



Customer:

Mr R

Location:

Drongan

Date of installation:

May 2019

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

Mr R's heating system had been giving him trouble for months and was costing a fortune in engineer bills every time he had to call them out to fix it. He knew he couldn't sustain the level of money he was spending on it and after hearing from a friend about Home Energy Scotland (HES), Mr R decided to give them a ring to talk through his situation.

"The main reason for applying was because the heating system was absolutely terrible. The boiler was always giving us bother and I was having to arrange engineers to come out and fix the problems and that was costing us too much money – money that we could not afford. At that point, I had to do something."

"I actually heard through word of mouth from a fella that I knew, and he told me that his dad got a full heating system and said why don't you look into it. I called Home Energy Scotland and they asked me a few questions to see if I would qualify and lucky enough, I did."

Once it was confirmed that Mr R qualified for assistance, he was referred to Warmworks and an initial survey was arranged.

"This was absolutely excellent from start to finish. The surveyor made us aware of what could be offered and gave us his opinion on what the best system would be for our property. He was very professional and understanding as we did ask him many questions, but he showed great patience."

The initial survey confirmed that Mr R would receive a gas-fired heating system under Warmer Homes Scotland, with no financial contribution required. Warmworks then appointed local sub-contractor, Alba Gas, to carry out the work and a date was set for a technical survey to be carried out.

"The engineers from Alba Gas were also excellent. They explained the heating system in more detail and also clarified where the boiler and radiators would go. I was advised what preparation work would need to be carried out and they suggested the best way to do this."

On the day of the installation, the team from Alba Gas arrived early to get started and worked hard to ensure that the work was finished in one day.

"The fellas that came were the best tradesmen I have ever known; they were so professional and excellent. They just got on with the work, no questions out of them. Alba Gas should be proud to have employees like these men as they showed great teamwork and care towards the job."

"They truly were exceptional and your company should be glad to have sub-contractors like them. After it was installed, they spoke to my wife and I and explained how everything worked. Each worker went above and beyond."

A Warmworks inspector then attended Mr R's home to confirm that the work was completed to a high standard and to the correct specifications. The SAP rating of Mr R's home went from 33 to 70, which is a significant increase and means his home is now a lot more energy efficient.

Speaking about his overall experience with the scheme, Mr R said:

"My heating system is absolutely ten times better without a doubt. We put our heating on now and the house is warm in a few minutes. With my old system it would take an hour to heat up and at that, the house was not actually that warm."

"I can't fault the service that you guys or the installers provided to us. From the first phone call to the last, everything was perfect and I could not have wished for a better outcome or journey."

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

