



Customer:

Mrs S

Location:

Invergordon

Date of installation:

October 2020

Measure(s) installed:

- Gas-fired heating system
- Energy efficient door
- Energy advice



For more general information, please contact:

- 📞 0808 156 9568
- ✉ enquiries@warmworks.co.uk
- 🌐 warmworks.co.uk

Mrs S was really struggling to keep warm with a boiler that wasn't working properly and costing a fortune to run. She came across Home Energy Scotland (HES) and gave them a call to see what help might be available.

"My son knew that I needed a new boiler, so he googled to see what was available and he found out about Warmer Homes Scotland."

"My boiler was on its last legs; it wasn't heating the house and it was costing me a fortune. Also, my doors were leaking and draughty."

HES asked Mrs S a few questions about her situation and confirmed that she qualified for help under Warmer Homes Scotland. They then referred her to Warmworks for a survey to be carried out.

"The lady that came arrived promptly, she was very friendly and very thorough. She told me I was eligible for a new boiler and doors; it didn't take her long to assess my house either, which I was very pleased about."

The survey confirmed that Mrs S qualified to receive a new gas-fired heating system and an energy efficient door, which would be installed at no cost to her.

Warmworks then appointed sub-contractors, McInnes Group (McInnes), to carry out the heating installation and Everwarm, to install the new energy efficient door. A technical survey was then arranged to go into more detail about the installation.

"They all arrived very promptly, took all the measurements, and looked at all the radiators and the boiler and told me what prep work needed done. It was very informative; I knew exactly what was expected of me and exactly what was going to be getting done."

A short while later the installation began:

"For the boiler, they arrived when they said they would arrive, and they immediately started work. I was able to just sit in the living room with my dog and watch TV! They finished the work really quickly and I was shown how to work the new thermostat. For the doors, he arrived as arranged and started working immediately. Both doors were on very quickly."

"They all had gloves and masks on the whole time, they were really good. They arrived when they said they would, they were very professional, clean and tidy, and when they finished, they moved all my furniture back. They were excellent."

A Warmworks inspector then visited Mrs S to ensure everything was installed to a high standard and to the correct specifications. He confirmed that Mrs S's home went from a SAP rating of 48 to 69, which means it is now a lot more energy efficient.

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

"The new boiler has made a great difference to my home, it's warmer and I'm paying less than half on my bill now. I am just so delighted, and the doors have given me peace of mind as my old doors weren't safe and they were falling to pieces."

"I am just so grateful for having it done, I really am. When everything was done and everything was back in place, I walked through the house and looked at my new doors and boiler, and I just couldn't believe I had gotten them for nothing. I've never had anything for nothing in my life, I actually just wanted to take a chair outside and sit and look at my doors!"

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

