



Customer:

Mrs A

Location:

Shetland

Date of installation:

January 2020

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

Mrs A was living in a home with no working heating and with young kids, she knew that the situation was not sustainable. After hearing about the Warmer Homes Scotland scheme from a friend, she decided to get in touch with Home Energy Scotland (HES) to learn more about it.

“We had no working heating in the property, and we were having to manage off just a wood burning stove. I really wanted to try and improve the heating in the house. I heard about the scheme through a friend and general word of mouth.”

Mrs A answered a few short questions on the phone with HES, which determined that she was eligible for help under Warmer Homes Scotland. HES then referred Mrs A to Warmworks for an initial survey to be arranged.

“A lady rang up and made an appointment to come out and take photos and look around the house. She asked us lots of questions, then we filled in some things on her tablet that she had with her.”

The survey confirmed that Mrs A was eligible to receive an air source heat pump under the scheme, which incurred a £500 contribution.

Warmworks then appointed Hughes Heating Services (Shetland) Ltd (Hughes Heating), a local sub-contractor, to carry out the work and they arranged an appointment for a technical survey to be carried out. This survey went into more detail about where everything would be installed and the preparation work that was required.

A short while later, the day of the installation arrived and the team from Hughes Heating got started.

“They were very pleasant, professional and everything went smoothly.”

Warmworks then sent an inspector to ensure that everything was installed correctly and to the correct specifications.

Mrs A had this to say about her overall experience:

“I would highly recommend it. I mean, you simply cannot get this level of service and a brand new heating system for £500 anywhere else.”

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

