



**Customer:**

Mrs R

**Location:**

Isle of Arran

**Date of installation:**

June 2018

**Measures Installed:**

- Air source heat pump
- Energy advice



For more information please contact  
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Mrs R, a householder from the Isle of Arran, decided to get in touch with Home Energy Scotland (HES) after hearing that one of her neighbours received assistance under Warmer Homes Scotland. She knew that she needed help to replace her new system as her old storage heaters were costing a fortune.

After answering a few questions from HES, it was determined that Mrs R may be eligible for help under Warmer Homes Scotland and she was referred to Warmworks so that a survey could be arranged.

*“It was very good. First of all, I spoke to a lady who went through the whole process with me and gave me dates for when someone would come over. A chap came over and checked out the house and the cavity wall and loft insulation to check it was up to the correct specification. Then they said that they would be in touch with me about the heating system.”*

It was at the survey that Mrs R found out that she was eligible for an air source heat pump, with a small contribution of £500.

With the survey complete, Mrs R was assigned a sub-contractor, TK Murray, to carry out the work. The first stage was a technical survey:

*“A couple of weeks later, we had a call and a letter to say that TK Murray would come out to see us and when they arrived, they took a look to see where they would put the heat pump and where things would go inside the house. He also mentioned the preparation we would have to do.”*

On the day of the installation, the team from TK Murray arrived early to begin working. All of the materials had previously been delivered, so they could get to work straight away.

Speaking about her experience of the installation, Mrs R said:

*“They arrived on time. Everything was done. They asked us to leave the house for the day while they did the work, but by the time they arrived and we were going out the house, they had a whole lot of stuff sorted out already. They were very, very efficient and polite.”*

*“I don’t know if all the companies that work for Warmer Homes are the same, but the company that we had never left one wee bit of mess or anything. They were very good.”*

A few days after the installation, an inspector from Warmworks visited the property and confirmed that everything had been installed correctly.

The property went from a SAP rating of 45 to 68, which means it is now warmer and more energy efficient.

Speaking on her overall experience of the scheme, Mrs R said:

*“I know the weather has been good, but the thing is our living room gets no sunlight in it, and it’s not cold now. Plus, the fact that when you go upstairs you get the same temperature all over the house. It’s not colder in other rooms. It’s much more comfortable.”*

*It is really good. It has made such a difference to us.”*

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

