



**Customer:**

Mrs B

**Location:**

Helensburgh

**Date of installation:**

July 2019

Mrs B lives in an old, listed building and had been struggling to keep warm for quite some time. As Mrs B's home is a listed property, there were some restrictions on what could be installed. However, Mrs B knew that underfloor insulation would make a big difference to the level of warmth she experienced in her home. She looked online to see what help might be available and came across Home Energy Scotland (HES) and decided to give them a call.

***"My home was draughty, especially the floors due to the age of the property – you couldn't walk about the house without slippers."***

After an initial conversation with Home Energy Scotland, Mrs B was deemed to be eligible for help under Warmer Homes Scotland and she was referred to Warmworks.

An initial survey with Warmworks determined that Mrs B qualified to receive underfloor insulation under the scheme, which would be installed at no cost to her. Under Warmer Homes Scotland, underfloor insulation can be installed using Q-Bot technology – a unique robot that is controlled via remote control. The robot is deployed through a small access hatch, which means the service is less disruptive than any of the established alternatives and results in a typical installation time of a few days.

***"There were lots of discussions about the technology and I watched some videos so that I could understand how it all works – this got me really interested in the new technology."***

Warmworks then appointed sub-contractor, Everwarm, to carry out the work and a technical survey was arranged to make sure the customer knew what would happen on the day of the installation and any preparation work that needed to take place.

A couple of weeks after, Everwarm arrived to begin the installation of underfloor insulation, which was expected to take a couple of days.

***"The team were very friendly and professional. I asked to see the iPad and they were happy to oblige. You could tell they were professionals."***

Once the installation was completed, an inspector from Warmworks visited Mrs B to ensure that everything had been installed correctly and that she was happy with the installation. Mrs B has already noticed a difference in terms of the comfort of her home.

***"The floors aren't draughty at all and you can now sit on the floor – a noticeable difference. It's been totally worth it. I'm delighted to have it done."***

When asked if she had any final comments about the scheme, Mrs B said:

***"Do it, get it done! There is a bit of prep work but we're happy with the insulation."***

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



**Measure(s) installed:**

- Underfloor insulation
- Energy advice



For more information, please contact

T: 0808 156 9568

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