



Customer:

Mrs M

Location:

Edinburgh

Date of installation:

July 2019

Measure(s) installed:

- Gas-fired heating system
- Energy advice



For more information, please contact
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Mrs M was struggling to heat her home with old storage heaters that weren't working as they should and that were costing a lot of money every month to run. Her friend had received assistance under Warmer Homes Scotland, so Mrs M decided to get in touch with Home Energy Scotland (HES) to see if she might be able to receive some help under the scheme.

"The storage heaters that I had installed in the property were no longer working and my electricity bills were too expensive. My son went browsing on the internet for new heaters but they were costing so much. Then my friend told me about your company, so I applied for the scheme and was lucky enough to be accepted."

Mrs M answered a series of questions from HES and it was determined that she qualified for help under Warmer Homes Scotland and she was referred to Warmworks from that point onwards. Warmworks arranged for a surveyor to visit Mrs M to carry out an initial survey of her home.

"The surveyor was very professional and helpful. She was really good with me and my husband and answered all the questions we had. She also made us feel relaxed when she was surveying the property."

It was at this survey that Mrs M was offered a gas-fired heating system that would be installed at no cost to her.

"I had no contribution at all, which was a complete surprise. I was worried as I thought I would get billed as you don't receive anything free nowadays."

Montali Energy Services Ltd (Montali), one of Warmworks' sub-contractors, was then appointed to carry out the work in Mrs M's home. Before the installation went ahead, a technical survey was carried out by Montali.

"The technical survey from Montali was great. He (the surveyor) explained what was going to happen on the day of the installation. He also told us what preparation work needed to be carried out and went into specific detail, which was great as it was easy for me to pass on to my son."

A few days later, a team from Montali arrived to begin working on the installation, which they were able to complete in one day to minimise disruption to Mrs M.

"The team were amazing – they arrived first thing at 8.30am and it was clean and cleared by 5.30pm. They were everything you would want from a company. They were well-mannered and their professionalism was second to none."

Once the work was completed, an inspector from Warmworks visited Mrs M to inspect the work and ensure it was installed to a high standard. Mrs M's home went from a SAP rating of 54 to 70, which means that her home is now a lot more energy efficient.

"The inspector was good, he went around the property, doubled checked if everything was up to standard and showed us how the system worked, which was beneficial to me."

After all the work was completed, Mrs M had this to say about her experience of the scheme:

"It was absolutely fantastic work from Montali, they have been wonderful from the technical survey to the installation. They were very clear about what they would need to do and were advising us each step of the way as my husband is blind. They were professional, prompt, clean and tidy and I can't thank them enough for the job they have done in our home."

"I don't think you can improve your service. It was first class from start to finish."

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

