

Member Testimonials...



"We joined HIES because we wanted to show our potential customers that we care about outstanding service. In order to join HIES, companies must reach certain standards and we are able to gain extra credibility by advising customers that whichever company they choose, they should choose a HIES accredited company for their own peace of mind."

David Lindsay, Solarking UK



"Even a successful and well established company like Apple isn't automatically accepted for membership of HIES - which is an excellent reason for applying! I never doubted we would be accepted as we meet all of HIES's stringent requirements. Now our membership means we can assure our customers' peace of mind."

Scott Hill, Apple Solar



"One of the major benefits of belonging to HIES is the confidence it inspires in our customers. Nick Ross is seen as the consumer's champion, so his endorsement carries weight. If our customers feel they are protected then they are happy to do business with us."

John Leary, T&K Home Improvements



"We recently underwent an onsite audit by HIES and it was very refreshing. HIES talked us through the process and continue to provide firstclass support. Historically we have never received this assistance and information from a Consumer Code."

Simon Peat, Project Solar



"Membership is as good for the installers as it is for customers. Installers who gain accreditation boost their own edge in the marketplace and get the same protection as their clients. And, by guaranteeing first-class safeguards all round, HIES helps build a fine reputation for the industry."

Nick Ross

(Former BBC Watchdog & Crimewatch Presenter)



hies

Home Insulation & Energy Systems
Quality Assured Contractors Scheme

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The Home Insulation & Energy Systems Quality Assured Contractors Scheme (HIES) is a Company Limited by Guarantee.
Registered Address: Astley House, 29 Queens Road, Chorley, Lancashire, PR7 1JU, Registered in England (Company Number 07972075).



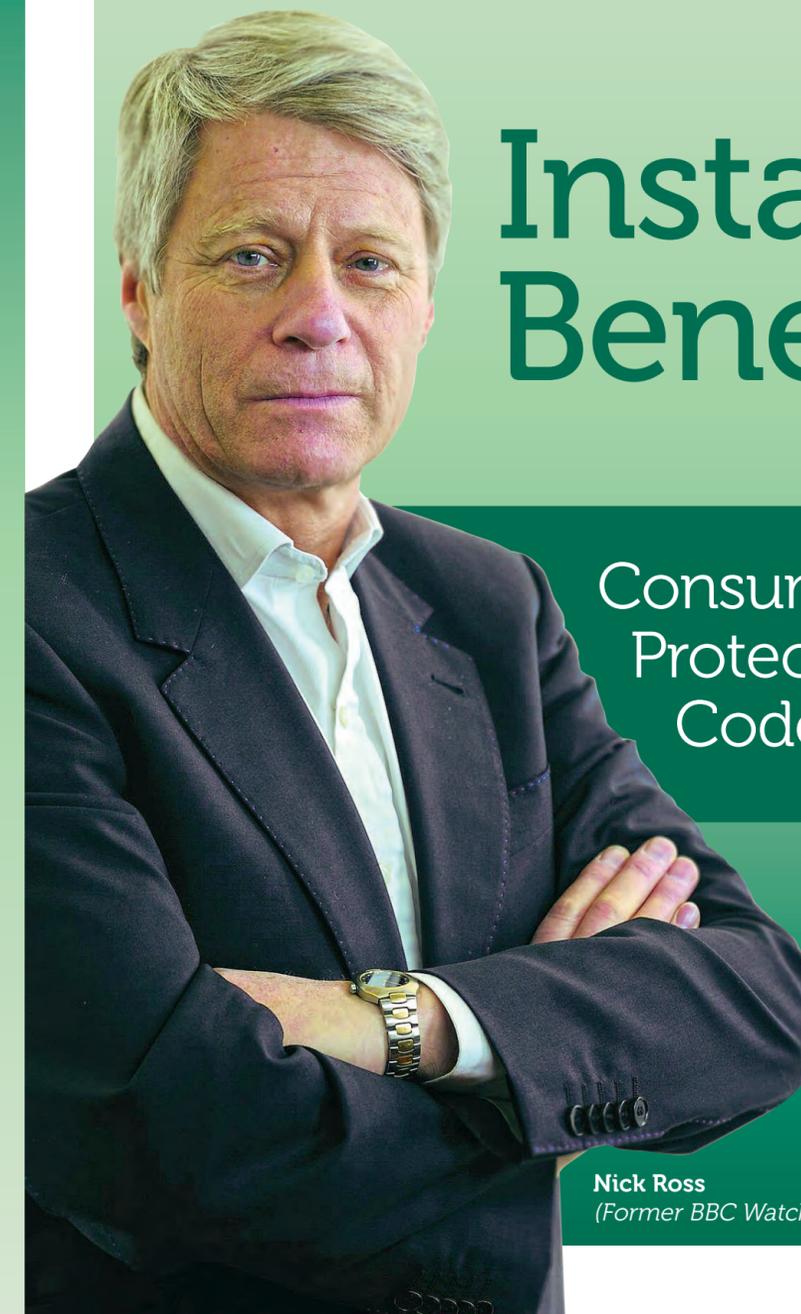
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Home Insulation & Energy Systems
Quality Assured Contractors Scheme



Installer Benefits!

Consumer Protection & Code of Practice



Nick Ross

(Former BBC Watchdog & Crimewatch Presenter)



How HIES will help Installers:



Consumer Brochure



HIES 'Consumer Friendly' Scheme Rules & CoP



HIES Consumer Advice Pack



What is HIES & Why is it needed?

The Home Insulation & Energy Systems Contractors Scheme (HIES) is a Consumer Protection organisation giving consumers confidence in the Renewable Energy and Insulation sectors.

To work in the renewable energy sector and benefit from government subsidies such as the Feed-in Tariff (FIT) installers were required to be a member of 1) MCS and 2) A Consumer Code (approved by The Consumer Codes Approval Board and Chartered Trading Standards Institute) and 3) A Deposit Guarantee and Insurance Backed Guarantee Provider to ensure deposits and guarantees are protected for every customer. To date this has necessitated dealing with three separate entities.

With the approval of the HIES Code of Practice, installers will now only need to be a member of MCS and HIES to comply with subsidy legislation. There is no longer a need to be a member of a myriad of schemes.

Who are Ombudsman Services & what do they do?



Lewis Shand Smith, Chief Ombudsman

HIES has appointed Ombudsman Services to investigate and resolve any disputes between HIES members and their customers that may not have been resolved at an earlier stage.

Ombudsman Services is the UK's leading independent multisector ombudsman and is approved by the appropriate regulatory bodies to provide redress schemes. Ombudsman Services provides independent dispute resolution and runs national, private sector ombudsman schemes including the communications, energy, property, copyright licensing sectors and the Green Deal. Ombudsman Services currently employ more than 500 people at its Head Office based in Warrington.

Ombudsman Services:

- ✔ Provide an independent, impartial and completely free service to consumers to help resolve disputes between HIES members and consumers who are interacting with them.
- ✔ Is independent of members & consumers and will make a decision believed to be just and fair in the circumstances.
- ✔ Can make financial awards for loss, distress, inconvenience or breach of contract (the maximum amount of compensation that can be awarded is £100,000) which HIES will enforce.
- ✔ Resolves disputes without the need to go to court and the service is entirely free of charge to consumers.

To contact Ombudsman Services Tel: 0330 440 1634

Benefits to Installers:

- ✔ HIES Code of Practice is approved by the Chartered Trading Standards Institute and the Consumer Codes Approval Board.
- ✔ HIES is endorsed by consumer champion Nick Ross (ex BBC Watchdog and Crimewatch presenter).
- ✔ Customer feedback highlights the value of using HIES members.
- ✔ Standardised suite of documentation (Trading Standards Approved) makes life easier for HIES installers.
- ✔ Automatic Deposit Protection & Insurance Backed Guarantees saves installers time.
- ✔ Full suite of marketing and Point of Sale documents featuring Nick Ross wins installers contracts.
- ✔ Help and friendly advice with audits, compliance and legislative issues.
- ✔ Full Dispute Resolution Service including Mediation, Independent Inspections and Ombudsman.
- ✔ Quarterly "catch-up" meetings to share industry experience and support your business.
- ✔ The ability for consumers to search for an approved member in their area.

Benefits to Consumers

- ✔ Confidence of CTSI Approved Code
- ✔ HIES endorsed by Nick Ross
- ✔ Fully Vetted and Accredited Installers
- ✔ Free Advice Line: 0800 505 3412
- ✔ Free Deposit Protection
- ✔ Free Insurance Backed Guarantee
- ✔ Free Mediation
- ✔ Free Independent Inspections
- ✔ Free Ombudsman Scheme

All members customer's receive:



- ✔ HIES Customer Registration Certificate
- ✔ Deposit & Stage Payment Protection Certificate
- ✔ Insurance Backed Guarantee Certificate
- ✔ Customer Satisfaction Survey

Why I Strongly recommend joining HIES....

"Membership is as good for the installers as it is for customers. Installers who gain accreditation boost their own edge in the marketplace and get the same protection as their clients. And, by guaranteeing first-class safeguards all round, HIES helps build a fine reputation for the industry."

Nick Ross
(Former BBC Watchdog and Crimewatch presenter)



Membership Certificate



Membership Plaque



Vehicle Sign



Benefits to Consumers Using a HIES Member:

- ✔ Fully Vetted and Accredited Installers
- ✔ Free Advice Line: 0800 505 3412
- ✔ Free Deposit Protection
- ✔ Free Stage Payment Protection
- ✔ Free Insurance Backed Guarantee (for every customer)
- ✔ Free Mediation (to help fully resolve a dispute)
- ✔ Free Independent Inspections (providing a detailed analysis report)
- ✔ Free Arbitration (to provide a legally enforceable resolution)
- ✔ Free access to Ombudsman (to complain without incurring legal fees or costs)
- ✔ Free access to Compensation Fund (Ombudsman Awards)
- ✔ All members installing FITV gene be MCS & REAL registered

A6 Dropcard



Pop-up Display (6ft 6in)

The most comprehensive consumer & installer protection in the industry