



**Customer:**

Mrs R

**Location:**

Bathgate

**Date of installation:**

October 2018

**Measure(s) installed:**

- Loft insulation
- Gas-fired heating system
- Energy advice



For more information, please contact

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Mrs R, a householder from Bathgate, was living with a young child in a home with a broken heating system and no insulation, meaning her family was constantly cold. After realising she couldn't go through another winter in these circumstances, she contacted Home Energy Scotland (HES) to see what help she might be eligible to receive.

After speaking with HES, Mrs R was referred to Warmworks for an initial survey to be arranged to assess her home for help under Warmer Homes Scotland. It was at this survey where it was confirmed Mrs R qualified for a full gas-fired heating system and loft insulation under the scheme, all of which were installed at no cost to her.

Mrs R said:

*"We were very cold; the house was old and had no insulation and the heating was not working anymore. Before we got help, it was a really bad time for me and my child."*

Warmworks then appointed one of its sub-contractors, Everwarm, to carry out the work and a technical survey was arranged. This survey goes into greater detail about the installation, including where things will be installed and any preparation work that needs to take place.

On the day of the installation, Everwarm arrived early to get started and worked hard throughout the day to minimise disruption to Mrs R and her family.

*"The installers arrived first thing in the morning as advised and got started with the work. I left the property for the day and Everwarm called me late afternoon and explained that the work was completed. It was such a great job and I was so impressed how they got everything completed so quickly."*

The installation was inspected a few days later and found to be installed to the correct specifications and in line with Warmworks' quality standards. The SAP rating in Mrs R's home went from 5 to 58, which means that she is now living in a significantly warmer, more energy efficient home.

Mrs R has really noticed the difference in terms of the quality of life the whole family enjoys, but particularly her youngest child.

*"My little one is a lot happier now as she used to cry because she was so cold; to see a difference in her face is great. We don't have to wear two coats anymore just to stay warm."*

*"The struggle my family had was awful, we were going through a tough time, so to be able to turn on the heating and know you will be warm within minutes is an amazing feeling"*

*"I have also noticed my bills have dropped too and it's been great to have a bit more money to spend on other things."*

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

