



Customer:

Mrs C

Location:

Stirling

Date of installation:

January 2020

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

Mrs C had been struggling with her old heating system as it wasn't working as it should and she was finding it hard to heat her home. After struggling for months with the old system, it eventually broke down. Mrs C had already been speaking to Home Energy Scotland (HES) to see what help might be available, so she decided to enquire about replacing her broken boiler.

"My boiler kept needing to be reset and I didn't know what was going wrong and had no means of getting it replaced. I was having to get down on my knees to reset it and it was just not manageable. It then broke down around Christmas and I had no heating or hot water."

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

"The surveyor was great, approachable and gave me a really clear understanding of what to expect with the installation. As this was the first visit I had, it was really my first impression of Warmworks and I was really impressed."

The initial survey confirmed that Mrs C would receive a new gas-fired heating system, which would be installed at no cost to her.

"I didn't have any contribution to make and to be honest it was like a miracle; my son was absolutely astonished. I think I actually started crying when I was told it was free – absolutely amazing."

Shortly after, Warmworks appointed local sub-contractor, TK Murray Heating and Electrical (TK Murray), to carry out the work and a technical survey was arranged to discuss the installation in detail, including any required preparation work.

A few days later, the installation day arrived, and the team from TK Murray got there early to make a start.

"They were very quick, the installation started dead on 8am. I left the house and by the early afternoon they were all done – I was amazed. I can't believe they got everything done so quickly, without any faults and also tidied up afterwards."

"I was very anxious, but everyone was very sympathetic and made the process feel manageable. I didn't feel any sort of judgment; everyone was really neighbourly and it's not something I was expecting from a business. There is often a wall when dealing with businesses and it can be too formal, I just felt really comfortable throughout."

Once the installation was complete, a Warmworks inspector visited Mrs C to ensure that everything was installed correctly and to the highest standards. The inspector confirmed that Mrs C's home went from a SAP rating of 36 to 73, which means her home is now a lot more energy efficient.

Speaking of her overall experience of the scheme, Mrs C said:

"It was like walking into a brand-new home with the new radiators and heat again! When you've been without heat over the winter and over Christmas; it makes you realise how privileged we are. It made me incredibly grateful to have heating and have the help available to get a new boiler. It was a wonderful feeling that evening; I revelled in having a warm home."

"I'm 76 now and having to bend down every couple of hours to restart a boiler was becoming really difficult."

"I can't praise the service enough, it's ten out of ten. Having a broken boiler causes so much anxiety and stress and coming through this scheme has remedied that for me entirely."

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

