



Customer:

Mrs D

Location:

Aberdeen

Date of installation:

March 2020

Measure(s) installed:

- Electric storage heaters
- Q-Bot underfloor insulation
- Energy advice



For more general information, please contact:

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

Mrs D was really struggling with the cost of her energy bills and had been in touch with Scarf to see if there was any help available to her. Her husband was very ill, and she knew something needed to be done. Scarf determined that Mrs D was likely to be eligible for the Warmer Homes Scotland scheme and the team there promptly referred Mrs D to Home Energy Scotland (HES).

“I got in touch with Scarf to see if there was anything I could do about getting new heaters as my husband was very ill. The heaters we had weren’t working to their full potential and I was paying £180 a month on my energy bills.”

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

It was at this survey that it was confirmed Mrs D would receive new electric storage heaters and underfloor insulation using Q-Bot technology, at no cost to her.

Shortly after, Warmworks appointed Everwarm as the sub-contractor who would carry out the work and a technical survey was arranged. This survey went into greater detail about where the work would take place and the preparation that was required. A few days later, the installation began.

“It started on the Monday and finished on the Wednesday afternoon. They really had a lot of work, so I was just delighted that it was finished so quickly.

“I cannot praise them enough. Really, really nice guys who made me feel good when I wasn’t feeling good at all. We had a laugh and a joke and they were just super guys. There is nothing I could complain about.

“They were very clean and tidy, and they did all the hoovering. I said to leave it and they said not at all. Even the apprentice told me that it’s what they do when they go into houses.”

Not long after the installation was completed, a Warmworks inspector attended Mrs D’s home to check that everything was installed to the correct specifications and to a high standard. Her home went from a SAP rating of 43 to 62, which means that it is now a lot more energy efficient.

Speaking on her overall experience of the scheme, Mrs D said:

“Without a doubt I am warmer and now when I wash my towels and hang them in the living room in the morning, by dinner time they are dry!

“It has given me a lot more peace of mind and I am really pleased with them. I can’t suggest anything you could improve upon, nothing at all!”

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

