



**Customer:**

Mr E

**Location:**

Chirnside

**Date of installation:**

September 2020

**Measure(s) installed:**

- Air source heat pump
- Energy advice



For more general information, please contact:

- 📞 0808 156 9568
- ✉ [enquiries@warmworks.co.uk](mailto:enquiries@warmworks.co.uk)
- 🌐 [warmworks.co.uk](http://warmworks.co.uk)

Mr E was researching his options in relation to replacing his heating system and came across an ad on Facebook from Home Energy Scotland (HES) that was promoting Warmer Homes Scotland. He decided to get in touch with them to find out more information.

After answering a few questions from Home Energy Scotland, it was determined that Mr E was eligible to receive help under Warmer Homes Scotland and he was referred to Warmworks for an initial survey to be arranged.

*“It was really informative as we didn’t really know very much about the heating. I’d done a quick Google search but when the gentleman came, he explained everything and said we might need to make the radiators bigger. He explained everything in general terms very well.”*

It was at this survey that it was confirmed Mr E was eligible to receive an air source heat pump, which incurred a customer contribution.

A short while later, Warmworks appointed South East Heating Ltd (South East Heating) as the local sub-contractor who would carry out the work. The team from South East Heating then got in touch with Mr E to arrange a technical survey to discuss the installation in greater detail.

*“The guy was excellent, he took us round and said you need to move this bookcase, this bed etc. and he left us detailed notes about it all, it was brilliant.”*

A few days later, the installation began and the team from South East Heating worked hard to ensure that the installation was installed as efficiently as possible.

*“They all had masks on, and all arrived when they said they were going to arrive, just about every day on the dot. They were really tidy, and they took everything away with them.”*

A Warmworks inspector then visited Mr E’s home to ensure everything had been installed correctly and confirmed that it is now more energy efficient, with an increased SAP rating of 17 points.

Mr E has noticed a considerable difference in the warmth and comfort of his home.

*“The house is noticeably warmer. My wife has chronic illnesses and is partially disabled so she feels the cold terribly, so we had a service plan on the boiler which was £30 a month and we are no longer paying that, so there’s absolutely no doubt the bills will be cheaper.”*

*“It does certainly seem cleaner as we had a gas boiler before and now there’s no funnel of smoke coming out of the front of the house. We also don’t have to worry about having a naked flame in the house. It’s definitely given us more peace of mind.”*

Speaking about his overall experience of Warmer Homes Scotland, Mr E said:

*“I would absolutely recommend the scheme, I have had no problems at all. From start to finish, it’s been easy, well explained and the work that’s been done is really good. You can’t ask for much more.”*

*“It’s amazing, that’s just the best word I can use for it!”*

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