



# Warmer Homes Scotland 2022 Customer Stories

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# Foreword

**Ross Armstrong**  
Warmworks' Chief Executive

Warmer Homes Scotland has now helped more than 30,000 households across Scotland to be warmer and more energy efficient since the scheme began in 2015. That's a major landmark and a significant achievement, but the scheme's impact will always stretch far beyond numbers. The stories of the people and families that we support will always be the most important output of our work.

The people and families who tell their stories in this booklet all needed help for different reasons and all came to the scheme in need of different solutions to the questions they were facing.

The stories here are only made possible by a combination of the funding provided by the Scottish Government and by the teamwork we see from our partners.

From the team at Home Energy Scotland, to Warmworks' own staff, through to our network of registered and accredited sub-contractors, we're all working together to achieve the best possible outcomes for our customers. These are the teams and individuals that focus on finding, installing and checking on the right interventions for each specific property in order to give our customers the greatest amount of warmth and the greatest levels of energy efficiency in their home over the longest period of time. And these are the teams who are motivated by caring for our customers, ensuring at every step of their journey with us, our customers are always front and centre of everything we do.

We're all aware of the challenges that we all continue to face in relation to rising energy prices, and we know there



is a lot more for us to do. We also know that the people and communities in this booklet are always hit hardest when prices go up. That means that many people across the country have never been more worried about how they can keep their home warm, and how they pay for their energy bills, especially as we head into the winter months. Our aim is to make sure that the Warmer Homes Scotland scheme plays its part, delivering to people in need and providing them with the best possible service that we can.

I hope you'll enjoy reading these powerful testimonials from the people and families that are the driving force for our work.

From the team at Home Energy Scotland, to Warmworks' own staff, through to our network of registered and accredited sub-contractors, we're all working together to achieve the best possible outcomes for our customers.

# About Warmworks

Warmworks is a joint venture partnership between Energy Saving Trust, Everwarm and Changeworks.

The organisation was formed in 2015 to deliver the Scottish Government's Warmer Homes Scotland scheme, which is available across Scotland and aims to provide energy efficiency improvements to households that are in or at risk of fuel poverty.

# About Warmer Homes Scotland

Warmworks is the Managing Agent of the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland. The scheme provides grants for insulation, efficient heating and renewable technologies in the homes of households who are struggling with the cost of high energy bills, making homes more affordable to heat.

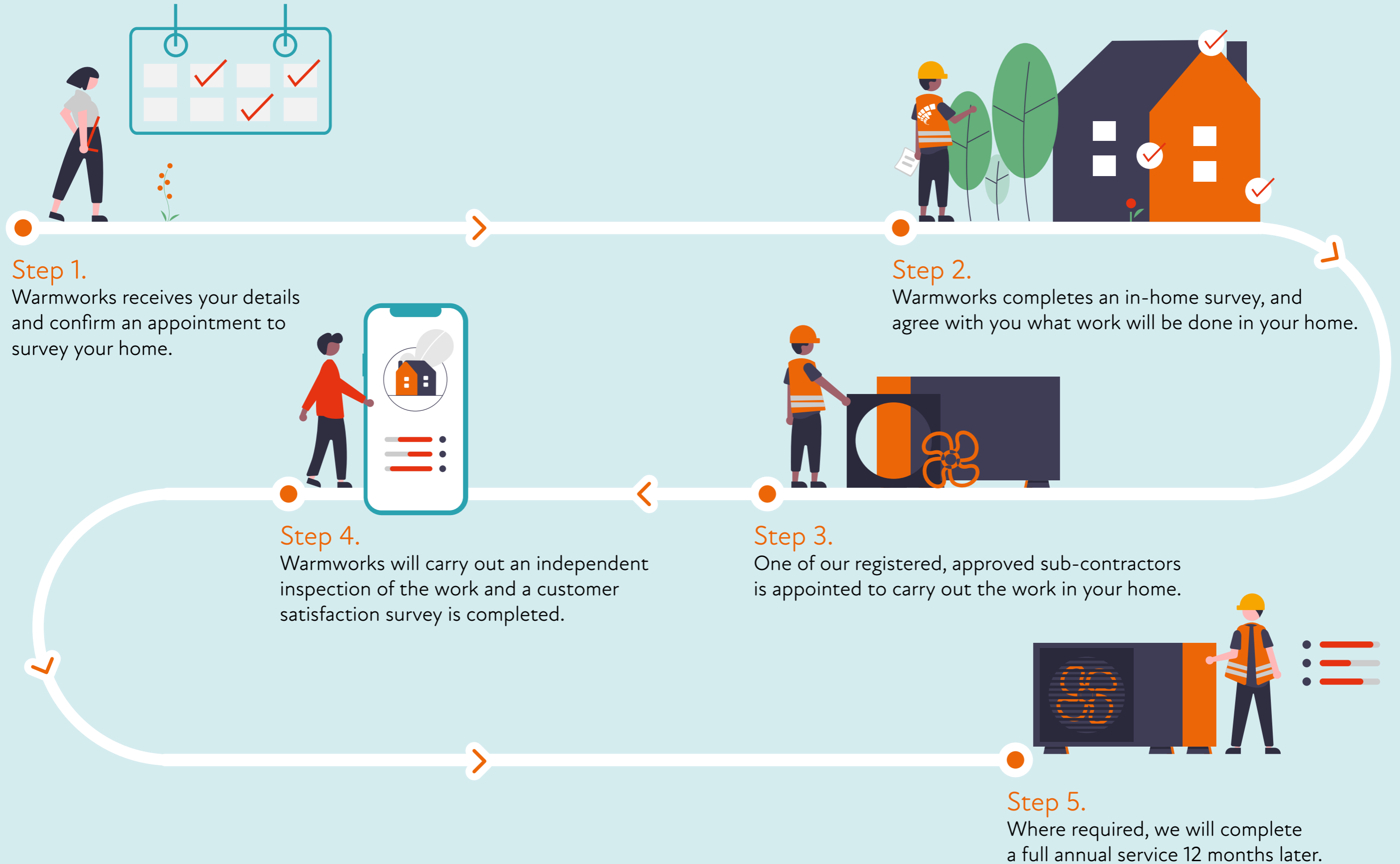
Launched in 2015, the scheme has now supported more than 30,000 homes and families across the country to manage their energy costs and live warmer, happier and healthier lives. As the Managing Agent of Warmer Homes Scotland, we pride ourselves in putting our customers at the front and centre of everything we do. We aim to deliver excellent service to every customer and are driven by our values: Professionalism, Enthusiasm, Innovation, Teamwork and Care.

Warmer Homes Scotland  
has now helped more than

**30,000**

households across Scotland.

# Our Customer Journey



# Our Customers

**Customer:**

Mrs B

**Location:**

Perth

**Date of installation:**

January 2022



**Measure(s) installed:**

- Gas fired condensing boiler
- Heating system insulation
- Heating and hot water system
- Smoke alarm
- Carbon monoxide detector

For more general information, please contact:

☎ 0800 038 6022

✉ enquiries@warmworks.co.uk

🌐 warmworks.co.uk

Mrs B got in touch about the Warmer Homes Scotland scheme as her boiler needed to be replaced, having found out that she could be eligible for support.

*“My back boiler was obsolete, and I was told that if it broke down, I wouldn’t be able to get any parts for it. I knew it was urgent to get a new boiler but the quotes we got were quite expensive.”*

She contacted Home Energy Scotland, who asked a couple of quick questions to check her eligibility for the scheme. When it was confirmed that she qualified, her application was passed to Warmworks to manage the rest of the process.

We then moved quickly to arrange a survey to take place to look at what measures might help improve the heating and energy efficiency of her home.

*“Everything about it was very efficient. I was surprised at how quickly it was done.”*

The survey recommended a new boiler and heating system, and we allocated this to one of our local registered and accredited sub-contractors to complete.

On the day of the installation, our sub-contractor arrived early, ready to get started on fitting Mrs B’s new heating system.

*“They were very professional and prompt. They cleaned up and hoovered before they left, I was really impressed.”*

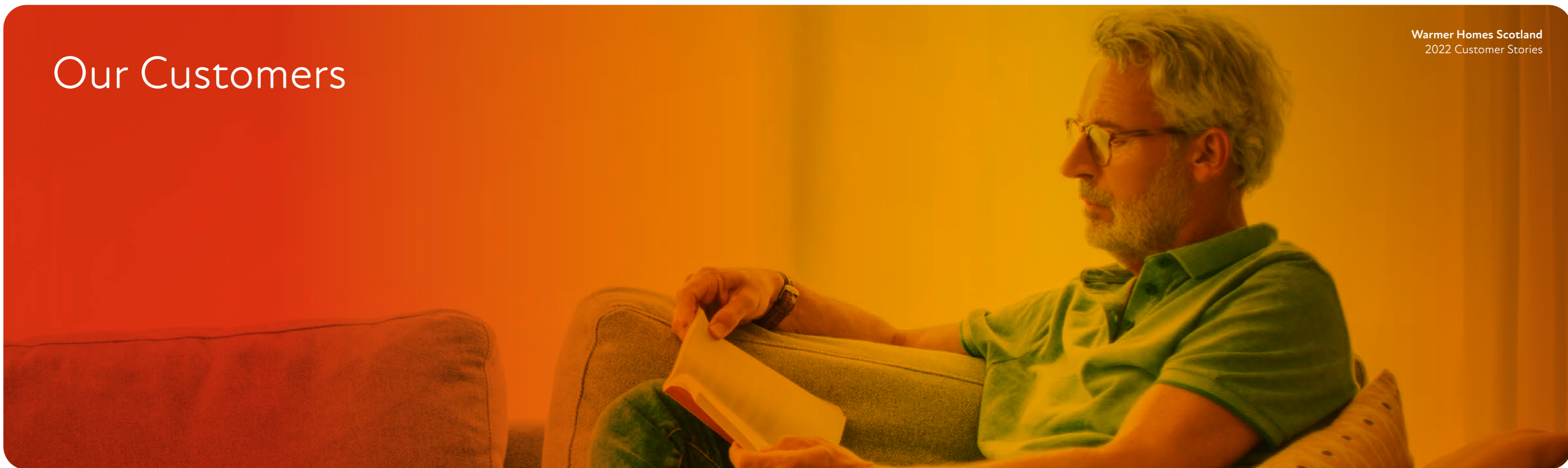
Once the installation was complete, Warmworks arranged for an independent inspection to take place to make sure that Mrs B’s new heating system met our quality and safety standards. This inspection found that the new heating system had increased the energy efficiency of her home, from a previous rating of 52 to 63 after the installation.

Mrs B says that she’s already finding a difference in her home thanks to her new heating system.

*“Peace of mind is a huge thing because it had been hanging over us for years and we didn’t really know how we would afford to pay for a new boiler. I haven’t been using the heating as much this autumn, because of what’s happening, but it’s very quick to heat the house.”*



# Our Customers



**Customer:**

Mr D

**Location:**

Ayr

**Date of installation:**

November 2021



**Measure(s) installed:**

- Air source heat pump
- Hot water system
- Smoke alarm
- Additional radiator

For more general information, please contact:

- ☎ 0800 038 6022
- ✉ enquiries@warmworks.co.uk
- 🌐 warmworks.co.uk

Mr D found out about the Warmer Homes Scotland scheme from a friend and decided to get in touch.

*“My electricity bills were so high, I feared I would need to sell my house and move back into local authority accommodation, as I am living on disability benefits. The house was often cold as the storage heaters were very old, off the walls and not safe to switch on. This meant relying on one electric fire all the time.”*

He contacted Home Energy Scotland to find out more about the scheme. He was asked a couple of questions to check his eligibility, which confirmed that he qualified for support through Warmer Homes Scotland.

*“Home Energy Scotland could not have been kinder or more patient. They advised me on benefits for energy I didn’t know about, and they asked about my house construction. I only had to wait four days before they emailed to say my application for Warmer Homes Scotland had been submitted.”*

Once it was approved, his application was then passed to Warmworks for us to manage the rest of the process. We arranged for a survey of his home to be carried out, which recommended an air source heat pump, and a new heating and hot water system be fitted to help improve the energy efficiency of his home.

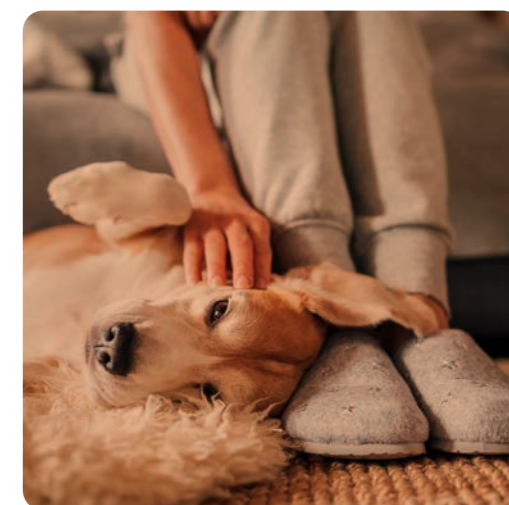
*“The installation was undertaken and completed within one day. There was absolutely no mess and no damage and the fitters stayed late on a Friday night to explain the controls and let us video them. Similarly, the delivery of parts the day before was all punctual and as agreed.”*

After the installation was completed, Warmworks arranged for an independent inspection to take place, to make sure that Mr D’s new heating system met our rigorous safety and quality standards.

*“The inspection appointment was a help that allowed me to ask about the bath water temperature and how much water was available. The inspector adjusted this after phoning Warmworks. Again, he was punctual and professional.”*

Mr D says that he has already noticed a difference in the level of comfort in his home.

*“The impact on the flat was immediate. The whole flat is warm and this has made such a difference. I am warm at home for the first time and previously could not sleep some nights due to the cold. It is lovely having a warm home all through.”*



# Our Customers



**Customer:**

Ms E

**Location:**

Inverness

**Date of installation:**

December 2021



**Measure(s) installed:**

- Cavity wall insulation
- Hot water system
- Secondary heating system
- Air source heat pump
- Additional radiators

For more general information, please contact:

- ☎ 0800 038 6022
- ✉ enquiries@warmworks.co.uk
- 🌐 warmworks.co.uk

Ms E got in touch with Home Energy Scotland as she was looking to replace the old heating system in her home.

*“The heating system we had was almost 40 years old. The boiler was still working but we had an ancient oil tank that was beginning to crack and needed to be replaced. It made no sense to us to replace the oil tank when we had a 40-year-old boiler. We needed an upgrade and we preferred to do something better for the environment than burning oil, so that was how it started.”*

A Home Energy Scotland advisor asked Ms E a couple of short questions to check her eligibility for the Warmer Homes Scotland scheme, and when it was confirmed that she qualified, her application was then passed to Warmworks for us to manage the rest of the process.

We arranged for a survey of Ms E’s home to be carried out to check what measures could help to improve the warmth and energy efficiency of her home.

*“At the initial survey we had, a very nice surveyor came and did a complete survey of every room. She went up to the loft to check the insulation and everything in the inside of the house. She went outside to check if we had cavity walls, which we didn’t think we had, and she used a small camera to check what the cavities were like. I think that took around an hour to an hour and a half, then she popped out to her car to check what the recommendation would be. After about 30 mins she popped back in and said “This is what we can do” which, was amazing!”*

The survey recommended that an air source heat pump be fitted in Ms E’s home, which is a renewable form of heating technology that absorbs heat from the outside air and uses it to heat the home and hot water supply. It also recommended cavity wall insulation, and replacement heating and hot water systems.

Warmworks allocated the installation of these measures to one of our local registered and accredited sub-contractors, who appreciated the need to have the job completed quickly and effectively in the run-up to the festive season and took good care to comply with our Covid-safe protocols.

*“They were absolutely fantastic. We kept out of their way. We stayed in one room and when they needed that room we just moved to another one. Despite being in the house with a small child and a dog we managed perfectly well.*

*On the first day we didn’t have heating or hot water, and on the Friday night everything was back. With it being the week before Christmas it was a bit nerve-wracking, but they were amazing and we got it all done, which we were very relieved about.”*

Warmworks then arranged for an independent inspection to take place to make sure that the installation met our safety and quality standards. The inspection found that there had been a significant increase in the energy efficiency of Ms E’s property, jumping from an EPC rating of 48 before the installation to 71 afterwards. This should mean that it will be easier for Ms E and her family to stay affordably warm at home.

Ms E says that she and her family are already experiencing the benefit of the new heating system.

*“You provided the expertise, you provided people with no agenda. You are not selling heating systems, you’re saying “Look, this is what you need” and that takes a huge stress away. Because I have no idea about heating whatsoever.*

*We now have a warm home, it is comfortable, we know that everything is up to standard, so we don’t need to worry about it. It has taken a huge amount of worry away and it’s made the quality of our lives much better because of that and because of the warmth that we have.*

*All of your team make this possible, from every single person I’ve spoken to in the office, to the surveyors, to the company that did the installation, you made this happen.*

*You know I have a young seven year old, who is home a lot of the time, and now I know it is safe for him.”*

# Our Customers



**Customer:**

Mrs H

**Location:**

Alexandria, Dunbartonshire

**Date of installation:**

April 2022



**Measure(s) installed:**

- Gas fired condensing boiler
- Smoke alarm
- Carbon monoxide detector
- Heating system insulation

For more general information, please contact:

- ☎ 0800 038 6022
- ✉ enquiries@warmworks.co.uk
- 🌐 warmworks.co.uk

Mrs H was introduced to the Warmer Homes Scotland scheme by a friend, and she wanted to get in touch as she had an old heating system at home.

*“Our boiler was 18 years old. I also don’t keep particularly well, and I get Attendance Allowance. My friend said that her husband also has a medical condition so she suggested I should qualify.”*

Mrs H got in touch with Home Energy Scotland to check her eligibility for the Warmer Homes Scotland scheme, and when it was confirmed that she qualified, her application was then passed to Warmworks for us to manage the rest of the process.

*“The guy came and looked round and agreed that the boiler and pipework needed replaced and confirmed we qualified, so that visit went well.”*

The survey recommended a new gas-fired condensing boiler and heating system for Mrs H’s home. Warmworks then allocated the installation of this new heating system to our local accredited and registered sub-contractor, Everwarm.

*“Everwarm were excellent. They were very professional and cleaned up after themselves and told us exactly what they were doing. They were excellent workers and had the work planned out professionally in sequence, with the electrician and joiner helping too. They were very nice young men and knew what they were doing. Their communication was excellent, and they told us what time they would be there.”*

After the installation was complete, Warmworks then arranged for an independent inspection to take place, to make sure that Mrs H’s new heating system met our rigorous safety and quality standards.

*“The inspector was excellent and took photographs of everything. He made sure we were aware of how everything worked. He showed me how to turn the water temperature down for when we come into the summer. The visit went very well.”*

The inspection also found that the energy efficiency of Mrs H’s home had increased, from a previous EPC rating of 64 before the installation to 74 afterwards.

Mrs H also says that she has noticed a difference in the warmth and comfort of her home as a result of her new heating system.

*“It is certainly a lot warmer. I have got radiators that are warm that have never been warm before. I don’t think the house has ever been so warm. We are delighted. We just put the heating on for an hour in the morning and maybe if it is cooler, we’ll put it on again at night. The hot water for the bath is excellent. It no longer takes 20 minutes to fill and I can have a hot bath ready in five minutes – it’s excellent.”*





# Our Customers



**Customer:**

Mrs L

**Location:**

Tain, Highlands

**Date of installation:**

April 2022



**Measure(s) installed:**

- Air source heat pump
- Hot water system
- Robotically-applied underfloor insulation

For more general information, please contact:

- ☎ 0800 038 6022
- ✉ enquiries@warmworks.co.uk
- 🌐 warmworks.co.uk

Mrs L got in touch as she was looking to change the heating system in her home, which she felt had become old and wasn't fit-for-purpose any longer.

*"I had a phone call with Home Energy Scotland which was booked after looking for energy saving tips for my house. I thought it felt cold and draughty so decided to see what help was on offer."*

After answering a few quick questions from Home Energy Scotland to confirm her eligibility for the Warmer Homes Scotland scheme, Mrs L's application was then passed to Warmworks to manage the rest of the process. The first step was for us then to book in a survey to look at what measures could help improve the warmth and energy efficiency of her home.

*"The surveyor turned up at the agreed time and carried out an efficient and painless survey and didn't take very long. At the end she advised what we would be eligible for."*

The survey recommended an air source heat pump be fitted, which is a renewable form of heating technology that absorbs heat from outside air and uses it to heat the home and hot water supply. It also recommended a new hot water system, together with robotically-applied underfloor insulation. This is where a small robot is placed under floorboards in the home and insulating foam is sprayed from the robot, which is controlled remotely.

A technical survey was then arranged with Mrs L to agree the details of the installation in further detail.

*"The technical surveyor turned up at the agreed time and everything was carried out quickly and efficiently. We were able to discuss the specific requirements in terms of radiators and other equipment positioning with him easily. This was followed up by us receiving his notes and plans, which we were able to make small changes to, if we needed to. They then followed up with another visit from the installer to confirm."*

Warmworks then arranged for one of our registered and accredited sub-contractors to complete the installation of Mrs L's new heating system.

*"The heating was installed incredibly quickly, with most of the work being completed in just one day! Everyone was incredibly polite, tidy and efficient."*

Once the installation of the new heating system had been completed, Warmworks organised for an independent inspection to take place to make sure that everything met our rigorous safety and quality standards. The inspection also found a considerable increase in the energy efficiency of Mrs L's property, which had risen from 38 before the installation to 62 afterwards.

*"The inspection from Warmworks was very easy and quick and we were given ample warning ahead of it taking place. Everything was very professional."*

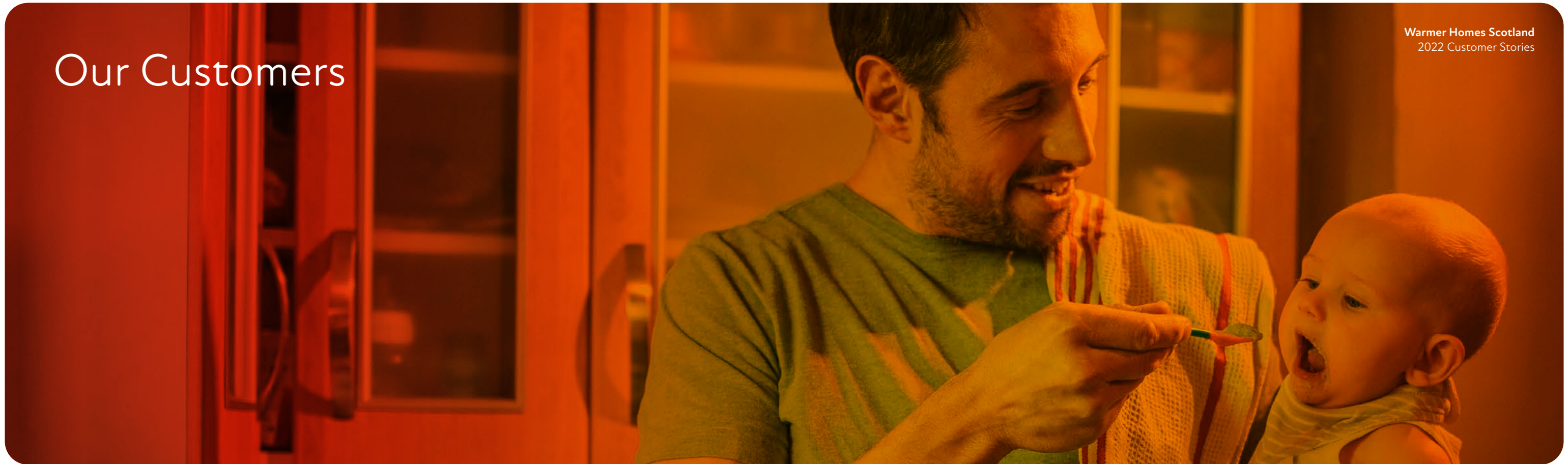
Mrs L says that her new heating system is helping her to stay warm at home and to better manage her energy bills.

*"I don't think I can adequately describe the difference the work had made to us. We could tell almost instantly that the house was warmer. The air source heating seems so much more efficient and cost-effective than our previous heating, which was electric, and the house keeps the heat really well, thanks to the underfloor insulation."*

*"With rising energy costs, this couldn't have come at a better time for us and has given us incredible peace of mind about how energy efficient our house is now. In some previous months we were spending over £500 on electricity, and the bulk of this was because of the heating so we are now paying much less, even though the unit cost has increased!"*



# Our Customers



**Customer:**

Mr R

**Location:**

Arbroath, Angus

**Date of installation:**

February 2022



**Measure(s) installed:**

- Gas-fired condensing boiler
- Electric storage heaters
- Smoke alarms
- Energy efficient windows and doors

For more general information, please contact:

- ☎ 0800 038 6022
- ✉ [enquiries@warmworks.co.uk](mailto:enquiries@warmworks.co.uk)
- 🌐 [warmworks.co.uk](http://warmworks.co.uk)

Mr R got in touch about the Warmer Homes Scotland scheme after finding that it was becoming expensive to run his heating system, and that he was experiencing difficulties with his health because it was challenging to keep his home warm.

***“The old electric heaters in my home were burning through energy. It was costing too much each day to heat the home. The old windows did not keep energy in and my doors were draughty”***

After confirming his eligibility for the scheme through answering a couple of short questions about his circumstances with Home Energy Scotland, Mr R’s application was then passed to Warmworks for us to manage the rest of the process. We quickly arranged a survey of his property to look at what measures could help to improve the warmth and energy efficiency of his home.

***“The gentleman came to take pictures and it was very quick. He was very pleased that I was pleased.”***

The survey recommended a new gas boiler, as well as electric storage heaters and energy efficient windows and doors. The next step in the process was for a technical survey to take place to agree the details of the installation with Mr R.

***“The gentleman was very well informed, and the communication was great.”***

Once the technical survey was complete, we then organised for one of our local registered and accredited sub-contractors to install Mr R’s new heating system, and the team arrived promptly on the agreed day, ready to get to work.

***“After the work was completed, they gave me their mobile number so I could call them if there were any issues. I was very impressed with their work ethic. It was absolutely brilliant, and there was very little disruption. I stayed in another room during the installation and they cleaned up everything perfectly.”***

Following the installation, Warmworks then arranged for an independent inspection to take place, to make sure that Mr R’s new heating system met our rigorous quality and safety standards. The inspection also confirmed that Mr R’s home was now more energy efficient, rising from a previous rating of 47 before the installation to 70 afterwards. This should now mean that it is easier for him to stay affordably warm at home.

***“It was very easy! A man come round and made sure the work was not only to Warmworks’ standards but my own. He was very polite and didn’t get in the way.”***

Mr R says that, thanks to the new heating system installed in his home, he is warmer and more comfortable now.

***“I’m very comfortable now, there are no draughts and there is no wind. The house is always warm and I’m really happy with the benefits to my own health, as the cold made me suffer previously. It’s like an entirely new home, I’m really impressed and couldn’t be happier.”***

***I’ve saved so much money on bills and on having private work done. I cannot recommend the Warmer Homes Scotland scheme enough. A private company previously offered the same measures for a total of nearly £10k and I didn’t have to pay any contribution at all on the scheme. It’s absolutely brilliant.”***



# Our Customers



**Customer:**

Mrs G

**Location:**

Dundee

**Date of installation:**

March 2022



**Measure(s) installed:**

- Gas-fired condensing boiler
- Carbon monoxide detector
- Energy efficient windows and doors
- Heating and hot water system

For more general information, please contact:

- ☎ 0800 038 6022
- ✉ enquiries@warmworks.co.uk
- 🌐 warmworks.co.uk

Mrs G's son got in touch with Home Energy Scotland as her boiler was more than 20 years old and she was worried about what to do in case it broke down.

*"Our son had seen an advert through Home Energy Scotland, so he contacted them. Home Energy Scotland then got in touch and sent us a referral. I had a back boiler for more than 20 years, and it was coming to the end of its life."*

Once Home Energy Scotland confirmed Mrs G's eligibility for the Warmer Homes Scotland scheme, her application was then passed to Warmworks for us to manage the rest of the process. We moved quickly to book a survey of her property to look at what measures could help to improve the heating and energy efficiency of her home.

*"The survey was completed very efficiently."*

The survey recommended a replacement gas boiler be fitted, together with a new heating system and insulation, and other measures that will aim to help Mrs G stay more affordably warm at home. The next step in the process was for a technical survey to take place to agree the details of the installation with Mrs G.

*"This step was impressive; the gentleman was very communicative with us."*

Warmworks then organised for one of our local registered and accredited sub-contractors to complete the installation of Mrs G's new heating system.

*"I couldn't speak more highly of the crew that came and did the nitty gritty. They were hazard and safety aware. They were very nice guys and patient, and they were respectful to our home. We're very grateful. They followed all safety protocols, which was important to us. They were very vigilant in that aspect. The installers were very pleasant and approachable, and were willing to listen to us and our needs. It makes a big difference."*

Once Mrs G's new heating system had been fitted, Warmworks arranged for an independent inspection to take place to make sure that the installation met our high quality and safety standards. The inspection also found that Mrs G's home was now more energy efficient, rising from a rating of 58 before the installation to 71 afterwards.

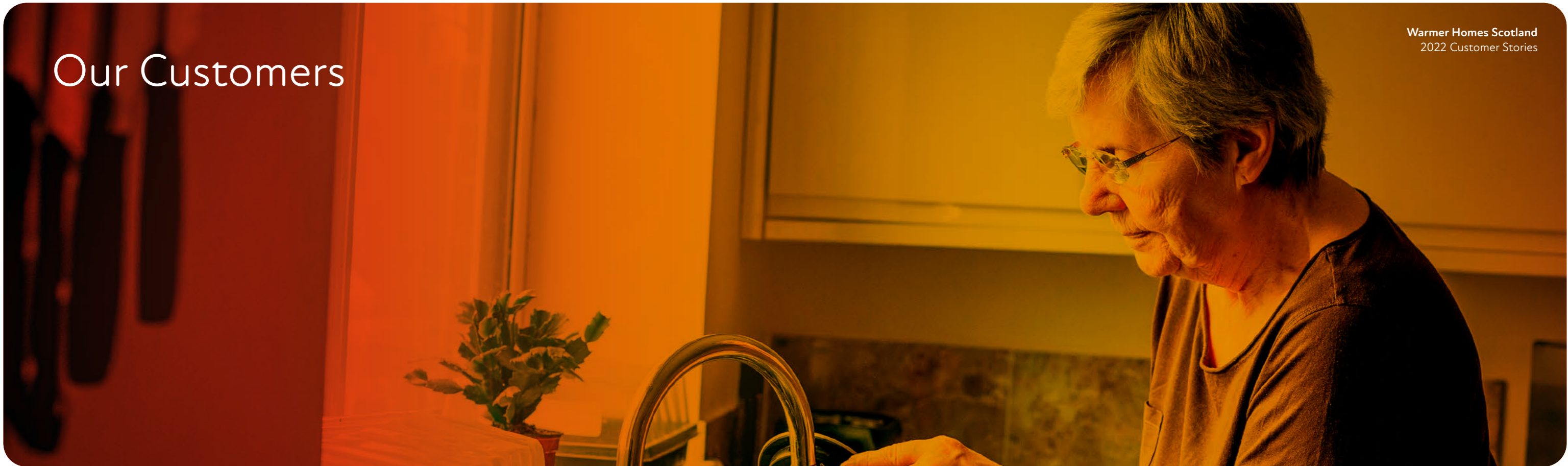
Mrs G says that she has already noticed the difference her new heating system is making.

*"We certainly have been given a complete peace of mind. We no longer have any fear of our boiler stopping working and not having access to the parts and becoming old. It would've been a risk to our health. We're warmer at home too."*

*We've also been able to make a considerable saving thanks to the Warmer Homes Scotland scheme, which we appreciate very much."*



# Our Customers



**Customer:**

Mrs W

**Location:**

Oban

**Date of installation:**

February 2022



**Measure(s) installed:**

- Air source heat pump
- Hot water system
- Smoke alarm
- Additional radiator

For more general information, please contact:

- ☎ 0800 038 6022
- ✉ [enquiries@warmworks.co.uk](mailto:enquiries@warmworks.co.uk)
- 🌐 [warmworks.co.uk](http://warmworks.co.uk)

Mrs W applied to the Warmer Homes Scotland scheme after finding that she was spending a lot of money on her heating bills and was struggling to keep her home warm.

*“We moved to this house three and a half years ago and it had three enormous storage heaters. We only ever used one because they were so expensive. Having half a storage heater on for one month in December was £320 or something and it wasn’t even heating the house. So that’s why we were investigating putting in different heating”*

After answering a few short questions with Home Energy Scotland to check her eligibility for the scheme, Mrs W’s application was then passed to Warmworks for us to manage the rest of the process. The first step was for us to arrange a survey of Mrs W’s property to look at what measures might help to improve the warmth and energy efficiency of her home.

*“The surveyor was grand, he just went round the house with his iPad, looking around the house and deciding what would be best for us. He said that an air source heat pump would be the most suitable measure.”*

The air source heat pump that was recommended by the survey is a renewable form of heating technology that absorbs heat from the outside air and uses it to heat the home and hot water supply. The survey recommended this together with a new heating and hot water system, as well as an additional radiator and smoke alarm.

The next step was for a technical survey to take place to agree the details of the installation with Mrs W. Once this had been completed, Warmworks organised for one of our local registered and accredited sub-contractors to fit Mrs W’s new air source heat pump and heating and hot water system, and the team arrived promptly on the agreed day, ready to begin work.

*“They were amazing. They came out at 8:30 in the morning, and they said that we should leave the house for the day, so we went up to Fort William from Oban. We were on our way back driving quite slowly at 3 o’clock and they phoned up to say, “Right we’ve finished for the day”. They said “Don’t be rushing, just take your time and come back whenever you’re ready”. One of the installers was waiting for us then he left. They came back the next day at 8:30 and I said “You know, we are just going to stay in Oban today” and they phoned at 1 o’clock having finished the job. It was absolutely fabulous.”*

Once the installation of Mrs W’s new heating system had been completed, Warmworks arranged for an independent inspection to take place to make sure that it met our rigorous quality and safety standards. The inspection also confirmed an increase in the energy efficiency of Mrs W’s home, rising from 56 before the installation of her new heating system to 70 afterwards. This should now mean that it will be easier for her and her family to stay affordably warm at home.

Mrs W also says that she has noticed a considerable difference in the warmth of her home and what she is spending on her energy bills.

*“My husband has rheumatoid arthritis and Parkinson’s, and with half a storage heater coming on, we just didn’t have any heat in the house. We had to put blow heaters on whenever our wee grandson was here. But this has made such a difference, you have no idea. In December it was three-hundred and something pounds and January just before we got the heating changed it was around the same. This was for a month of electricity and the house was not even warm. We had the air source heating put in early February and the bill at the end of February was £159, and the month after £133.*

*We are not used to a lot of heat so even though they set it at 21 degrees we turned it to 18 degrees. All the doors were open, and all the rooms were warm, which we just were not used to. It is amazing waking up in the morning and the house being warm. You have no idea, it’s totally amazing.”*

## Contact & Queries

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