



**Customer:**

Miss N

**Location:**

Alness

**Date of Installation:**

August 2018

**Measures Installed:**

- Gas heating system
- Cavity wall insulation
- Energy advice



For more information please contact

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Miss N, a householder from Alness, was living with a broken boiler that she could not afford to repair herself. After receiving advice from one of her friends, she decided to contact Home Energy Scotland (HES) to see what help she might be eligible to receive.

After a call with HES, it was determined that Miss N may be eligible to receive help under the Warmer Homes Scotland scheme and she was referred to Warmworks for an initial survey to be arranged.

***"This was excellent and she (the surveyor) went through everything and was very helpful. She sat down and explained everything, went over the whole lot and left leaflets, said what would happen and what we can expect. She also left numbers that we could call if we ever had any questions, which was really helpful!"***

Once the survey had taken place, Miss N was found to be eligible to receive a new gas heating system and cavity wall insulation, at no cost to her.

Warmworks then appointed registered sub-contractor, Everwarm, to carry out the work and a technical survey was arranged. At the technical survey the measures were discussed in-depth and it was pointed out where things would be installed. Miss N had this to say about her technical survey:

***"Everwarm were perfect, they went over everything and made sure I was happy with the work that was going to be carried out. Very cooperative and gave me a great understanding as to how they were going to install all the different measures in my home."***

Once the technical survey was complete, the installation work began.

***"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. I was asking different questions and they explained what they were doing and what a difference it would make. I hardly knew they were there as I could just stay in the bedroom; I couldn't fault them."***

A few days after the work was completed, an inspector came to look at the work and reassured Miss N that it was installed correctly and to the right specifications. Miss N said that the inspector,

***"...was lovely and explained how the system worked as I forgot. He also made sure everything was up to standard which I was thankful for."***

The SAP rating in Miss N's home went from 62 to 71, which will undoubtedly make a difference in not only the energy efficiency of her home, but also make her warmer and more comfortable.

Speaking about her overall experience with the scheme, Miss N said:

***"It was absolutely marvellous, the installers were a real credit to their company. There was no dirt on the furniture or carpet stained with muck, which I couldn't believe as my house was dirty when they were carrying out the work. They left my house in the same way I had it in the morning."***

***I personally think it was outstanding and don't know how it could be improved. Everyone made me feel very comfortable and were reassuring when they were carrying out the work."***

***My hot water works at all times now, which makes a really good difference."***

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