



Customer:

Mr D

Location:

Glasgow

Date of installation:

December 2017

Measures Installed:

- Gas heating system
- Loft insulation
- Energy advice



For more information
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Mr D, a householder from Glasgow, got in touch with Home Energy Scotland (HES) as he was becoming increasingly frustrated with his old inefficient heating system that wasn't working as it should.

"It was someone who'd spoken on the bus about Warmer Homes Scotland that alerted us to it and we phoned up to ask about it - the gentleman who I spoke to there couldn't have been better, couldn't have been more helpful."

After a call with HES, Mr D was referred to Warmworks and an initial survey was arranged.

Once the survey had taken place, Mr D was found to be eligible to receive a new gas boiler and loft insulation in his property, at no cost to him.

Warmworks then appointed a registered local sub-contractor, City Technical Services, to carry out the work with the heating system and another sub-contractor, BCA Insulation Services, to carry out the insulation work. A technical survey was arranged to do a more detailed survey on the home and discuss the measures that were going to be installed in more depth.

Mr D had this to say about the technical survey process:

"They were more than helpful - we couldn't ever have complained about it!"

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

"The installers were very professional and left no mess anywhere at all. They also noticed a damp spot in the bathroom and traced it to poorly fitted insulation from when the house was built, which they rectified and topped up."

It took about 4-5 hours, so not too bad. We had left the house and they phoned us to tell us to come back, so we weren't out the house too long; it was no upheaval at all."

Everything was perfect; you wouldn't have known they were here."

A few days after the work was completed, an inspector from Warmworks came to look at the work and reassured Mr D that it was installed correctly and to the right specifications. He also answered any questions that Mr D had and made sure all the controls were understood.

The SAP rating in Mr D's home went from 31 to 72, which is a huge increase and means that Mr D's home is not only much warmer but a lot more energy efficient.

Speaking about his experience with the scheme, Mr D said:

"Everything is fine, the heating is perfect and I couldn't have asked for better!"

I don't have any suggested improvements because everything just seemed to flow from the initial phone call, to the surveyor coming out, to the heating man coming out, then to the boys fitting it. We never had any hold ups. Everything we were told was going to happen, happened as we expected."

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

