



**Customer:**

Mrs M

**Location:**

Dundee

**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 M's heating system was costing a fortune to run and after learning her bills were about to increase even further, she decided to look into getting some help. After searching online, she came across Home Energy Scotland (HES) and decided to give them a ring.

*"I went online looking for help from my local council because I heard in the past people had gotten grants. I then came across Warmer Homes Scotland, and it just snowballed from there. After the very first call I came off the phone feeling so positive, and I got so much information."*

*"My costs were sky rocketing. I had such an old heating system; we've been in this house 20 years and putting new heating in was just something we could never afford."*

HES asked Mrs M a number of questions and determined that she was eligible to receive help under Warmer Homes Scotland. She was then referred to Warmworks for an initial survey to be arranged.

*"The surveyor explained exactly what he was going to do and the purpose of his visit. He then talked us through every aspect of the installation and asked us to show him around. Once he was finished, he did some work on his tablet, and explained to us that we would qualify for the scheme. I got everything that I needed to know from the survey."*

The surveyor confirmed that Mrs M qualified to receive a gas-fired heating system that would be installed at no cost to her.

Shortly afterwards, Warmworks appointed Everwarm as the sub-contractor who would carry out the work and a technical survey was arranged. Mrs M had this to say about the technical survey:

*"The gentleman came out, he explained to me the purpose of his visit and exactly what he was going to do. The information I got has been absolutely fantastic, I can't fault it. He followed all the COVID-19 protocols, everyone did by the way, he asked if we minded if he walked round by himself and I said yes absolutely. He then did all of his drawings and sat me down and explained to me what was going to happen, where everything was going, he couldn't have given me any more detail."*

On the day of the installation, the team from Everwarm arrived promptly and got started straight away.

*"I was a little nervous about the installation, because although you know what you're getting, I didn't know how it was going to look or how it was going to be left. But honestly, I went away for the whole day so there was no one in, but the two lads called me around 5pm that same day to say it was done, which I couldn't believe because they had only been there a day. I came home and you could have knocked me down. I couldn't believe how well they had done, they didn't leave as much as an empty packet. All the radiators and all the sockets and everything, just absolutely fantastic, first-class service. I did expect some mess to be left in the garden, but there wasn't a thing, everything was gone."*

A few days later, a Warmworks inspector attended Mrs M's home to make sure everything had been installed properly.

*"The inspector did all his checks and asked me some questions like if I knew what to do to follow up if anything happened to the boiler. It was just excellent and so informative."*

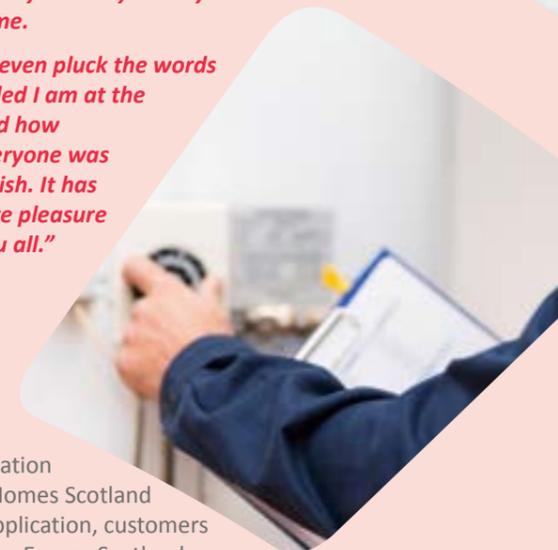
Mrs M's property went from a SAP rating of 57 to 74, which means it is a lot more energy efficient, as well as being warmer and more comfortable.

Mrs M had this to say about her experience of Warmer Homes Scotland:

*"They were so professional. When they arrived in the morning, they had their masks on, kept their distance and had wipes and hand sanitizer with them. I couldn't fault them at all, they were lovely lads."*

*"My house is so warm, we absolutely love the noise when we hear the boiler kicking in and the heating comes on - we get so excited! We were actually dreading winter this year, but now I can't actually wait because I want to get the benefit of it. It's already reduced my monthly bills by £110 - that is huge to me."*

*"I honestly can't even pluck the words to say how thrilled I am at the whole thing, and how professional everyone was from start to finish. It has been an absolute pleasure dealing with 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**.