



Customer:

Miss F

Location:

Livingston

Date of installation:

May 2018

Measure(s) installed:

- Gas-fired heating system
- Energy advice



For more information,
please contact

T: 0808 156 9568

E: enquiries@warmworks.co.uk

W: warmworks.co.uk

A single mother with a young child, Miss F was growing increasingly frustrated with her heating system as it wasn't working as it should and her home was always cold. Miss F heard about Warmer Homes Scotland from a friend who had received assistance from the scheme, and she decided to give Home Energy Scotland (HES) a call to see if she qualified for help.

"Our heating system was no longer efficient and was costing us too much money to run. The house was constantly cold and having a small child always led to worrying about staying warm, so we knew something had to be done."

"My friend went through the scheme before and had nothing but high praise for your company."

Once it was determined that Miss F qualified for assistance under Warmer Homes Scotland, she was referred to Warmworks and an initial survey was scheduled.

"The original survey was great. The surveyor explained what measures we were eligible for and it was great to have a choice, but I wanted to stick to gas as I carried out research and thought it was the ideal choice. The surveyor was very well-mannered and professional and gave a great account of himself and the company."

After the survey, it was determined that Miss F qualified to receive a full gas-fired heating system at no cost to her. Warmworks' sub-contractor, Dalex Systems Ltd (Dalex), was then appointed to carry out the work and promptly arranged a technical survey. The technical survey is used to go into more detail about where the work will be installed and any preparation work that needs to be done to allow the installation to go ahead.

"The surveyor from Dalex was great at explaining what was required for the work to proceed and gave us a better understanding of the preparation work we needed to complete."

"He told us we had to clear the boiler cupboard, move all the furniture in the living room, lift carpets in the hall and remove everything that was near our radiators. It was explained in great detail and we had plenty of time to carry out the work."

On the day of the installation, the team arrived early in the morning to get started and worked hard to ensure that the work only took one day to complete.

"The team arrived first thing in the morning and reassured us about what was going to be done and had the work completed by the end of the day. They were great and kept the whole house clean, which was very surprising as you would not have thought a new heating system was installed."

Once the installation was completed, a Warmworks inspector visited Miss F to inspect the installation to ensure it met Warmworks' quality standards. Miss F's home went from a SAP rating of 37 to 72, which is a significant difference and should make a noticeable impact to the warmth, comfort and energy efficiency of the home.

Speaking about her overall experience of the scheme, Miss F said:

"I was very impressed, the whole thing was really simple and I have actually told my friends about this as it's just fantastic what Warmworks and the Scottish Government are doing for customers like me."

"Having a child and being a single parent and receiving this help makes it one less thing to worry about bill wise because it has reduced hugely. Also, the combi boiler is a lot more efficient because I am not having to turn the boiler on to heat the water, so I'm using a lot less. This has had a great financial impact but also not having the worry of thinking my boiler is going to break down and leave me without any heating has really made me feel at ease."

"It has made a huge impact on me and my child and makes me very happy knowing I get to come home to a warm house."

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

