



Customer:

Mrs E

Location:

Airdrie

Date of installation:

March 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 E's boiler had broken down and despite attempting to fix it, she was advised that it needed to be replaced. Mrs E was worried about the cost of this and spoke to her daughter about finding help to stay warm. Her daughter spoke with Citizens Advice who recommended that she get in touch with Home Energy Scotland (HES).

"When my boiler went on the blink, the first thing I did was get someone to look at it as I thought he would be able to fix it. After about an hour he said he wasn't able to fix it and that I needed a new one – I knew it would cost money that I didn't have. So my daughter went to Citizens Advice to ask if there was any way I could get help and that's when they told me about HES."

After speaking with HES, it was confirmed that Mrs E qualified for help under Warmer Homes Scotland and she was referred to Warmworks so that an initial survey of her home could be carried out.

"The first person to come out was a nice fellow. He went into the bedrooms, the loft and the other rooms. When he finished, he said 'I'm pleased to confirm that you qualify!'"

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

Shortly after, Warmworks appointed local sub-contractor Alba Gas Ltd (Alba Gas) to carry out the work and a technical survey was arranged. This survey went into greater detail about the installation, including the preparation work required.

A few days later, a team from Alba Gas arrived to start the installation.

"It took just one day! I went to stay with my sister in Ayr. I'd give them 10 out of 10; they really respected my house. I'm so pleased, they treated my house with so much care and they were really lovely."

Warmworks then sent an inspector to Mrs E's home to ensure that everything had been installed correctly and to a high standard. Mrs E's home went from a SAP rating of 38 to 62, which means it is now more energy efficient and a lot warmer and more comfortable to live in.

Speaking about her overall experience, Mrs E said:

"The house is so much more comfortable and warmer, and I have more confidence now with my new boiler."

"You've done pretty well as far as I'm concerned and given me greater peace of mind as I didn't have to pay for it."

"I dare say that you wouldn't get a team of people anywhere else that come in and make such an effort not to make a mess and putting that system in, which is a lot of money, for old people like me, it's just fantastic."

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

