

Thank you for your interest in the TrustMark scheme, accompanying this letter is the following:

1. TrustMark Accreditation Criteria Document

2. Membership Application Form

3. Two copies of Registered Firm Licence Agreement

4. License Agreement Schedules

Please check the criteria to ensure you are eligible for TrustMark membership. It is important to note the scheme is only available to NCCA members with at least two years’ experience, spot and stain training and at least £2m third party insurance cover (including Treatment Risk).

To apply, please complete the application form and return it to the NCCA office along with both copies of the signed Registered Firm Licence Agreement (one copy will be returned after successful application has been awarded).

Upon receipt of your application we will ensure you meet the required standards as this is key to anyone being accepted within the ‘Carpet & Upholstery Cleaners’ category. May we take this opportunity to remind you that TrustMark members must abide by the NCCA code of practice with particular reference to Section 2 ‘Pricing and Pre-payments’.

The annual fee of £150 + VAT is payable when applying and on the anniversary of joining each year, and can be paid in the form of a cheque made payable to ‘Carpet Cleaners Association Ltd’ or over the phone using a credit or debit card. Alternatively we can provide account details for a bank transfer or the option to pay by instalments using Direct Debit. We would also need to see proof of your current Public Liability Insurance.

Please also bear in mind the requirement for ongoing education to remain a TrustMark member. Attendance on one additional training course or industry event every 3 years is mandatory and certificates must be provided with renewal.

If you have any further questions then please do not hesitate to contact the NCCA office.

Yours sincerely



Nigel Lay

NCCA Director