



Customer:

Mrs B

Location:

East Kilbride

Date of installation:

December 2019

Mrs B, a homeowner from East Kilbride, was fed up with her current heating system that hadn't been working properly for almost a year. She decided to look online to see what help might be available and was happy to come across Home Energy Scotland (HES) and decided to get in touch.

"The boiler wasn't working properly for almost a year; the radiators were always cold. I've had people in previously to fix the issues, but it just didn't help. I just wanted someone who was reliable. I was happy that this was Government-funded."

After speaking with HES, it was determined that Mrs B was eligible for help under Warmer Homes Scotland and she was referred to Warmworks for an initial survey to be arranged.

It was at this survey that it was confirmed that Mrs B qualified to receive a gas-fired heating system, which would be installed at no cost to her. Speaking about the survey, Mrs B remarked how:

"The surveyor was great; you couldn't fault him at all. He was really respectful and very professional."

Warmworks then appointed one of its registered sub-contractors, Everwarm, to carry out the work and a technical survey was arranged. The technical survey went into greater detail about the installation, including any preparation work that needed to take place prior to getting started.

"Everything that was said made sense, again I couldn't fault them at all. They talked me through everything, and I felt like I could trust them."

Soon after, the day of the installation arrived, and the workmen got started straight away to minimise the disruption to Mrs B and her family.

"The guys came early in the morning and worked really hard to get everything done. The best part was that you wouldn't even have known they had been there. It was so clean afterwards. It was really good."

"Very quick, they were super efficient. We were only out of the house for one day."

Shortly after the installation was completed, a Warmworks inspector went to Mrs B's home to ensure that everything had been installed correctly and to the correct specifications.

Mrs B's home is now much more energy efficient, having gone from a SAP rating of 45 to 77, which also means it should be a lot warmer and more comfortable.

Speaking about her overall experience of Warmer Homes Scotland, Mrs B said:

"Everything was 100% and you wouldn't even know they've been here. I've had family up and they are all really impressed too."

"The difference is unbelievable. I turn the heating off at night and when I get up in the morning and turn it back on, by the time I get to the living room, the radiators are already warm. Within minutes the house is warm, it's great! It's like hell and heaven the difference, it was really cold before."

"If you get the chance to have this help, don't even think about it, just go 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**.



Measure(s) installed:

- Gas-fired heating system
- Energy advice



For more general information, please contact:

☎ 0808 156 9568

✉ enquiries@warmworks.co.uk

🌐 warmworks.co.uk