



Warmer Homes
Scotland

2024 Customer
Stories

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Foreword

Nicola Mcleod
Managing Director, Scotland Division

This year marks a new chapter in the delivery of the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland.

After Warmworks was awarded the contract to deliver the second phase of the scheme we quickly mobilised our team to put the necessary arrangements in place ready to hit the ground running from October 2023, knowing that people across the country were depending on the scheme's support.

As you'll see from the stories highlighted in this booklet, we're off to a good start. All of the testimonials are from customers who have benefitted from the assistance available under the second phase of the scheme between October 2023 to June 2024.

With a new customer promise in place underpinning the service we offer; we remain committed to putting our customers at the heart of everything we do.

Our customer promise: We promise to provide our customers with a first-class, professional service. We'll take their needs into account, keep them informed and make sure they are supported every step of the way.

Working in homes across the country, from Stornoway to Stranraer and Orkney to Arbroath, we also remain committed to supporting the Scottish Government's net zero ambitions by installing low-carbon, renewable heating technology where it is suitable for our customers' homes.



Several of the stories included in this booklet are from customers who are now using these renewable forms of heating and are seeing a significant difference in the warmth and comfort of their homes – highlighting the impact the scheme has on people and families across the country.



“ We promise to provide our customers with a first-class, professional service. We’ll take their needs into account, keep them informed and make sure they are supported every step of the way. ”

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.

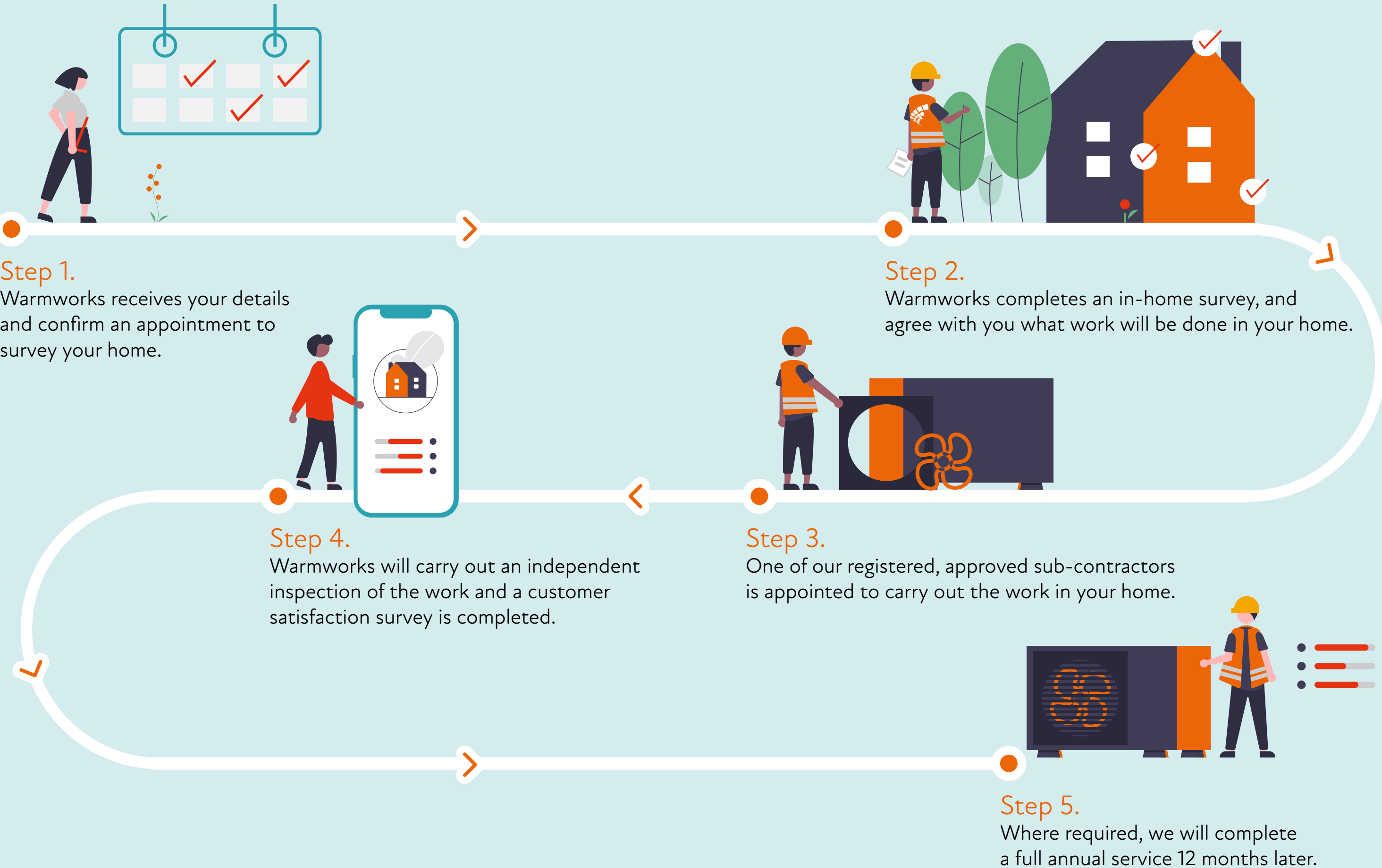
About Warmer Homes Scotland

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 35,000 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.



Our Customer Journey



Our Customers

Warmer Homes Scotland
2024 Customer Stories

Customer:

Mr C

Location:

Thurso

Date of installation:

March 2024

Installer:

McInnes Group



Measure(s) installed:

- Air source heat pump
- Hot water system
- Solar PV
- Battery storage

For more general information, please contact:

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

Mr C got in touch with Home Energy Scotland (HES) about the Warmer Homes Scotland scheme as his existing form of heating wasn't keeping him warm.

After passing a few short eligibility checks with the advisors at HES, his application was passed to Warmworks to manage the rest of the process.

The first step was for Warmworks to arrange for an assessment to be carried out to look at what energy efficiency improvements could boost the warmth and comfort of Mr C's home.

"We dealt with the assessor first, she was brilliant and so kind and helpful."

The assessment recommended a new air source heat pump for Mr C's home. This is a renewable and low-carbon form of heating technology that takes cool air from outside the house and converts it to hot air for the heating and water supply. It was recommended that this be fitted alongside solar PV, a battery storage unit and a new hot water system.

Warmworks then allocated the installation to our local registered and accredited installer, McInnes Group, who arranged to carry out a technical survey of Mr C's home. This is the stage where the details of the installation are agreed.

Once the technical survey had been completed, it was time for Mr C's new heating system to be installed.

"The installers were fantastic, what respect they had for my home. They were just terrific – absolutely great. The benefits of everything were explained very well – they made themselves available to me for any follow ups too, which was excellent."

We were delighted with everything that was offered, especially the battery."

After the installation was completed, Warmworks arranged for an independent inspection to be carried out to confirm that it met our rigorous safety and quality standards.

Mr C says that he has already noticed a difference in the heat in his home:

"I'm shocked at the amount of people that are hesitant about getting an air source heat pump, because it does work and it works perfectly! It's brilliant!"

I would absolutely recommend Warmer Homes Scotland to friends and family. We have already been recommending it to people in the village. I'd give them a 10."



Our Customers



Customer:

Mrs S

Location:

Kirkcaldy

Date of installation:

April 2024

Installer:

Everwarm



Measure(s) installed:

- Internal wall insulation
- Smart ventilation technology
- Energy efficient door

For more general information, please contact:

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

Mrs S from Kirkcaldy contacted Home Energy Scotland as she was having trouble keeping her house warm, with a faulty back door and a broken heating system.

“My back door was in a poor state of repair and my heating wasn’t working. I got in touch with Home Energy Scotland to see what help might be available to me.”

After answering a few short eligibility questions, Mrs S’ application was then passed to Warmworks to manage the rest of the process. The first step was to organise an assessment to look at what energy efficiency improvements might be suitable for her property.

The assessment recommended a package of improvements unique to her home that included internal wall insulation and a new energy efficient door, alongside appropriate ventilation to help control the airflow and temperature inside her home.

We then assigned the installation of the recommended improvements to our registered and accredited installer, Everwarm.

Everwarm got in touch with Mrs S to arrange to carry out a technical survey in her home. A technical survey goes into greater detail about what will be installed and any preparation work that is required prior to the installation. After this, it was time for Everwarm to begin the work.

“A team of three arrived to do the work I had agreed to. I had imagined disruption to my house and routine, so I was pleasantly surprised by the minimal disruption caused. The three men worked quickly and efficiently, and each morning (or the day before), they explained what they would be doing.

They were always polite and friendly without being intrusive. When they saw a problem for me (such as moving a heavy piece of furniture) they reassured me not to worry, they’d do it. They went out of their way to make sure that they were moving the furniture with care, and they were very respectful of my home. The work was done with as little mess as possible; on a rainy morning they unrolled coverings for my floors.”

Once the installation had been completed, Warmworks arranged for an independent inspection to be carried out to make sure that Mrs S’ new heating system met our high quality and safety standards.

She says that she is very happy to have received her new heating system under Warmer Homes Scotland:

“I am so pleased and would recommend the service to absolutely anyone. They have worked so hard, with no fuss and lots of respect for me.”

Our Customers

Warmer Homes Scotland
2024 Customer Stories

Customer:

Ms I

Location:

Shetland

Date of installation:

June 2024

Installer:

Hughes Plumbing and Heating
& Nordri Ltd



Measure(s) installed:

- Air source heat pump
- Solar PV
- Battery storage
- Hot water system

For more general information, please contact:

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

Ms I was finding it difficult to keep her house warm and started to research her options online to see what help was available to her to make her home warmer. That's when she found out about Warmer Homes Scotland.

"My old heating was so old, it wasn't working properly – especially in the winter. That's why I thought I'd have a look online to see what help there might be, and I'm so glad that led me to Warmworks."

After a few quick eligibility checks with Home Energy Scotland, her application was passed to Warmworks to manage the rest of the process. The first step was for an assessment to be carried out to look at what energy efficiency improvements could potentially increase the warmth and comfort of her home.

The assessment recommended that a new air source heat pump be fitted to replace her old and inefficient boiler. The assessment also recommended that this be fitted together with solar PV, a battery storage unit, and a new hot water system.

Soon after, the installation of these energy efficiency improvements was allocated to our local registered and accredited installers. Hughes Plumbing and Heating would fit Ms I's new heating system, while Nordri Ltd would install the solar PV and battery storage elements of the recommended improvements.

They got in touch with Ms I to arrange a technical survey, which discussed the installation process in greater detail and the preparation work that was required prior to the installation.

"It wasn't long after the assessment that an installer came out to take a look at things and talked me through how everything would be laid out and what would need to be done to prepare, which it turned out wasn't very much."

Once the technical survey was completed, a date for the installation was agreed with Ms I. On the day of the installation, the team arrived early and got to work straight away to install the agreed energy efficiency improvements.

"The installers were cheerful and friendly, and made me feel confident that the job was going to be done right. There was a lot of work, but it felt manageable, and I never felt overwhelmed, especially after they chatted to me about what they were going to do."

Following the installation, Warmworks arranged for an independent inspection to be carried out. This makes sure that the installation meets our high quality and safety standards, and if anything needs to be fixed, it's put right straight away.

Ms I says that moving from her old oil boiler to a new air source heat pump, alongside solar PV and a battery storage unit, has helped her to feel as though she is reducing the impact on the environment from the heating in her home.

"I am so pleased. Thank you to everyone for what I have been offered – I truly believe it is life changing."

I am so happy to get away from an oil heating system and can move to electricity; I feel like I'm playing my part in protecting the environment."

I wish I had known about the scheme earlier and applied a long time ago. I'll be recommending it to anyone I can."

Our Customers

Warmer Homes Scotland
2024 Customer Stories

Customer:

Mrs L

Location:

Kirkcaldy

Date of installation:

December 2023

Installer:

PWB Developments Ltd



Measure(s) installed:

- Loft insulation

For more general information, please contact:

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

Mrs L got in touch with Home Energy Scotland (HES) about the Warmer Homes Scotland scheme after finding that it was becoming increasingly difficult to keep her home warm.

A few short eligibility questions from HES identified that she qualified to receive support, and her application was then passed to Warmworks to manage the rest of the process.

The first step was to carry out an assessment of her home to assess what types of energy efficient improvements could potentially be installed to help increase the warmth and comfort of Mrs L's home.

"Everything was explained along the way, I was given good notice of any appointments and absolutely everyone who came to my house was courteous and professional."

The assessment recommended new loft insulation for Mrs L's home, which would help retain heat in the property and keep her home warmer for longer.

The next step involved allocating the installation to one of our registered and accredited installers based near Mrs L's home in Kirkcaldy, PWB Developments Ltd. They carried out a technical survey, and the details of the installation were discussed and agreed with Mrs L. Once this was completed, it was time for the installation to begin.

Mrs L needed some extra support to navigate the installation process and both Warmworks and PWB Developments Ltd worked closely with her to make sure that she felt safe and comfortable at every stage of the process.

"I want to thank Warmworks for the accommodations you've all made to make sure my needs were met. I have problems with my sight and hearing, but this wasn't a hindrance, which was such a relief."

I particularly want to highlight the professionalism and respect the installers showed for my home, there was absolutely no mess left."

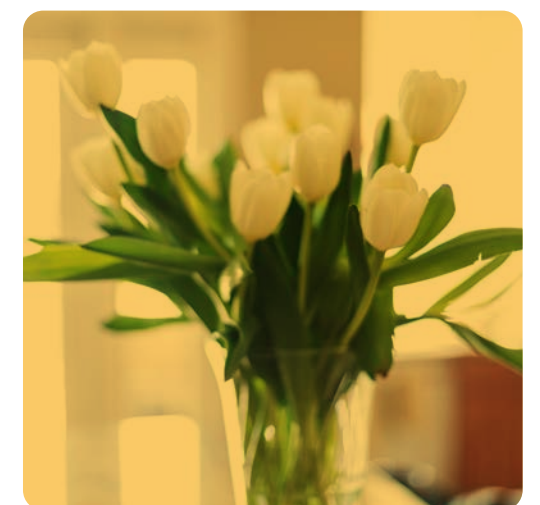
Because of the extra support I needed, they made sure I was fully aware of what was going to happen, and the sequencing of events. For me, this was really going above and beyond, their level of service was exemplary."

After the installation was completed, Warmworks arranged for an independent inspection to be carried out to make sure that it met our rigorous health and safety standards. The inspection found that the new insulation resulted in an increased energy efficiency rating for Mrs L's home, which means that it will now be easier for her to stay warm.

Mrs L has told us that she is very happy with the service she was provided under the Warmer Homes Scotland scheme.

"I want to give Warmworks and the installer five stars out of five! Everything is working well, and I know where I can go if I need anything."

Overall, though, I just want to comment on the quality of what has been done, I'm so pleased and impressed."



Our Customers

Customer:

Ms M

Location:

Paisley

Date of installation:

December 2023

Installer:

Valley Group



Measure(s) installed:

- Electric storage heaters
- Hot water system

For more general information, please contact:

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

Ms M got in touch with Home Energy Scotland (HES) about the Warmer Homes Scotland scheme because the heating system she had in her home was broken and she needed to replace it.

Once her eligibility for the scheme was confirmed by Home Energy Scotland and her details were passed to Warmworks, an assessment was arranged to look at what energy efficiency improvements could be installed to help make Ms M's home warmer and more comfortable for her.

"The assessor was fantastic, and very thorough. He talked me through what would happen and what the next steps in the process would be."

The assessment recommended new electric storage heaters and a hot water system should be installed in Ms M's home.

Shortly after the assessment was completed, Warmworks allocated the work to one of our local and accredited installers, Valley Group, who got in touch with Ms M to carry out a technical survey.

Once the technical survey was completed, the next step in the process was for the installation to begin.

"The engineers arrived promptly at 8am on the Monday morning. They immediately started covering my carpets with plastic sheeting. Soon after, I left for the day to enable them to carry on (although I was advised I could stay in a safe zone if staying in the home made me more comfortable)."

"When I arrived back home that night, all the work was finished. The place was tidy and there wasn't a speck about. They also took the time to explain the digital dial workings. I asked for something in writing as I couldn't really take it all in, but there was no need to worry as full instructions were left for me to read."

Once the installation was finished, Warmworks arranged for an independent inspection to be carried out by a Warmworks inspector to ensure that it met our high quality and safety standards. The inspection also identified that Ms M's home was now more energy efficient than before, with a five-point increase in the energy efficiency rating of the home – as measured by the Standard Assessment Procedure (SAP) – compared with before the installation.

"The inspector who attended checked everything had been done well and was happy with it. The process has been exemplary from beginning to end."

Ms M says that she is very happy with the service she received.

"Everyone was polite and very pleasant. They looked neat and tidy and that carried on throughout their work. I doubt they took much of a break with all the work they did whilst I was away."

"I am quite fussy and thought I would see something 'not quite right', but I'm happy to say that wasn't the case."

"I really appreciate and like the look of the equipment that was installed, but most importantly, delighted with Valley Group carrying out the work on behalf of Warmer Homes Scotland. I'm happy to give them a five-star review."

Our Customers

Customer:

Mr M

Location:

Stirling

Date of installation:

December 2023

Installer:

Everwarm



Measure(s) installed:

- Electric storage heaters
- Hot water system
- Solar PV
- Energy efficient doors

For more general information, please contact:

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

Mr M got in touch with Home Energy Scotland (HES) about the Warmer Homes Scotland scheme as his heating system at home was broken and he had no means to stay warm. A health condition meant that it was important for him to stay as warm and comfortable as possible. Because of his poor health Warmworks recognised that we needed to move his application forward as quickly as possible.

"My heating system was broken, and I couldn't cope with it due to my health. My support worker found out about the scheme and referred me, but because of my health I needed to make sure things happened quite quickly- I was worried this wouldn't be possible."

Once HES passed his application to Warmworks, an assessment was carried out straight away to identify what energy efficiency improvements could be put in place to replace his broken heating system and help him stay warm. The assessment recommended new electric storage heaters and a new hot water system, together with solar PV and new energy efficient doors.

Warmworks then allocated Mr M's application to Everwarm, one of our registered and accredited installers. They carried out a technical survey, which goes into greater detail about what will be installed and where, along with any preparation work that may be required.

Once everyone was happy with the work that was to be carried out, it was time for Mr M's new heating system to be fitted. The team from Everwarm arrived promptly on the agreed date, ready to begin the installation.

"I want to thank the installers and Warmworks for how hard they worked to ensure that the installation was done not only quickly but also smoothly and without any issues."

For me, making sure there was not a lot of work to be done after the installers left was a priority. It would have been really difficult for me to do this on my own because of my health."

I'm fairly sure the guys left the place tidier than when they started, the whole house was hoovered – truly outstanding!"

After the installation was completed, Warmworks quickly arranged for an independent inspection to be carried out to make sure that Mr M's new heating system met our high quality and safety standards.

"Everything was inspected, and that process was smooth too, not intrusive at all and everything was working really well."

The inspection also found that Mr M's home was now much more energy efficient than before, with a 22-point increase in the energy efficiency rating of his home. This means it should be warmer and more affordable to heat.

Speaking about his experience of the scheme, Mr M said:

"Whenever I called the office to ask a question, the person on the phone knew the answer and put my mind at ease. I've got one less thing to worry about now, thank you."



Our Customers

Warmer Homes Scotland
2024 Customer Stories

Customer:

Ms D

Location:

Thurso

Date of installation:

February 2024

Installer:

McInnes Group



Measure(s) installed:

- Air source heat pump
- Hot water system
- Solar PV

For more general information, please contact:

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

Ms D got in touch with Home Energy Scotland (HES) to enquire about the Warmer Homes Scotland scheme as the heating system in her home was broken, which was a real concern as she had young kids, and they were struggling to keep warm.

After answering a few short eligibility questions with HES, her application was then passed to Warmworks to manage the rest of the process. We organised for an assessment to be carried out to examine what energy efficiency improvements could potentially boost the warmth and comfort of her home.

This assessment recommended that an air source heat pump be fitted to replace the broken electric storage heaters in her home, alongside solar PV.

“Everything was explained right from the first appointment with the assessor. I was expecting to have to be on the phone chasing things up and finding out more information to make sure this was going to be suitable with the kids, but I didn’t need to.”

Once the assessment had been completed, Warmworks allocated the installation of the energy efficiency improvements to McInnes Group, one of our registered and accredited installers. They then arranged to visit Ms D’s home to carry out a technical survey, which is where the installation is discussed in greater detail.

With the details of the installation having been agreed, it was time to begin fitting Ms D’s new heating system and solar panels. The team from McInnes Group arrived promptly on the agreed day, ready to get to work.

“The installers did an exceptional job. I am so happy with everything, from the communication to the work, to the care afterwards.”

I was initially quite nervous about changing my heating system over but the team from McInnes Group really took time to talk through the controls with me and make sure I was comfortable and confident using the system before they left. Everything works excellently and I know how to use it easily.”

When the installation was finished, Warmworks arranged for an independent inspection to be carried out to ensure everything was installed to the highest standards and to the correct specifications.

The inspection also found that the energy efficiency improvements that were installed had considerably increased the energy efficiency of Ms D’s home, with a 23-point increase in her home’s energy efficiency rating. This means that her home will be warmer and more affordable to heat.

“Everything is working wonderfully, and the inspector confirmed it’s been fitted well too.”

Ms D says that she has noticed the difference the new heating system is having on her home and her family.

“I’ve got a young family, and this has been life changing. My house was cold and damp, but now I can afford to keep it warm without putting a huge strain on my finances. I would recommend it to those who need it and would do the process again myself.”

Our Customers

Warmer Homes Scotland
2024 Customer Stories

Customer:

Ms B

Location:

Argyll & Bute

Date of installation:

March 2024

Installer:

Insulated Render Systems



Measure(s) installed:

- External wall insulation

For more general information, please contact:

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

Ms B got in touch with Home Energy Scotland to enquire about the Warmer Homes Scotland scheme as she was finding it difficult to keep her home warm, and it was starting to have an impact on her health.

“My home was so cold, and it was making me feel ill, so I felt I needed to do something about it.”

A few quick eligibility questions determined that she qualified for support, and her application was then passed to Warmworks to manage the rest of the process.

The first step was to arrange for an assessment to be completed. This is where we look at what energy efficiency improvements could be installed to help increase the warmth and comfort of Ms B's home.

The assessment recommended external wall insulation for Ms B's property. Ms B lives in a park home, which meant there were some restrictions around the types of improvements we could offer. While we explored all the options available to her, we made sure Ms B had some temporary heaters to help her stay warm.

Once it was agreed that external wall insulation could be fitted, our registered and accredited installer, Insulated Render Systems (IRS), arrived promptly in the morning ready to get to work.

“I know my home is a bit different, and I knew things might be tricky going into this, but I just want to thank the customer service team for the effort they had put into finding out what could and could not be done, and why. I felt listened to and supported in exploring all the support that was out there.”

The team from IRS also really put my mind at ease and took pride in making sure they completed the job to a very high standard.”

Once the external wall insulation installation had been completed, Warmworks arranged for an independent inspection to be carried out. The inspection confirmed that the installation had been completed to a high standard of quality.

Ms B says that she has already noticed the difference in the warmth of her home.

“My home is so much warmer now and I'm glad I went through the process. I'd recommend others to do the same and find out what can be done to help them, absolutely.”



Our Customers

Customer:

Mr W

Location:

Renfrewshire

Date of installation:

March 2024

Installer:

TK Murray



Measure(s) installed:

- Full gas heating system
- Hot water system

For more general information, please contact:

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

Mr W had been living with a broken boiler, meaning he was finding it extremely difficult to stay warm. He decided to get in touch with Home Energy Scotland to see what support was available.

A few short eligibility questions determined that he qualified for support under the Warmer Homes Scotland scheme, and his application was then passed to Warmworks.

Mr W was 91 years old and not very confident with email or using the internet in general. This meant Warmworks liaised closely with him over the phone, providing all the relevant information that he needed at every stage of the installation

“I’m 91 and I was worried that my not understanding the internet might make the experience difficult, everything is online these days, but you were all more than willing to take the time to explain anything I needed over the phone. I can’t tell you the difference it has made.”

The first step in the process was for Warmworks to arrange for an assessment to be carried out of Mr W’s home. This is where we look at what energy efficiency improvements could be installed in his home to help increase its warmth and comfort.

The assessment recommended the replacement of his broken boiler with a full gas heating and hot water system.

Warmworks then organised for TK Murray, one of our registered and accredited installers close to his home in Renfrewshire, to complete a technical survey of his home, which goes into greater detail about what will be installed and any preparation work required before the work started.

“Everyone could not have been more patient with me, and they took the time to answer all my questions and explain what was going to happen next.”

The next stage was for the work to begin and the team from TK Murray arrived early in the morning to make a start. The installation was then completed in a day.

“TK Murray also made sure that all the documents and information I needed were easily accessible. I was worried this might not be possible because I don’t use the internet, but this wasn’t an issue for them. They made the process feel very easy”.

Shortly afterwards, Warmworks carried out an independent inspection to make sure that the energy efficiency improvements installed met our high standards when it comes to quality and safety.

The inspection identified that the energy efficiency of Mr W’s property increased by 25 points, which means that his home will be warmer and cheaper to heat going forward.

Mr W says that he is happy with the service he received under the Warmer Homes Scotland scheme:

“Every single person throughout our experience has been wonderful, from the installers to the Warmworks team. I am so unbelievably impressed with the service.”





Contact & Queries

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Scotland**
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Government