



Customer:

Mrs K

Location:

Lanark

Date of installation:

July 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 K's boiler had been giving her trouble for years and she was becoming increasingly concerned about how she was going to stay warm in her home. She mentioned this to her friend who advised her to get in touch with Citizens Advice. The team at Citizens Advice advised her to get in touch with Home Energy Scotland (HES) to see what help might be available.

"A friend of mine in social services told me to give Citizens Advice a call for assistance, so I did and they gave me the number to call."

"With the situation I was in, I couldn't afford to pay for a new boiler. The one I had was 12 years old and sometimes it just wouldn't work at all. I really couldn't live in my own home. So I applied for help to get the boiler replaced as at my age you really need that security."

On the phone call with HES, Mrs K answered a few questions about her situation and it was quickly identified that Mrs K would be eligible to receive help under Warmer Homes Scotland and she was referred to Warmworks for a survey to be arranged.

"I couldn't fault it in any way, I felt very confident with what was on offer and was happy with the survey."

The surveyor confirmed that Mrs K was eligible to receive a gas-fired heating system under the scheme, which would be installed at no cost to her.

Warmworks then appointed a local sub-contractor, Montali Energy Services Ltd (Montali), to carry out the work and a technical survey was arranged.

"They talked me through where the radiators should go and I agreed. I felt like they were professional and knew what they were doing and so I let them get on with it."

Not long after the technical survey, the installation began. The team from Montali arrived early and worked hard throughout the day to make sure everything was installed as efficiently as possible.

"The boys that were here were brilliant, I even felt like tipping them. They just got on with the job and worked hard. I couldn't fault them at all. It was perfect in every way, absolutely fantastic."

"It was all clean, spotless really. There were some materials that needed to be taken away, but that was done – no trouble for me."

"They were also very cautious and professional and had all the right PPE gear on. I didn't have any worries about their approach to COVID-19 precautions."

Once the installation was complete, an inspector from Warmworks visited Mrs K's home to ensure that everything had been installed correctly and to the highest standards. Her home is now a lot warmer and more energy efficient, having gone from a SAP rating of 34 to 71.

Mrs K was really happy with the service she received:

"I feel so much more confident in the heating system. Also, the fact that I've got new smoke alarms is amazing! I wasn't expecting that at all and again it's just a full package and gives me lots of confidence. I'm forever grateful for everything Warmer Homes Scotland has done – thank you."



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