



**Customer:**

Mrs P

**Location:**

Invergordon

**Date of installation:**

March 2019

**Measure(s) installed:**

- Air source heat pump
- Energy advice



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

Mrs P was struggling to keep warm in her home and after hearing about an open day in her retirement complex, she decided to go along and see if she could get any advice about her heating needs. It was at this open day that Mrs P was advised to get in touch with Home Energy Scotland (HES) to see what help she may qualify for.

Mrs P felt unable to make the call herself, so a third party made the call for her and were able to liaise with HES on her behalf.

***“I was feeling really cold in my home and the heating was costing so much money to run. There was an open day at my retirement complex and I decided to go along. I was advised that I may qualify for help and after that, they (the third party) did everything for me and made the call to HES on my behalf.”***

Once it was determined by HES that Mrs P qualified for help under Warmer Homes Scotland, she was referred to Warmworks and an initial survey was scheduled.

***“I was a little anxious of the full process but some of the regional staff helped me through everything and supported me throughout the whole process.”***

It was at the initial survey where it was determined that Mrs P’s home would benefit from receiving an air source heat pump, which incurred a contribution of £500.

Shortly after, Warmworks appointed local sub-contractor, McInnes Group, to do the work and a technical survey was arranged. This survey was used to ensure Mrs P knew what work was going to take place and to advise her on the preparation work that needed to be completed prior to the work beginning.

***“They told me some work needed to be done to make space for a new hot water tank. Warmworks were able to help me pay for this through their enabling fund – that was a big help.”***

A few weeks later, the installation began. The team from McInnes Group arrived early to get started and worked hard to ensure the installation was completed in three days.

***“I was delighted with the service provided by the team. The boys were professional and clean and even took my curtains down so I could wash them all.”***

The work was then inspected by a Warmworks inspector who assured Mrs P that everything was installed to the highest standard and that the work passed all of Warmworks’ quality checks. Her home went from having a SAP rating of 43 to 68, which means she should now be much warmer and more comfortable and her home is now a lot more energy efficient.

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

***“I am so happy with my new system. I am finally warm and comfortable in my home and there is an even heat throughout the house – it’s also very easy to control. I would recommend it to friends and family.”***

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

