



**Customer:**

Mr K

**Location:**

Perth

**Date of Installation:**

August 2018

**Measures Installed:**

- Gas heating system
- Energy efficient glazed door
- Loft insulation
- Energy advice



For more information please contact

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Mr K, from Perth, was living with a broken heating system and knew that with winter coming, he would need to look for a speedy solution before the cold weather arrived. After looking online, Mr K phoned Home Energy Scotland (HES) who explained all of the options available to him and he was referred to Warmworks to see if he was eligible for help under Warmer Homes Scotland.

*“My boiler had basically broken down and it was getting to the stage where I was going to have to replace it, so I thought why not now.”*

Once referred to Warmworks, an initial survey was arranged to see if he was eligible for assistance. This involved looking at relevant documentation and assessing the fabric of his home. At the end of the survey, it was found that Mr K was eligible for a new gas heating system, energy efficient glazed door and loft installation, at no cost to him.

*“They came around and carried out a survey of the house. They said the loft insulation was not good enough because it was really low and needed to meet modern standards. They noticed both doors were very old and draughty which was letting in cold air and the boiler was broken so it needed to be replaced.”*

Warmworks then appointed registered sub-contractor, Everwarm, to carry out the work and a technical survey was arranged. The technical survey goes into more detail about the work that will be taking place, including the preparation work that needs to be completed before the work can begin.

*“There were a few different technical people that carried out surveys for the doors and the new heating system. They explained what was going to happen throughout the installation and then told me what was available; all employees showed their ID cards.”*

On the day of the installation, the workmen arrived on time and worked hard to ensure Mr K experienced minimal disruption.

*“The installation was very good; we had three people who came in to complete the loft insulation, new heating system and the doors. Again, each one arrived on time, each one showed their ID card, put in protection for my floors and said what would happen and how long it would take. They also cleaned up after themselves.”*

*Everything was then tested and then they gave me the instructions and showed me how to use all the measures, so that was absolutely perfect. A few weeks later, my doors were installed as the manufactures needed time to make them bespoke for my home, but it was worth the wait. It has made a massive difference since day one.”*

Once the installation was completed, it was inspected and confirmed to have been installed correctly and to the highest standard.

Mr K's home is now more energy efficient with the SAP rating now at 72, which is a huge increase not only in the energy efficiency of his home, but on the warmth he should now experience.

Speaking about his experience of the Warmer Homes Scotland scheme, Mr K said:

*“Absolutely professional, from top to bottom and I would thoroughly recommend it to anyone.”*

*What it has done has made my home more secure and I feel the house does not let in any draughts, so when the heat is in, it's around for longer, which means I don't need to switch on the heat. Whereas before the heat would have been on full time and would have been wearing an extra jumper.”*

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

