



Customer:

Mrs F

Location:

Wishaw

Date of installation:

January 2018

Measures Installed:

- Gas heating system
- Energy advice



For more information please contact
 T: 0808 156 9568
 E: enquiries@warmworks.co.uk
 W: warmworks.co.uk

Mrs F, a householder living in Wishaw, was struggling to stay warm as her gas system had stopped working and she began to look on the internet for assistance that might be available.

It was here that Mrs F came across Home Energy Scotland (HES) and she decided to give them a call to discuss her situation in more detail.

“We saw the HES number, I phoned it up and they gave me the option of a few different schemes that I might be eligible for.”

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

During the survey, it was confirmed that Mrs F would receive a new gas heating system at no cost to her, thanks to the additional help she received from SGN’s enabling fund, which helps households that qualify for the scheme to get further support to get their homes ready for work to be installed. Delighted with this help, Mrs F said:

“My gas wasn’t working, and my heating system gave up. I put a new thermostat in last year and it just totally broke, and I had no heating or no hot water, so I knew it was time to do something!

I wouldn’t have been able to afford this help on my own – so I am very grateful with the additional funding and assistance that I received.”

It was at this stage that Warmworks appointed one of its registered local installers, BRB Electrical, to carry out the work and a technical survey was arranged.

Impressed with the technical survey, Mrs F said:

“It was fantastic, and they were really good at explaining what was going to be installed.”

Once the technical survey was complete, BRB Electrical arrived on time to start the installation, which went smoothly and as expected. Mrs F had this to say about the way the fitting of the system was carried out:

“The guys picked up after themselves as they went along and tidied everything up. They even took the old radiators and boiler out and made sure everything was in place.

They were so clear when explaining how the boiler worked because I also had to get a new water tank installed - they were fantastic. It made me feel very confident when using the new system.

And then the carpet fitter came in and sorted everything and put them back down. He cleaned up after himself too.”

A few days later, an inspector came out to review the installed works and reassured Mrs F that everything had been installed according to the correct specifications.

“He confirmed that everything was working perfectly; no problems whatsoever. It was fabulous to have my heating back.”

Through the installation of new energy efficiency measures in Mrs F’s home, the SAP rating increased from 27 to 67, which is a massive difference and ensures that Mrs F will no longer live in a cold home.

Speaking about her overall experience with the scheme, Mrs F had this to say:

“I am a lot warmer; my heating bill has gone down by quite a bit, which is excellent and I’m not waking up in the middle of the night freezing cold.

I can have a hot bath or shower when I want which is brilliant as before I couldn’t - I had to go to my friends.

I had no heat for three months and it was terrible, particularly through the snow and frost that we had - it really was dreadful.

It has made so much difference and the installers were fantastic. I can’t fault them.”

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

