



Customer:

Mrs A

Location:

Aberdeen

Date of installation:

July 2019

Measure(s) installed:

- Gas-fired heating system
- Loft insulation
- Energy advice



For more information,
please contact

T: 0808 156 9568

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Mrs A had been experiencing boiler issues for quite some time and after an energy survey was completed in Mrs A's home by Scarf in Aberdeen, they advised her to contact Home Energy Scotland (HES) as it was likely she would qualify for Warmer Homes Scotland.

"We needed a new heating system as the boiler we had was no longer working to standard and we were looking into getting a new one anyway. Then representatives from Scarf in Aberdeen attended my property and conducted an energy survey and suggested it would be beneficial if I applied for the Warmer Homes Scotland scheme. So I took their advice and called Home Energy Scotland and created a referral."

Once HES confirmed that Mrs A qualified for Warmer Homes Scotland, she was referred to Warmworks and an initial survey was scheduled.

"This was wonderful. The surveyor was very helpful and explained everything to us in great detail, which made us feel comfortable as we did not know what to expect."

At this survey, the surveyor told Mrs A that she qualified to receive a gas-fired heating system under the scheme, with no financial contribution required. It was at this point that Warmworks appointed local sub-contractor, LMPH Ltd, to carry out the work.

The first step after a sub-contractor is appointed is to conduct a technical survey and this was promptly arranged. This survey goes into greater detail about where the system will be installed and what preparation work needs to take place prior to the installation going ahead.

"The technical surveyor that attended was fantastic; he explained everything that he was saying and gave us a more in-depth description of the materials he was going to order. He was really professional and I cannot fault him as he was extremely patient with us and answered all our questions."

A few weeks later, the installation began. A team from LMPH Ltd arrived early in the morning to get started. Speaking about the installation, Mrs A said:

"Brian and the boys were marvellous from start to finish. They told us what they were doing each step of the way. Their craftsmanship was second to none and they were fantastic and so well organised, which was great to see. We were overjoyed to find we have lovely radiators in every room of the house – this coming winter will not hold any terrors for us now. We can't thank them enough."

"I would give them five stars for their work. Please thank them and Brian also, who put everything in place for us. They are a credit to the scheme and to Scotland."

Warmworks then sent an inspector to reassure Mrs A that everything had been installed to a high standard and to the correct specifications. The SAP rating went from 37 to 55, which will make a big difference to the comfort of Mrs A's home.

Mrs A was delighted with the work that was carried out in her home under Warmer Homes Scotland. This is what she had to say:

"We are a lot warmer already and the home is lovely and warm. We no longer have to worry about the heating not working."

"I would definitely recommend it – you would be crazy to miss out on the opportunity. Scotland should be so proud of the service Warmer Homes Scotland provides."



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