

Customer:

Mr E

Location:

Livingston

Date of installation:

February 2018

Measures Installed:

- Full gas heating system
- Energy advice



For more information
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Mr E, a householder from Livingston, was at the doctors getting his flu jab when he noticed a Home Energy Scotland (HES) stand situated in the waiting room. After struggling with an ageing system, Mr E decided to see what help might be available by speaking to the HES advisors.

"I was along getting my flu jab, and a young lady was there and we spoke about the help available and we arranged for someone to come to see us. Then a chap came along to our house and that's how it started."

"The system we had was really past its best and things just started to go wrong left, right and centre, so we couldn't control the heating properly."

After an initial discussion, it was determined that Mr E was eligible for help under the Warmer Homes Scotland scheme and he was referred to Warmworks so that an initial survey could be arranged.

"He explained everything to us and we went through all of the steps with him. We also asked questions to find out how it would work out financially, so we were very happy about it."

Once the survey had taken place, Mr E was found to be eligible to receive a new gas heating system in his property, at no cost to him.

Warmworks then appointed registered local sub-contractor, Montali Energy Services, to carry out the work and a technical survey was arranged to do a more detailed survey on the home and discuss in-depth the measures that were being installed.

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

"That was great! He went through everything with us all and was here for about an hour. Before he left he asked us if we had any questions and to contact him if we need anything – that was really nice."

"He told us that we had to get someone to come in and lift the carpets, so they could access the under the floorboards, but that was the only thing."



Once the technical survey was complete, the installation work began, and the workmen arrived early to make a start.

"We had a day out while they were here. They didn't say we had to go out, they just said it was advisable."

"They gave us a call when they were ready to go. They hadn't been able to complete it in one day so they needed to come back the following day for a couple of hours, so I said that was no problem."

"The heating was on and working that day though and then they came back just to complete the installation. We were quite happy with that."

A few days after the installation, the work was independently inspected by Warmworks and confirmed to have been installed to the highest standard.

"Another chap came out a week later to check the installation, ensuring it was all done and done properly. He seemed quite satisfied!"

Mr E's house went from a SAP rating of 54 to 62, which was a big increase in the energy efficiency of the property and should also ensure that Mr E is warmer and more comfortable.

Delighted with the service he received, Mr E said:

"Brilliant, everything is brilliant. To be quite honest with you, I don't think that you could be any better; the service we got was first class."

"The house is lovely and warm now."

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

