



**Customer:**

Ms P

**Location:**

Edinburgh

**Date of installation:**

July 2018

**Measures Installed:**

- Gas heating system
- Energy advice



For more information  
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Ms P, a mother of young children from Edinburgh, decided to get in touch as she had no heating or hot water due to a faulty boiler and knew she needed help before winter arrived.

After hearing about Home Energy Scotland (HES) from a friend, Ms P decided to get in touch with them to discuss her options with regards to receiving help.

***“My boiler was past its sell by date and the radiators were not heating up to the standard that we need to keep the home warm, which was a problem as I have small children in the property.”***

Once Ms P answered a series of questions from HES, she was deemed to be eligible for help under Warmer Homes Scotland and was referred to Warmworks so that a survey could be arranged. It was at this survey that Ms P was informed that she was eligible to receive a new gas heating system, at no cost to her.

***“The original survey was great. The surveyor explained the measures in detail, but I wanted to stick to what I know and that was the gas. It was also great that he described what would happen in terms of work, so that made me feel comfortable before the sub-contractors organised the technical survey.”***

With the survey complete, Ms P was assigned a local sub-contractor, Dalex Systems Ltd, to carry out the work. The first step in this process is to arrange a suitable time to complete a technical survey, which goes into more depth about the measures that are to be installed and the preparation work that is required.

***“He came out and told me where everything was going, and he mentioned that there might be a few problems like where to put the boiler, but they were able to work around that, which was good because it could have been a lot of upheaval. The kitchen had loads of units, so we would have to rip up tiles to put the boiler there, but we agreed on it going in my kids’ bedroom.***

***He was able to explain everything and answer all the questions; it was fantastic and made me feel comfortable about it. It calms you a bit as he’s obviously done it loads - you know they know what they are doing.”***

Soon after, the workmen arrived to get started on the installation and worked hard to ensure that the work was done promptly and to a high standard. Speaking on her experience of the installation, Ms P said:

***“We had to move everything such as the carpets so they could fit the pipes, but the children were at school, so that wasn’t bad and it worked out okay. On the second day when they were about to go, they showed me most things; I had a few questions which they could answer no problem and made me feel comfortable before they left.”***

A few days later, an inspector went to the property to ensure that everything had been installed correctly and to the highest standard. He reassured Ms P that everything was as it should be and answered any questions that she had.

Ms P’s home is now a lot warmer and more energy efficient, with an improved SAP rating of 74 compared with an initial rating of 36.

Speaking about the overall service she received, Ms P said:

***“I think they did an incredible job. They worked so hard all day, they didn’t leave the place in a state and they cleaned up after themselves. They said how to use the boiler and all that and left the manual too.***

***Everything has improved and it’s great to have a combination boiler! I’ve not had to use the boiler too much as it’s been quite warm, but it does save energy in the long run. It is better for the environment, it’s better for quality of living, and better for my children growing up in a nice environment.”***

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

