



**Customer:**

Mrs E

**Location:**

Irvine

**Date of installation:**

December 2018

Mrs E was exploring her options with regards to upgrading the energy efficiency of her property but everything she had found so far was too expensive for her to do herself. Her husband's nephew recommended that she contact Home Energy Scotland (HES) to see if she might qualify for any assistance.

Upon answering a few questions from HES, it was determined that Mrs E qualified for assistance under the Warmer Homes Scotland scheme. It was at that point that she was referred to Warmworks for an initial survey of her home to be undertaken.

*"The surveyor was great and explained what energy efficiency measures our home would benefit from. We thought we might benefit from external wall insulation and the surveyor mentioned that as well."*

The initial survey confirmed that Mrs E would receive external wall insulation, with a small contribution. The contribution was discussed fully with Mrs E before the installation was arranged.

*"We had to pay around £200, which is very little when compared to getting the work completed privately. That was quoted as being thousands of pounds and we don't have that type of money."*

Shortly after, Warmworks appointed Eurotech to carry out the work and a technical survey was arranged to discuss in detail what the installation entailed and the preparation work that needed to take place before the work could commence.

*"The technical surveyor from Eurotech was wonderful, in fact I was so impressed with the team that I emailed your company to say how well they treated our home and how good the work was."*

On the day of the installation, the team from Eurotech arrived early and got to work straight away.

*"A manager called every morning to make sure that we were okay with the work proceeding and that everything was still acceptable. They were very professional and got on with the work as soon as they arrived."*

*"From start to finish, it took around two weeks, which we already knew as Eurotech informed us that it would take that long as it is a careful procedure."*

A few days later, an inspector from Warmworks visited Mrs E's home to assess the installation and confirmed that it was installed to the correct specifications. The property went from a SAP rating of 57 to 69, which should make the home a lot warmer and much more energy efficient.

Speaking about her overall experience of the scheme, Mrs E said:

*"I really can't fault it at all. Everyone was very professional in everything they did – from the smallest job to the biggest job."*

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:**

- External wall insulation
- Energy advice



For more information, please contact  
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