



Customer:

Mrs R

Location:

Glasgow

Date of installation:

November 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 R was becoming increasingly worried about how to heat her home as her boiler was very temperamental and wasn't working as it should. After hearing about Home Energy Scotland (HES) through a friend, she decided to give them a call to see what options might be available to her.

"I heard about the scheme through a friend and they had heard about the scheme from another friend who had already been helped under it, so really it was a friend of a friend."

"I applied because my heating just wasn't working at all. It was actually quite stressful because I never knew when I'd be without heat and at 87 years old, that can be scary. I wanted to apply because I'd heard good things and I was really in need of help."

After answering a few short questions from HES, it was determined that Mrs R was eligible for help under Warmer Homes Scotland and she was referred to Warmworks for an initial survey to be arranged.

It was at this survey that it was confirmed Mrs R would receive a gas-fired heating system, which would be installed for free. Warmworks then appointed a local sub-contractor, Alba Gas Ltd (Alba Gas), to carry out the work and a date was arranged for a technical survey.

"I was quite impressed with the technical surveyor who attended. It was really clear where everything was going, and they were really patient with all my questions. They asked me where I like to sit in the living room and suggested the radiator be moved so it would give me more warmth. It felt like the new heating was being put in to meet my needs, which I thought was brilliant."

A few days later, a team arrived from Alba Gas to get started.

"Everything they said would happen, happened. Truthfully, I can't believe how well everything went, it was just from one thing to the next and everything just fitted into place. It was a lovely job, well done."

"They finished the job in just the one day, I couldn't believe that either. They left the place as if they had never been in."

A few days after the installation, an inspector from Warmworks attended Mrs R's home to make sure everything was installed to the highest standards. The SAP rating of Mrs R's home went from 44 to 78, which is a huge difference and means her home is a lot warmer and more energy efficient.

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

"It was honestly just magic; I'll never be able to thank them enough for it. I couldn't believe what I was seeing. I went out of the house and just left them to it, I'm not a person who trusts just anyone, but I just felt like they wouldn't touch anything and my home would be fine for me to leave."

"I put the heating on and within two minutes the house is warm, it's such a change from my old heating. Before I was having to use an electric fire because there just wasn't enough heat from the radiators, and this really cost me a lot."

"I keep waking up in the morning and thinking it was a dream; things like this just don't happen to me. I've never had something for nothing, everything was brilliant."

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

