



Customer:

Mr G

Location:

Blairgowrie

Date of installation:

March 2020

Measure(s) installed:

- Air source heat pump
- Loft insulation
- Energy advice



For more general information, please contact:

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

Mr G had been living in one room in his house as he only had one working storage heater. As he had a disability, he knew that he needed to find some way to improve the heat in his home. His daughter told him about Home Energy Scotland (HES) and he decided to give them a ring.

“I was living in one room, my bedroom, all winter as I only had one working storage heater. I was having to go from there to the kitchen and back again as I didn’t have heating in any other rooms. It was so cold and the old storage heater I had just wasn’t sustainable.”

“My daughter told me there was a scheme to help people in my position and it sounded great, so I decided to go for it.”

After answering a few short questions from HES, it was determined that Mr G qualified for help under Warmer Homes Scotland and his details were sent to Warmworks for a survey to be arranged.

This survey confirmed that Mr G qualified to receive an air source heat pump and loft insulation, which incurred a contribution of £500.

Warmworks then appointed sub-contractors, Omega Electrical Services (Omega), to carry out the heating installation and Everwarm to carry out the loft insulation. Mr G was then contacted to arrange a suitable date to carry out a technical survey to discuss the installation in more detail.

“I had absolutely no problems with this at all. The guy was totally professional and explained the job to me in a really clear way. I felt confident it was going to be a good job.”

A few days later, the installation began. Mr G had this to say about it:

“It took three days to get the installation completed. It was actually completed as the lockdown restrictions were put in place. I had no heating or hot water and I was considered a priority so the guys were able to finish it off. I was very grateful for this. I don’t know what I would have done without it the last few months.”

“They were clean and tidy; it was a really good service. I couldn’t fault the team. They hoovered up and I was impressed by the job they did.”

A Warmworks inspector then visited Mr G to make sure everything was installed correctly.

“Oh yes, there was a very friendly guy who came round and had a look and took lots of photographs. It was easy.”

The inspector found Mr G’s home to be a lot more energy efficient with a SAP rating of 60, an increase from 48.

Mr G was really happy with everything that was installed in his home.

“There was very little for me to do. It was completely efficient, I was amazed, blown away in fact. I’m used to having to do things myself so this was a welcome change.”

“The difference in the property is phenomenal, going from one tiny, inefficient storage heater to a brand-new system has been a game changer. I’ve had a look at my estimates for my fuel bills and they all seem to be coming down. I can’t express how happy I am and what a change the installation has made to me.”

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

