



**Customer:**

Mr L

**Location:**

Shetland

**Date of installation:**

November 2019

**Measure(s) installed:**

- Electric storage heaters
- Draught proofing
- Energy efficient door
- Energy advice



For more general information, please contact:

📞 0808 156 9568

✉ enquiries@warmworks.co.uk

🌐 warmworks.co.uk

Mr L had been struggling to keep warm in his house and keep up with the cost of his energy bills, especially during the winter months. He decided to enquire locally about getting help and it was then that someone told him about the Warmer Homes Scotland scheme.

*“I was making enquiries about insulation for the house as we were getting a lot of draughts in the house over the winter period and Warmer Homes Scotland was mentioned. Someone from the Council then put us in touch with Home Energy Scotland (HES) and things from there went pretty quickly.”*

After speaking with HES, it was confirmed that Mr L qualified for help under Warmer Homes Scotland and his details were passed to Warmworks so that an initial survey could be arranged.

*“The surveyor came to the house and completed the survey. It was all very quick but she was able to confirm that I was eligible, which was great.”*

The initial survey confirmed that Mr L would receive new electric storage heaters, draught proofing and a new energy efficient door, at no cost to him.

Shortly after, Warmworks appointed local sub-contractor, Nordri Ltd, to carry out the work and a technical survey was arranged to discuss the installation in detail, including any required preparation work. As Mr L was also receiving draught proofing and a new energy efficient door, another sub-contractor, Everwarm, was appointed to carry out this work.

*“I think it was about a week later when Nordri came to do the technical survey. It was at this survey that we discussed what heaters were needed for the house and what I needed to do prior to the installation.”*

On the day of the installation, the team from Nordri Ltd arrived early and got to work straight away.

*“They were very fast, very hard working, and for a local firm, I have never met a more hardworking team than these guys.”*

*“I can’t praise the team enough. They always cleaned up after themselves at the end of the day and there wasn’t much for us to do whatsoever. Everwarm were also very good.”*

A few days later, an inspector from Warmworks visited Mr L’s home to assess the installation and confirmed that it was installed to the correct specifications. The property went from a SAP rating of 47 to 58, which should make the home a lot warmer and much more energy efficient.

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

*“Well, quite truthfully, we now have a warm house! I’m not wearing a jumper and I’ve just had to take my fleece off!”*

*“My goodness, we were so happy to get a warm house again! Due to my health, I’m not housebound as such, but I spend a lot of time in the house.”*

*“I could only say go for it! I know my neighbours had similar work done and it took a whole month - the Warmer Homes Scotland scheme managed to do a professional installation within three days. Brilliant!”*

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

