



Customer:

Mrs S

Location:

Dunfermline

Date of installation:

November 2018

Measure(s) installed:

- Gas-fired heating system
- Energy advice



For more information, please contact
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Mrs S had been living for the last couple of years with no heating as the system had broken down and she was unable to afford to replace it. With another winter approaching and the prospect of going through another one while being freezing, Mrs S decided to look on the internet to find out what help might be available to her. It was here that Mrs S came across Home Energy Scotland (HES) and she gave them a call to discuss her options.

“We had no heating and went through two previous cold winters and knew another one was coming; we didn’t want to put any more strain on my young children and husband, so it was time to get the heating sorted.”

“We tried but could not get any money saved up. I googled help for heating in Scotland and the rest was history.”

After speaking with HES, it was confirmed that Mrs S qualified for help under Warmer Homes Scotland and she was referred to Warmworks so that an initial survey could be arranged.

“The lady was very professional, friendly and non-judgemental. She came in and surveyed the whole property including the outside and the loft god bless her, which was a mess, but she never complained once. She was also great at explaining what measures were suitable for the house and made us feel more confident on what type of heating would be best. She showed us her ID as well, which is always good!”

At the survey, it was recommended that Mrs S received a full gas-fired heating system at no cost to her.

“We were fully expecting to pay for the gas connection going into the property or some sort of contribution towards it but when the lady came out and explained what was happening, she said that we would have nothing to pay, which was fantastic to hear.”

Shortly after, Warmworks’ sub-contractor, LMPH Ltd, was appointed to carry out the installation and a technical survey was carried out – the technical survey goes into greater detail about where things will be installed and any preparation work that needs to take place prior to the work going ahead.

“The technical surveyor told us about the best place to put the radiators and boiler and advised us on how to make the heating more efficient, which was surprising. He was very friendly, efficient and clear about what preparation work we needed to do, like lifting the flooring. He explained why we could not stay in the property once the work was getting fitted as there were no safe zones.”

Soon after, the installation began and the team from LMPH Ltd arrived early to get started. Mrs S had this to say about the installation:

“It was unbelievable! They arrived on time, got stuck in first thing in the morning and called us as soon as they were finished to tell us that everything had been completed. Once we got back, you wouldn’t have thought that we got a full heating system installed as the house was gleaming and there were no damages at all.”

Every installation under Warmer Homes Scotland is independently inspected and this one was no different. A Warmworks inspector attended Mrs S’s property to ensure that the work was completed to a high standard. Mrs S’s property also went from a SAP rating of 29 to 72, meaning that her home is a lot warmer and more energy efficient.

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

“I no longer dread coming home as we have a fully functional heating system and my son’s friends can now come over and stay, so that’s how big it’s impacted our family.”

“I did not think we would qualify as we both work, so it’s just good to know that there is something for people who try their best. Amazing.”

“Everyone was so approachable, straightforward, honest and really helpful. If there are any issues, Warmworks will try and find a way to rectify the problem and send you in the right direction.”

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