



Customer:

Mrs L

Location:

Glasgow

Date of installation:

January 2019

Measure(s) installed:

- Gas-fired heating system
- Energy advice



For more information,
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Mrs L was living in an old, Victorian tenement flat that was really hard to heat and after learning about the service Home Energy Scotland (HES) provides, she decided to give them a ring to see what help might be available to her.

“We stay in an old Victorian house that was really cold, so we knew something had to change. The radiators were old and positioned in the wrong area, which meant the rooms were not heating properly. Our system was on the brink of breaking and was not efficient anymore.”

After speaking with HES and answering a few questions, it was determined that Mrs L qualified for help under Warmer Homes Scotland and she was referred to Warmworks. Once Warmworks received her details, an initial survey was arranged. It was here that it was confirmed that Mrs L qualified for a new gas-fired heating system to be installed, with no financial contributions to be made.

“The surveyor took measurements of the property, explained what could be offered and advised that a full heating system would be best as the radiators were really old and the boiler was not in great shape. It was a no brainer. The surveyor was also very polite.”

Once the initial survey was complete, Warmworks appointed local sub-contractor, CMBS, to carry out the work. CMBS then contacted Mrs L to carry out a technical survey, which goes into greater detail about the work being done and any preparation work that needs to take place.

“The team that attended were also very good and it was a straightforward survey as they knew what needed to be carried out. They went into more detail on what they would do on the day of the installation and discussed what preparation work needed to be completed.

“There wasn’t too much preparation work, they just wanted us to clear the rooms, furniture and make sure all the radiator space was cleared. In a way, it was actually good that we had to do this as it has given our home more space.”

A few days later, a team arrived from CMBS to begin working on the installation. Mrs L had this to say about the installation:

“My husband and I were both there during the installation. We have never seen a company work so efficiently, there was no damage to the floor and it was amazing how fast they carried out the work. We couldn’t believe they managed to finish it in under a day as there was so much work to do, but the engineers explained each step of the way.”

Once the work was completed, an inspector from Warmworks visited Mrs L to make sure the system was installed to a high standard and that it passed Warmworks’ quality checks. The energy efficiency of Mrs L’s home went from 22 to 65, which is a huge difference and should make Mrs L much warmer and more comfortable.

Mrs L had this to say about her experience of Warmer Homes Scotland:

“It’s great now as we can feel the heat in all our rooms and do not have to worry about being cold anymore. I am asthmatic and my daughter has arthritis and it has all improved, so I strongly recommend if anyone qualifies just to go for it.

“When you have a professional company like Warmworks and the sub-contractors, there isn’t much you can improve on. My journey under your scheme was flawless as the customer service side was perfect and everyone who did the work was amazing. It’s a very well-organised system and helps customers like me.”

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

