



**Customer:**

Mrs T

**Location:**

Gorebridge

**Date of Installation:**

December 2017

**Measures Installed:**

- Gas heating system
- Energy advice



For more information please contact  
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Mrs T, a householder from Gorebridge, had lived for years in a home with no central heating and was used to going to sleep in a cold room. One day while visiting the doctor's office, Mrs T came across a Home Energy Scotland (HES) stand and staff who were there to give energy-saving advice and discuss the range of help and assistance that is available.

*"I had an appointment at the doctor's surgery and was sitting in the waiting room and this chap came up and started speaking to me and I asked him some questions. He asked us what heating we had in the house and when I said a gas fire, he told me that we may be eligible for help."*

After a further set of questions, Mrs T was referred to Warmworks and an initial survey of the property was arranged. It was here that it was confirmed that Mrs T was eligible to receive a new gas heating system at no cost to her.

*"The guy who came out initially was brilliant! He went over everything with us and looked over the paperwork. He went through everything and went around the whole house and said what he was going to put where. I've got no complaints at all there, he was great!"*

Once the initial survey was complete, Warmworks appointed registered sub-contractor, Dalex Systems Ltd, to carry out the work and a technical survey was arranged. This survey goes into more detail about the installed measures and is a further opportunity for the householder to ask any questions they may have regarding the installation.

*"If I remember rightly, they phoned me on my mobile in the morning of that day and said he was coming. I asked him to come a bit later and he was able to do that. When there, he told us that the house would need to be vacated and what carpets would need pulled back and things like that. It was pretty good as well."*

After the technical survey was completed, a date was arranged for the installation. When the team arrived to complete the work, they worked hard to ensure everything was installed in one day to minimise the disruption.

Mrs T had this to say about the installation:

*"I was surprised at how quickly they did it. They were very, very quick."*

*"They were here at just before 8am and they called me about 3pm in afternoon to say that they were finished. It was only two guys; I was really impressed with that! At the end of the day he gave me a quick run through of what to do."*

A few days later, an inspector from Warmworks went to the property to ensure that everything had been installed correctly and to the highest standard. He reassured Mrs T that everything was as it should be and answered any questions that she had.

The SAP rating of Mrs T's home increased from 19 to 64, which is a huge increase. This means that her home is not only more energy efficient but a lot warmer too.

Speaking about the overall service she received, Mrs T said:

*"I can't fault them at all really. I really don't think there is anything I would change; everything went smoothly. It was all done pretty quickly. From me being approached by the guy in the doctor's surgery, to the installation, it was all done in about a month or a month and a half - not long at all."*

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

