-document notice**

Printed or downloaded copies may become out of date. Registration status, insurance, scheme documents and website links should be checked against current official sources.

**Two Moors Electrical & Property Services Ltd**

Hope House, 6 The Square, Witheridge, Devon, EX16 8AE  
01884 900 139 | [info@twomoorselectrical.co.uk](mailto:info@twomoorselectrical.co.uk) | [www.twomoorselectrical.co.uk](http://www.twomoorselectrical.co.uk)