



Customer:

Mrs N

Location:

Glasgow

Date of installation:

September 2018

Mrs N's boiler was constantly on the blink and most of the time it wasn't even working. After spending lots of money calling out engineers time and time again, Mrs N's son found out about Home Energy Scotland (HES) and she gave them a call. After speaking with HES, Mrs N was told she qualified for help under Warmer Homes Scotland and she was referred to Warmworks.

"It was actually my son that looked it up on the internet and found Home Energy Scotland's website and they helped us with the application from there."

Warmworks then sent one of its surveyors to Mrs N's home to carry out an initial survey to determine which energy efficiency measures would be suitable. It was here that Mrs N found out she was eligible to receive a new gas-fired heating system, at no cost to her.

"The surveyor was excellent and explained how everything would be done, what the heating system would do and what it wouldn't do. He was a lovely person and I was really impressed about how knowledgeable he was."

Warmworks then appointed Everwarm as the sub-contractor who would carry out the work and a technical survey was arranged.

"This was absolutely no problem at all. The technical surveyor made everything so easy and again was very knowledgeable on the heating system and explained what would need to be done for the work to proceed."

On the day of the installation, the team arrived early in the morning to get started.

"The two guys that came to do the job were absolutely first class. I was there myself that day to see if they needed anything, it was the best workmanship I've seen in a long time. I have never seen a company be so good, especially how they made me feel as I can be vulnerable."

"They tidied up everything. There wasn't a crumb on the floor, all the materials were put outside, and a van came later in the afternoon and picked up everything."

"It only took one day, which was marvellous. To think that you can put in a system in under a day is just amazing."

A few days after the installation, an inspector from Warmworks visited Mrs N to inspect the work and ensure that it was installed to the right specifications. Her home went from having a SAP rating of 32 to 68, which will make a big impact on its energy efficiency and comfort.

Since the new system was installed, Mrs N has even seen her bills go down by around £10 per month, which has made a big difference! Speaking about her overall experience of the scheme, Mrs N said:

"It has made a really big impact to my home and life as it was getting me upset knowing that my boiler was not functioning properly and that there was always going to be an issue down the line. My family were actually saving up money to buy me a new boiler, but my son saw the scheme online and we were so lucky to qualify. It has made them really happy and everyone is so pleased."

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:

- Gas-fired heating system
- Energy advice



For more information, please contact
T: 0808 156 9568
E: enquiries@warmworks.co.uk
W: warmworks.co.uk