



Customer:

Mr N

Location:

Isle of Lewis

Date of installation:

January 2018

Measures Installed:

- Oil fired heating system
- Energy advice



For more information please contact

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Mr N, a householder from the Isle of Lewis, was visiting his local GP Practice and came across a leaflet from Home Energy Scotland (HES), which detailed the energy advice and assistance that is available. After having lived with an old, inefficient boiler for a number of years, he knew it was time to look at options to upgrade or replace it.

After reading the leaflet, Mr N decided to give HES a call to discuss his options. HES asked him a series of questions that determined he may be eligible for help under the Warmer Homes Scotland scheme and referred him to Warmworks so that an initial survey could be arranged.

“The initial survey was really good; he explained everything in clear detail and made me have a good understanding as to what will happen when the work will start. Also, he was very professional as he was there early and had all his ID badges. It was an excellent job.”

Once the survey was complete, Mr N was found to be eligible to receive a new oil-fired heating system, which would be installed at no cost to him.

Warmworks then appointed local sub-contractor, Alex Murray Construction, to carry out the work and they quickly got in touch with Mr N to arrange a suitable time to carry out a technical survey – where the measures that are to be installed are discussed in more detail. Speaking about his experience of the technical survey, Mr N said:

“That went exactly the same as the first survey; he came on time and checked everything. I had a few questions just for some peace of mind but I had a fair idea about what they were going to do and knew it was going to be an improvement. Again, the gentlemen were very professional and prompt which is a good reflection on the business. I was really pleased.”

A short while later, the workmen arrived to complete the work. They arrived early in the morning and worked hard to ensure minimal disruption to Mr N.

“They arrived first thing in the morning and were finished up by tea time, which was really impressive.”

I was away the whole time when they were carrying out the work, but they seemed to have done a wonderful job and I have not seen or had any problems since the install took place. Very clean and specialised.

The company truly listened to my desires. They have a trustworthy, courteous and hardworking group of workmen. The end was everything and more than I was hoping to get.”

A few days after the installation was complete, an inspector from Warmworks visited Mr N’s home to ensure that everything was installed correctly and to the highest standard.

The SAP rating of Mr N’s home went from 28 to 59, a massive increase, which should ensure that the home is now warmer and more energy efficient.

Speaking about his overall experience of the scheme, Mr N said:

“I can’t think how you can improve your service, it made me feel more confident, so I am very happy with your team.”

The house as a whole is so much warmer, and you can see the difference. The house looks more vibrant and not damp like it previously did. As for the bill, I’m not so sure as we had a good summer, so we did not need to turn on the heat, but as the winter nights are coming we will see.

I’m so glad that I saw that brochure in the first place!”

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

