



**Customer:**

Miss N

**Location:**

Glasgow

**Date of installation:**

July 2020

**Measure(s) installed:**

- Gas-fired heating system
- Energy advice



For more general information, please contact:

- 📞 0808 156 9568
- ✉ enquiries@warmworks.co.uk
- 🌐 warmworks.co.uk

Miss N's boiler had completely broken down in March and she was living in a home with her young children without any heating. After hearing about Home Energy Scotland (HES) from a neighbour, Miss N decided to get in touch to see what help might be available.

***"I actually heard about the scheme from a neighbour. He gave me a number for HES."***

***"My heating wasn't working properly, and it completely broke down in March this year. It was actually costing me a lot of money getting engineers out. I really didn't know what I was going to do. I didn't have any financial help and I was put on furlough. So it was all a bit concerning. I received this help when I was basically at rock bottom."***

A short phone call with HES confirmed that Miss N qualified for help under Warmer Homes Scotland and she was referred to Warmworks for an initial survey to be arranged.

***"It was all very clear. The surveyor came in with her mask and gloves on, which was good to see. It was nice and quick and just a very helpful visit."***

This survey confirmed that Miss N qualified to receive a new gas heating system, which was completely free of charge.

TK Murray Heating and Electrical (TK Murray) was appointed as the local sub-contractor who would carry out the work. A technical survey was then arranged to discuss the installation further.

***"This was fantastic; I felt very confident with what was going to happen at the installation. The guy asked a lot of questions about COVID-19 and if I had any symptoms and things like that, so again, that was good to see."***

On the day of the installation, the team from TK Murray arrived early to get started.

***"It was only one day; it was from 8am until about lunch time. It was so quick – I couldn't believe it. It was brilliant."***

***"The installers were very clean, just fantastic really. I've had big work done like this before and this was totally different. Very professional and really easy for me. I was shown how to use the system too, which I really appreciated."***

An inspector from Warmworks then attended Miss N's home a few days later to inspect what was installed and confirmed that everything had been installed correctly and to a high standard. Miss N's home went from a SAP rating of 35 to 75, which means it is now a lot more energy efficient.

***"I honestly still can't believe it to this day, it's like someone sent an angel – it's been a blessing. I was so stressed last winter. I had a lot of worry about not having heating over the winter but the new system has taken that pressure off me. Both financially and for warmth I feel so much more relaxed about my situation."***

***"It really is amazing. I think money wise as well it's going to help me and that's a big difference. I actually can't believe I've got a new heating system."***

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

