



Customer:

Mr K

Location:

Shotts

Date of installation:

November 2019

Measure(s) installed:

- Air source heat pump
- Energy advice



For more general information, please contact:

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

Mr K had been relying on an old coal-fired back boiler to heat his home and was getting increasingly worried about how to afford a replacement as it wasn't working as it should. He had heard about Warmer Homes Scotland through his daughter's friend and decided to get in touch with Home Energy Scotland (HES) to see what help might be available.

"A friend of my daughter's had help through the scheme and couldn't speak highly enough of it. She was very complimentary about the whole process."

"I was having to rely on an old coal-fired back boiler to heat the property. My wife wasn't very well, and I couldn't really imagine upgrading my heating system nor could I afford it."

After answering a few questions from HES, it was determined that Mr K qualified for help under Warmer Homes Scotland and he was referred to Warmworks so that an initial survey of his property could be arranged.

"It was a very quick visit; they were polite and approachable. I also thought they were professional, and they answered all my questions."

At the survey it was confirmed that Mr K qualified to receive an air source heat pump, which involved him making a contribution of £500 towards the cost of the work.

"The contribution of £500 was nothing in my mind for what I've received. I was happy with it."

Warmworks then appointed local sub-contractor, BRB Electrical Ltd, to carry out the work and a technical survey was arranged. The technical survey is where the work is discussed in more detail, including any preparation work that is required prior to installation.

Shortly after the technical survey, the installation began. The team from BRB Electrical Ltd arrived early in the morning to get started. Speaking about the installation, Mr K said:

"It was only the one day that they were in the property, it was really quick. I was surprised as I've heard installations like this can take two or three days, so I was very happy with that."

"The installers were good guys. I've had trouble with some workmen in the past and I used to be a joiner, so I know good workmen."

"Everyone made sure that all the areas were clean before leaving so they saved me a good amount of time and I thank them for that."

A few days later, an inspector from Warmworks visited Mr K's property and confirmed that everything had been installed to the correct specifications. The SAP rating in Mr K's home went from 35 to 61, which means that his home is a lot more energy efficient.

Speaking about his overall experience of the scheme, Mr K said:

"I'll be honest with you, it was a really good experience overall and I'm really glad I was successful in my application."

"I can definitely feel a difference in the home and I have a lot more control over my heating now, which has been really refreshing. I would definitely recommend this scheme!"

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

