



**Customer:**

Mrs G

**Location:**

Glasgow

**Date of installation:**

August 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 G is over 80 years old and was struggling to heat her home with a boiler that wasn't working properly and causing a lot of stress and worry. After speaking with her family who did some research, Mrs G got in touch with Home Energy Scotland (HES) to see what help might be available to her.

***"I found out from my daughter who works for a charity. We had a really old and temperamental boiler and it wasn't functioning well at all. We were in the middle of saving up to get a new one, then my daughter told me about you and we submitted the application."***

After a short conversation with HES, it was confirmed that Mrs G was eligible to receive help under Warmer Homes Scotland and her details were passed to Warmworks so an initial survey of her home could be arranged.

***"It went very well, it was really informative and he was a very polite young man. He also came exactly when he said he would, which doesn't matter hugely as we are always in the house, but it was very nice."***

The initial survey of Mrs G's home confirmed that she qualified to have a gas-fired heating system installed in her home, free of charge.

Warmworks then appointed a local sub-contractor, BRB Electrical Ltd (BRB), to carry out the work and they got in touch with Mrs G to arrange a technical survey to discuss the installation in more detail.

***"The young man who came was very friendly and went about his business whilst filling us in throughout the survey as to what was going on. It was great!"***

Not long after, the day of the installation arrived and the team from BRB were on site early to get started.

***"They were all wearing masks etc and they arrived bang on 8am. They did an excellent job, they were just so nice, friendly, and tidy, and left everything just ship shape. They really were lovely."***

***"It took just over 5 hours. It was totally hassle free for us as we were downstairs, and the installers were working away upstairs quite happily!"***

Warmworks then sent an inspector to review what had been installed to ensure it was to a high standard. The inspector confirmed that Mrs G's home went from a SAP rating of 40 to 65, which means it is now more energy efficient, warmer and cheaper to heat.

Mrs G had this to say about her experience of the scheme:

***"It was just an excellent service from start to finish. I have hearing difficulties and everyone I have spoken to, right from the beginning, were just so nice and helpful, it was actually quite a pleasurable thing, I really enjoyed it!"***

***"We have complete peace of mind, before that, we were worried every winter that it would break down."***

***"At my age, over 80, I can assure you I have had a lot of work done over the years and I have never experienced anything so easy, and all the staff who phoned me from your office are always so nice and polite, it has been a pleasure to speak to you all!"***

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

