



**Customer:**

Mrs H

**Location:**

Glasgow

**Date of installation:**

December 2019

**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 H is a full-time carer for her son who has learning difficulties and was becoming increasingly worried about their living situation with a boiler that was not working properly. Mrs H had been forced to choose between heating her home or buying food and she knew that she needed to find a solution.

After enduring numerous false promises of ‘free help’ in the past, Mrs H went to a family fun day, which is where she received a leaflet about Home Energy Scotland (HES) and the help and assistance they are able to provide. While she didn’t think she would be eligible to receive any help, she decided to give them a ring anyway and explore her options.

*“I heard about the scheme at a family fun day. People were handing out leaflets and I spoke to one person, who was very friendly, who suggested I get in touch with HES as I might be eligible for help. I’ve never received anything for free before and thought there wasn’t a chance this time either, but I gave it a go anyway.”*

After asking Mrs H a number of questions, it was determined that she was likely to be eligible for help and she was referred to Warmworks so that an initial survey could be arranged.

*“The surveyor was absolutely brilliant and they really took their time to explain everything and talked me through the work they believed I was eligible for. It made me feel so comfortable and confident about it.”*

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

Shortly after, Warmworks appointed City Technical Services Ltd, one of its registered installation companies, to carry out the work. Their first step was to carry out a technical survey to discuss in detail what the installation entailed and the preparation required before the work could commence.

*“The technical surveyor was great and very meticulous. He went through the process with a fine-tooth comb, all while keeping it easy for me to understand.”*

On the day of the installation, the team from City Technical

Services Ltd arrived early and got to work straight away.

*“It was very quick, quicker than I thought it would be. I was very pleased to get back in my home without massive delays.”*

*“Everyone was very accommodating, and it felt like they were going above and beyond. They came in and were clearly professional and let me know when I should come back, it was just so easy for me.”*

*“They were brilliant. I’d recommend them to anyone. They were very responsive to my questions and requests – just a wonderful experience, great workmanship. I can’t thank them enough.”*

A few days later, an inspector from Warmworks visited Mrs H’s home to assess the installation and confirmed that it was installed to the correct specifications. The property went from a SAP rating of 54 to 64, which should make the home a lot warmer and much more energy efficient.

Speaking about her overall experience of the scheme, Mrs H said:

*“It’s been fantastic from start to finish. It has restored my faith in humanity. I’ve had real trouble with so many different businesses, but this was just 100%, actually it was 110%. It’s the only thing I’ve not paid for and the workmanship was amazing.”*

*“The old boiler used to bang, it was really unnerving, and I feel so lucky to have the new boiler and a bit of security again. My home is so much warmer, I really can’t express that enough.”*

*“It’s one of the best decisions I’ve ever made – if you get the chance, 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**.

