



Customer:

Mrs P

Location:

Burntisland

Date of installation:

January 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 P had just moved into a new home that she was finding very hard to heat. With Christmas fast approaching and an ageing boiler, she decided to get in touch with Home Energy Scotland (HES) to see what help might be available to her.

“I’m always keeping my eyes and ears open to discover organisations like yours, also, an elderly relative was looking for help with her heating a few years ago and we investigated then and stumbled across HES.”

After speaking with HES, it was determined that Mrs P was likely to be eligible for Warmer Homes Scotland and she was referred to Warmworks so that an initial survey of her home could be carried out.

At the survey, the surveyor confirmed that Mrs P was eligible to receive a gas-fired heating system, at no cost to her. Shortly after, Warmworks appointed L&M Plumbing and Heating (L&M) to carry out the work and a technical survey was arranged to discuss the installation in more detail.

“They came out in early January, which was brilliant because I mentioned that I would be going into hospital in the near future and it would be great if I could get it done beforehand. There was a cancellation, so I went in and got my operation early and thankfully you could accommodate this.”

A short while later, the team from L&M arrived to get started on the installation. Mrs P was very happy with how it went:

“The guys came in at about 8am and I went out until around 3pm and that was it, all done and functioning. The guy also took the time to put in a heat reflector for me behind the radiator, which was great.

“One of the original radiators was behind a door, it has been moved now so it’s completely free of the door and I’m now getting the full benefit from it, which is making a heck of a difference. I’m also in an old property and I always felt that one area of the room was a lot colder than the other, but not now. They even popped in a small radiator so there wasn’t a gap where the old one was! I was absolutely thrilled.

“They were very clean and tidy, one of the guys even came out and helped me in with my shopping when I got back! The whole thing has been a great experience.”

A Warmworks inspector visited Mrs P’s home a few days later to ensure everything was installed correctly.

When asked about her overall experience of the scheme, Mrs P said:

“I was having difficulty heating the flat previously, but I now find myself going and turning the heating down! I have much more peace of mind because I know it’s a new, highly efficient boiler that I don’t have to think about for a number of years.

“I’ve had such a good experience, there was no problem at all. You’ve done everything I have asked and more.”

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

