



**Customer:**

Mr S

**Location:**

Inverness

**Date of installation:**

February 2018

Mr S, a householder from Inverness, decided to research support options for replacing his heating system with something more energy efficient. He came across the Warmer Homes Scotland scheme and decided to call Home Energy Scotland (HES) to see if he would be eligible for help.

After taking Mr S through a series of questions, HES determined that he would benefit from help under Warmer Homes Scotland and referred him to Warmworks for an initial survey to be arranged.

This survey determined that Mr S was eligible for an air source heat pump, with a small contribution to be paid by the customer.

*“It was good and I was very pleased with it; the surveyor was really brilliant at explaining what measures were available and I was over the moon when she offered the air source heat pump.”*

Warmworks then appointed registered local sub-contractor, McInnes Plumbing and Heating, to carry out the work and a technical survey was arranged. A technical survey is where the measures are described in detail and arrangements are made for their placement. In addition, it is during technical survey that the preparation required to complete the job is discussed.

*“We were asked to clear all the relevant rooms and lift back the floors just to make it easier for the installers. This didn’t cause us any hassle, we knew it would speed up the install.”*

Once the technical survey was complete, the installation began with team arriving early in the morning and working hard to ensure minimal disruption to Mr S and his family.

*“It was brilliant; they got everything installed in a couple of days, and everything went to plan and explained how everything was going to be fitted and installed.*

*They were amazing, friendly and constantly told us what was happening and answered any of the questions we had as the install was going along, which made the family more comfortable. They were careful around the house as they didn’t want to damage anything, working at one room at a time, so we could move around, which was very caring of them.”*

Once the installation was completed, it was inspected and confirmed to have been installed to the highest standard.

Mr S’s home is now more energy efficient with the SAP rating having gone from 32 to 45, which will undoubtedly result in a warmer home.

Speaking about his experience of the Warmer Homes Scotland scheme, Mr S said:

*“We have lived in this house for 13 years with electric storage heaters and the house was always cold, even when the heating was on full blast. It was so expensive every month and the electricity bill was extortionate. We also never had hot water and would have to manually switch it on an hour before. Now to turn the tap on and have hot water is amazing. I am thrilled to bits as I have young children and they have noticed the difference.*

*I would recommend it, in fact I have told a few of my friends and neighbours who are in a similar situation. I said that Warmworks is really good and are willing to discuss any concerns that you may have.*

*Fantastic job from start to finish.”*

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

**Measures Installed:**

- Air source heat pump
- Energy advice



For more information please contact  
T: 0808 156 9568  
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