



Customer:

Mrs H

Location:

Isle of Lewis

Date of installation:

June 2018

Measures Installed:

- Air source heat pump
- Cavity wall insulation
- Energy advice



For more information
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Mrs H, a householder from the Isle of Lewis, was struggling to keep warm with only two storage heaters that were costing a fortune. After hearing about Home Energy Scotland (HES) from her nephew, Mrs H decided to give them a call to see what help might be available.

“We had two storage heaters in the house, but our bills were sky high. We were spending nearly £200, which we thought was very high.”

After asking a series of question, HES determined that Mrs H was likely to qualify for the Warmer Homes Scotland scheme and referred her to Warmworks so that an initial survey could be arranged.

“A surveyor came to visit us, he looked around the house and asked questions like what kind of walls we had and if we had cavity wall insulation and loft insulation.”

At this point, the surveyor told Mrs H that she was eligible to receive an air source heat pump and cavity wall insulation, with a small contribution of £500.

Warmworks then appointed a local sub-contractor, Alex Murray, to carry out the work and they arranged a suitable time with Mrs H to complete a technical survey. Speaking about her experience with the technical survey, Mrs H said:

“We had quite a bit of contact with you guys, letting us know when people would be coming around. You sent round a local company, Alex Murray’s company. They did a floor plan and said where they would put each of the heaters. Then somebody else came out and looked around and said they would be drilling holes to fill the walls with cavity foam.”

After that, the installation began, and the team worked hard to ensure everything was completed to a high standard and as efficiently as possible.

“I think they were professional, I think they were prompt. We had a slight issue when the guys were lifting a radiator, which are very big and heavy. They dropped one on the lino that we had only just had put down before we found out we were getting heating. The company were very apologetic and paid to replace the lino, so that was fine.”

A few days later, an inspector went to the property to ensure that everything had been installed correctly and to the correct specifications.

Mrs H’s home went from a SAP rating of 40 to 59, which is a huge increase not only in the energy efficiency of the home, but also its warmth and comfort.

When asked is she would give any advice to anyone thinking of applying to Warmer Homes Scotland, she said:

“I would just recommend for them to go for it. Now that the house is insulated, even without the heating on we are noticing the house isn’t as cold. I think it’s important to get more clued up on what help is available.”

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

