



**Customer:**

Miss M

**Location:**

Livingston

**Date of installation:**

May 2018

**Measures Installed:**

- Gas heating system
- Loft insulation
- Energy advice



For more information please contact

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Miss M, a young mother from Livingston, had been researching her options with regards to repairing or replacing her oil boiler when she came across Home Energy Scotland (HES). With two young children at home, she knew she needed to take action before winter arrived.

Miss M decided to give HES a call and answered all of the questions they asked. It was on the call that Miss M was found to be eligible for help under Warmer Homes Scotland and she was referred to Warmworks so that an initial survey could be arranged.

*“My heating and hot water was not working and having young children it is unfair on them because they should be warm at all costs, whether it be winter or summer, but I was unable to afford to buy a full heating system. So having this scheme was a blessing.*”

*I was present for the survey and it went very well. The surveyor was very good, the gentleman was lovely and was a good help to me.”*

At the survey, it was determined that Miss M was eligible to receive a new gas heating system and loft insulation, at no cost to her.

Shortly after the survey, Warmworks appointed local sub-contractor, Montali Energy Services Ltd, to carry out the work. They got in touch to arrange to carry out a technical survey of Miss M’s home.

*“They were all very good and explained everything that was going to happen, so I wasn’t left in the dark about anything. Absolutely no complaints at all.”*

At the technical survey, Miss M was advised about the preparation work that needed to be done before the work could begin.

*“I had to clear the loft and all the rooms that the installers would be working in, which was understandable as it needed to be organised – it gave me a good reason to get it cleaned up.”*

A few days later, the team from Montali arrived to begin working in Miss M’s home. They arrived early in the morning and worked hard to ensure the installation process went as smoothly as possible.

*“They called before to make sure that we were okay with the work proceeding and that everything was still acceptable. They were very professional and got on with the work as soon as they arrived.*”

*They were also very clean and tidy and made a great effort to tidy up after themselves. For the amount of work done you would never know. After the work was completed, they stayed on for another two hours to clean the floors and furniture even though they had dust sheets and had everything covered up.”*

Once the work was complete, an inspector from Warmworks went to Miss M’s home and reassured her that everything was in perfect working order.

The SAP rating of Miss M’s home went from 33 to 66, which is a massive increase and will mean a warmer and more comfortable home for her and her young children.

Speaking on her overall experience of the scheme, Miss M said:

*“In terms of the heat, the house is a lot warmer as the heat stays in a lot better due to the loft insulation and the radiators are much more efficient.*”

*My experience was perfect and I would give Warmworks and Montali ten out of ten for customer service and exceeding my expectations.”*

For more information about Warmer Homes Scotland or to make an application, customers can contact Home Energy Scotland free on 0808 808 2282.

