



**WARMWORKS**  
Scotland



**Warmworks Customer Stories 2020/21**



*“This booklet reflects the difficult, uncertain and extraordinary times that we have all faced over the past 18 months.”*

The stories here are told mainly from the perspective of our customers – who have consistently struggled with high energy costs and been asked to spend more time at home – as well as our team and our supply chain of registered installers, who have all had to find the best way possible to ensure that help was still available as we have navigated our way through the pandemic. Our customers have put their trust in our supply chain members to enter their homes, and our teams have protected our customers and themselves through enhanced, strengthened COVID-safety measures. For their part, our installers have exhibited the best of our values, finding innovative and creative ways to overcome the new challenges that the pandemic has created, all the while recognising the importance of making sure that our customers continue to benefit from warmer, more comfortable and more energy-efficient homes.

Reading the stories here is so important. They demonstrate what has been made possible and what can happen when our customers are placed at the centre of what we do. We know that we still have work ahead of us and we know that the challenges posed by the pandemic are far from over, but the stories of the people and families that benefit from the scheme are always the most important standard that we set for ourselves. Together with our installers, we have retained our focus on working together with each individual customer to make sure that every installation is completed within the shortest possible timeframe, and to the highest possible standard. The positive feedback here tells us that a great deal has been achieved in often very testing circumstances.

I hope that you’ll read and enjoy these powerful testimonials, taken from just a handful of the almost 3,000 households that Warmer Homes Scotland has supported in the last twelve months. The task that lies ahead for us now is to continue to make sure the scheme reaches everyone who can benefit from it, and to continue to take pride in the difference that we make to the people and families who count on our support the most.

**Ross Armstrong**  
Managing Director, Warmworks Scotland

## About Warmworks

Warmworks Scotland is a joint venture partnership between Energy Saving Trust, Everwarm and Changeworks. It was formed in 2015 to deliver the Scottish Government’s Warmer Homes Scotland programme, which is a national scheme designed to provide energy efficiency improvements to households that are in or at risk of fuel poverty. Warmworks is contracted to deliver Warmer Homes Scotland until the end of August 2022. Each of the three partners has an equal stake in the business, of one third each, and each sits, together with the Warmworks Managing Director and Independent Chair, on the Warmworks Board to ensure that the organisation provides a first-class service to the Scottish Government and to the vulnerable customers that it serves.



**Customer:**

Mrs F

**Location:**

Glasgow

**Date of installation:**

August 2021

**Measure(s) installed:**

- Gas boiler
- Heating system
- Insulation
- Hot water system
- Smoke alarm and carbon monoxide detector



For more general information, please contact:

📞 0808 156 9568

✉ enquiries@warmworks.co.uk  
warmworks.co.uk

Mrs F found out about the Warmer Homes Scotland scheme through a support organisation, and wanted to apply as she was struggling to keep her home heated and access hot water.

***“My only source of heating was to stay in bed with my electric blanket on. I was unable to have a bath - my only option was a cold shower.”***

After getting in touch with Home Energy Scotland and answering a few short questions, Mrs F was referred to Warmworks to organise a survey of her home.

***“The surveyor was a lovely chap. I hadn’t been able to clear the loft before his visit and I had wanted to cancel the survey. However, he persuaded me that he had “seen it all before” and would be able to work it out when he got here. I was worried about what he would think of the clutter, but he was charming throughout.”***

The survey confirmed Mrs F qualified to receive a new boiler and heating system, and Warmworks appointed Everwarm as the registered sub-contractor to carry out a technical survey and manage the installation process.

***“The technical survey was carried out by one of those rare people in life who go ‘above and beyond.’ He was truly a solutions-oriented person who actually cared. He must have spent more than three hours drawing up handwritten plans. I was crying when he agreed that I could have heating in my upstairs room next to the loft. This room is referred to as a ‘utility’ room in my title deeds and I pay extra for it via factors fees and community charge. I had informed him that I wanted to use the room as an office and to pursue another career that afforded me the opportunity to work from home.”***

The team from Everwarm arrived early on the day of the installation to get Mrs F’s new heating system set up for her.

***“The Technical Surveyor said he would use his top team for the job, and he did! The team went above and beyond.”***

Shortly after the installation was completed, a Warmworks inspector attended Mrs F’s home to make sure everything had been installed correctly. The inspection also confirmed that her home was now more energy efficient, with her SAP rating having risen from 45 previously to 73 after the installation was completed.

Mrs F says that she now has better access to heating and hot water in her home thanks to the measures installed under the Warmer Homes Scotland scheme.

***“Being able to have a bath without having to wait for an immersion tank to heat up is just bliss! For the first time in a long time, I slept for a solid six hours. It is so lovely to have running hot water and heating which comes on automatically depending on the setting of the thermostat which I can control. I no longer dread the winters!”***

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





**Customer:**

Mr B

**Location:**

Kippen, Stirlingshire

**Date of installation:**

February 2021

**Measure(s) installed:**

- Air source heat pump
- Radiators
- Smoke alarm
- Carbon monoxide detectors



For more general information, please contact:

📞 0808 156 9568

✉️ [enquiries@warmworks.co.uk](mailto:enquiries@warmworks.co.uk)  
[warmworks.co.uk](http://warmworks.co.uk)

Mr B had heard of the Warmer Homes Scotland scheme through TV adverts, and decided to do some internet research to find out what help was available.

His home was built in the late 1930s, with a very poor energy rating and an inefficient old heating system. He also had an oil boiler, which meant he was using kerosene oil to heat his home, and he wanted to find a way to move away from his existing system.

*“I took into account the environmental impacts of having kerosene fuel transported to my address.”*

Mr B applied to the Warmer Homes Scotland scheme just before Christmas 2020. He wanted to find out what support was available to install a more energy-efficient way of heating and providing hot water for his home.

After his application was completed, a survey was carried out. This survey found that Mr B’s home was inefficient and wasn’t fully heating several areas of his home. Shortly afterwards, a technical survey was completed by BRB Heating, which determined that he should have an air source heat pump and radiators installed, as well as a smoke alarm and carbon monoxide detectors.

*“The installation was carried out much sooner than expected, during February 2021. Incredibly, the application was only submitted several weeks before to Warmer Homes Scotland. To my amazement, it only took one and a half days. Thankfully, this was quick as the installation took place during one of the coldest periods of the winter.”*

These measures were all installed without any cost to Mr B.

*“With the assistance of the Warmer Homes Scotland team, I was surprised to learn that I did not have to contribute. Initially, I was enquiring about help to finance a new heating system for my home.”*

With the measures now installed in his home, Mr B now says that he is already noticing the difference they are making.

*“There is a big, noticeable improvement with my home being warmer. I have more peace of mind that the heating system which was installed is the best and most efficient green energy heating system available. I now have constant hot water, which is something I did not have before.”*

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





**Customer:**

Mrs A

**Location:**

Thurso, Highlands

**Date of installation:**

September 2020

**Measure(s) installed:**

- Hot water system
- Electric storage heaters
- Smoke alarm



For more general information, please contact:

📞 0808 156 9568

✉ [enquiries@warmworks.co.uk](mailto:enquiries@warmworks.co.uk)  
[warmworks.co.uk](http://warmworks.co.uk)

Mrs A had an old heating system that didn't properly heat her home, and she found that her inefficient heating system was becoming too expensive to run.

*"It was becoming financially painful and quite clear the system needed to be upgraded to modern standards."*

After a few short questions were answered in a call with Home Energy Scotland, Mrs A was referred to Warmworks to arrange for an initial survey to take place.

*"The survey was absolutely excellent, very professional and entirely in compliance with COVID regulations. They arrived perfectly on time and couldn't have been more professional. We were given plenty of information, making it clear what to expect."*

The survey confirmed that Mrs A was eligible to receive a new hot water system and modern, efficient, high heat retention electric storage heaters. Warmworks then appointed our local sub-contractor to manage the installation process, and a technical survey was arranged to discuss everything in more detail with Mrs A.

*"Everything was explained at just the right level. It was easy to understand what was to be expected."*

Shortly after the technical survey, the installation began, and the sub-contractor team arrived early to get Mrs A's new heating system set up.

*"The installation was tremendous. It was absolutely spot on. It was only one day. They arrived early in the morning and got the job done that day. You wouldn't have even known they were in the house apart from the fact there was a new heating system. It was great, it was honestly perfect."*

Not long after the installation was completed, a Warmworks inspector visited Mrs A's home, and confirmed that there was now a considerable increase in her home's energy efficiency, rising to a SAP rating of 59.

The new heating system has made a difference to the warmth in Mrs A's home, and her energy bills.

*"The difference in the level of heat in the house is very noticeable, very noticeable. They also put in smoke alarms, which was very reassuring. We are already looking at a reduction in our fuel bills of between 25 and 30 percent."*

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







**Customer:**

Mr N

**Location:**

Cupar, Fife

**Date of installation:**

July 2021

**Measure(s) installed:**

- Air source heat pump
- Hot water system
- Heating system
- Smoke alarm and carbon monoxide detector



For more general information, please contact:

📞 0808 156 9568

✉ enquiries@warmworks.co.uk  
warmworks.co.uk

Mr N had been relying on a stove to heat one room in his home, and was only able to have hot water for a couple of hours each day, when he got in touch with Home Energy Scotland (HES) for heating advice. It was then that he found out about Warmer Homes Scotland.

*“We were spending much more than our income could really afford on electric heating, so we just weren’t using it. I contacted Home Energy Scotland initially to get some advice on heating. We had been thinking about putting in a new system and I just wondered with being on PIP whether it would make any difference and they recommended the scheme.”*

After answering a few questions from HES, it was confirmed that Mr N qualified for help under Warmer Homes Scotland, and he was referred to Warmworks for an initial survey to be arranged. It was at this survey that it was recommended Mr N receive an air source heat pump, a form of renewable technology that absorbs heat from the outside air and uses it to heat the home and hot water.

*“The surveyor thoroughly checked everywhere and decided what was the best system to offer us, and where was best to place the radiators.”*

Shortly afterwards, Warmworks appointed a local sub-contractor who would carry out the work. They got in touch with Mr N to organise a technical survey and discuss the installation in more detail.

*“At the technical survey, they agreed with us exactly where the air source heat pump and radiators were going to be placed. We also discussed any issues and technical questions we had with them, and it was all settled there.”*

On the day the installation began, the team began arrived early to begin work on installing Mr N’s new heating system.

*“The company itself was excellent, they kept us up to date with what was going on. Initially it was meant to take three days, but it ended up taking four days – but they highlighted that as soon as they knew that was going to be the case. With it being an older house, they were coming across a few problems that they hadn’t expected. I can’t fault them, they were very helpful and very communicative. I was actually quite shocked at how clean the place was when we came back! They were excellent, I really cannot fault them.”*

A few days later, a Warmworks inspector visited Mr N’s home to ensure that everything had been installed correctly. The inspector also confirmed a considerable increase in the energy efficiency of Mr N’s home, which now has a hugely increased SAP rating.

Mr N has noticed a considerable difference, not only in the warmth and comfort of his own home, but also on his health.

*“Mentally, it has made a huge difference – I used to just dread every winter coming, and really found it quite depressing, so the fact that we now have a system that can take that side of it away is definitely improving my health. I’m looking forward to having a winter – the first in many years – where I don’t stress out about the fact that I am freezing in most of the house.”*

*“I won’t any longer have to go into the kitchen and actually see my breath trying to cook tea, which has happened in the past. It’s also nice to have hot water when we need it, prior to that we were having to switch on the heating for a couple of hours every day and that was costing a lot of money. I’m very happy with what I have seen so far.”*

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



## OUR CUSTOMERS



### Customer:

Mrs D

### Location:

Skelmorlie, North Ayrshire

### Date of installation:

March 2021

Mrs D had a broken boiler, and she was struggling to use an old system for heating her home. She saw a TV advert for the Warmer Homes Scotland scheme and wanted to find out more.

***"Our boiler wasn't reliable, and we had been having a lot of issues with it over the last few months, it was also very old. We were spending a lot of money on an automatic system, and we were never very happy with it."***

After she completed her Warmer Homes Scotland application, a survey of Mrs D's home was carried out. This recommended that a new gas boiler be installed, along with a smoke alarm and carbon monoxide detector. All of these measures were installed without any cost to Mrs D.

***"It only took about three to four hours. The installers were all excellent, and all had on the correct PPE."***

Thanks to the measures that were put in place in her home, Mrs D's energy rating (SAP) went from 30 to 73, meaning that her home is now a lot more energy efficient. She says that she is now finding a difference with the new measures the Warmer Homes Scotland scheme put in place for her:

***"It's given me more peace of mind and is much easier to work. With the old system, I always had to shout on my husband to do this, and do that, but now I can do it myself. Also, the hot water is constant now and we don't need to put the heating on to get hot water which we had to do previously."***

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

### Measure(s) installed:

- Gas boiler
- Smoke alarm
- Carbon monoxide detector



For more general information, please contact:

📞 0808 156 9568

✉ [enquiries@warmworks.co.uk](mailto:enquiries@warmworks.co.uk)  
[warmworks.co.uk](http://warmworks.co.uk)







**Customer:**

Mr L

**Location:**

Glasgow

**Date of installation:**

January 2021

**Measure(s) installed:**

- Gas boiler
- Heating system
- Smoke alarm
- Carbon monoxide detector



For more general information, please contact:

📞 0808 156 9568

✉️ [enquiries@warmworks.co.uk](mailto:enquiries@warmworks.co.uk)  
[warmworks.co.uk](http://warmworks.co.uk)

Mr L had been looking for help after being left with no heating or hot water in his flat, when he came across information online about the Warmer Homes Scotland scheme.

*“I was freezing! I was so cold. The flats I live in are okay, but when it’s cold, it’s cold.”*

After answering a few short questions in a call to Home Energy Scotland, Mr L was referred to Warmworks to allow a survey of his home to be completed.

*“The surveyor said the boiler was old, and even if it was working, it was still inefficient and needed to be replaced. That again was a great big plus to me. He gave me a lot of good information and talked me through the process to come.”*

The survey confirmed that Mr L was eligible to receive a new gas boiler and heating system under the Warmer Homes Scotland scheme, and Warmworks then appointed our local sub-contractor, City Technical, to oversee the installation process. A technical survey was then arranged to discuss the installation in more detail with Mr L.

*“He really pointed out to me why my boiler hadn’t been working well, he was very good and gave me a lot of information. Everything was a 10/10, I couldn’t fault anybody for anything, and that in itself helped.”*

The team from City Technical arrived early in the morning of the installation to get Mr L’s new heating system up and running.

*“It couldn’t have gone any better, it really couldn’t have. The guys were on time in the morning, and they were friendly. They did a much better job than I had anticipated in any fashion, and also cleaned up after themselves. All I had to do was sit back and put the heating on and enjoy the heat!”*

Shortly after his new heating system was installed, a Warmworks inspector visited Mr L’s home to check everything had been done correctly. The inspection confirmed that his home was now much more energy efficient, with an increased SAP rating of 41 points, having gone from 33 previously to 74 now.

Mr L says that not only has he seen improvements in the warmth of his home, but also in his own health too.

*“Since it’s been installed, there’s been an improvement in my mental health. I am still gobsmacked that a couple of months ago I was sitting with several layers on, cold all the time, I was never warm. I would have to go to my bed and I would end up feeling suffocated with so many layers. Now, I am much more balanced. I have definitely seen improvements in both my mental and physical health due to the fact I have working heating and hot water again. It’s just so lovely, you don’t realise how important those two things are until you don’t have them.”*

*“It’s given me much more peace of mind, and again, I am so elated I didn’t have contribution to make as I was expecting to get into some debt. I feel like I have won the lottery.”*

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





**Customer:**

Mrs E

**Location:**

Glasgow

**Date of installation:**

February 2021

**Measure(s) installed:**

- Air source heat pump
- Heating system
- Hot water system
- Smoke alarms



For more general information, please contact:

📞 0808 156 9568

✉️ enquiries@warmworks.co.uk  
warmworks.co.uk

Mrs E's energy bills were costing her between £300-400 per month. She had been looking for support to bring down her costs when she found out about the Warmer Homes Scotland scheme.

*"I am disabled, and the cold weather can affect my legs, and I was trying really hard not to use my boiler because it was just too expensive. So, a lot of the time, I was sitting with cardigans and jumpers on, it was really terrible. I was phoning around for help and found that all of the free boiler replacements I was coming across were all for gas, there was nothing for electricity. I was nearly giving up, when I was told by a lady who works for a boiler company that I should call Home Energy Scotland, and they put me in touch with Warmworks."*

After completing her Warmer Homes Scotland application, a survey of her home was carried out to look at what measures Mrs E could benefit from.

*"The surveyor was brilliant. She was very friendly but professional. She went right round and took note of what I already had and discussed with me different options I could consider."*

Warmworks then appointed BRB Heating Ltd as the accredited sub-contractor to manage the installation of Mrs E's new heating system.

*"The gentleman came out. Again, he was very friendly and professional, and gave me options to choose from. It was fabulous and really informative."*

The installation was carried out at a time of particularly cold weather, when heating her home was even more critically important to her.

*"The snow was so bad in Glasgow - we were knee high up in snow. BRB Heating said that I could leave them to get on with it and they would phone me when everything was finished. I had been told it would probably be a two-day thing, but I said to one of the team that I am disabled and I would really appreciate it if they could do it in one day. They said that they couldn't promise anything, but they would see what they could do - and it was done in one day!"*

*"I cannot praise BRB Heating enough - they were so friendly and professional. They fitted the system in one day. They also all wore the correct PPE as well. I was apprehensive about having people in the house, but it's been a very positive experience."*

Thanks to the measures that were put in place, Mrs E's home is now more energy efficient, with her SAP rating having gone up from 42 to 69.

*"This changed my life. My boiler was broken, and to give you an example, I was being charged £1.50 an hour for my old boiler, I am now averaging £3.35 a day with the new system. My flat is now constantly warm and very comfortable, and I have hot water on tap."*

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

## OUR CUSTOMERS



### Customer:

Mrs W

### Location:

Glasgow

### Date of installation:

March 2021

### Measure(s) installed:

- Gas boiler
- Heating system
- Smoke alarm
- Carbon monoxide detector



For more general information, please contact:

📞 0808 156 9568

✉ [enquiries@warmworks.co.uk](mailto:enquiries@warmworks.co.uk)  
[warmworks.co.uk](http://warmworks.co.uk)

Mrs W had no heating or hot water in her home and was worried about the safety of her boiler, having noticed that water had begun leaking from it. She had been left disappointed by a number of other schemes when she came across Warmer Homes Scotland and got in touch with Home Energy Scotland to see if she would qualify for help.

*"I had been going online and there were lots of adverts for free boilers and grants in Glasgow, but each one I tried I was getting knocked back. Some said I needed to have cavity and loft insulation as part of the deal, I just felt like giving up. So, I am glad I decided to contact Home Energy Scotland."*

Mrs W was then referred to Warmworks to allow a survey of her home to be arranged.

*"The surveyor came out and did a thorough check of all the rooms. He was wearing all the right PPE and was all covered, he was very good. When he finished, and he said I qualified, I nearly fell off my couch!"*

Once it was confirmed that Mrs W qualified for a new heating system under Warmer Homes Scotland, Warmworks appointed our local sub-contractor, Alba Gas, to manage the installation process. A technical survey was arranged to discuss the installation work in more detail and look at any preparation work that needed to be done.

*"I have real hardwood flooring in my flat, and the older pipes weren't suitable, so I was a little worried that they were going to say I had to lift them all. But the technical guy said he could just put the pipes through the loft and down the wall instead."*

On the day of the installation, the team from Alba Gas arrived early to get Mrs W's new heating system set up.

*"They arrived promptly at 8am, and they were very polite. They cleaned up after themselves and were finished by about 3pm. They were so clean and tidy, they cleaned up as they went. They worked really well together too and kept me and each other informed what they were doing throughout the whole installation process."*

Shortly after the installation of Mrs W's new heating system was complete, a Warmworks inspector visited her home to ensure everything had been installed correctly. Her home was now much more energy efficient, with an increased SAP rating of 33 points, going from a previous SAP rating of 45 to 78.

*"The inspector said the work was very well done."*

Mrs W says that she is now noticing the difference her new heating system is making.

*"I can now have a cosy bath, which before I couldn't do. The radiators heat up really well and the flat is pretty warm. It's improved my general health as well, I can now sit in the house with just a t-shirt on, I used to have to sit with a cardigan on! I've also recommended the Warmer Homes Scotland scheme to my neighbours."*

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







**Customer:**

Mrs G

**Location:**

Inverness

**Date of installation:**

July 2021

**Measure(s) installed:**

- Heating system
- Heating system insulation
- Gas boiler
- Hot water controls
- Smoke alarm and carbon monoxide detector



For more general information, please contact:

📞 0808 156 9568

✉ [enquiries@warmworks.co.uk](mailto:enquiries@warmworks.co.uk)  
[warmworks.co.uk](http://warmworks.co.uk)

Mrs G had an old boiler that wasn't fully heating her home. She saw information about the Warmer Homes Scotland scheme online and called Home Energy Scotland (HES) to find out more.

*"The boiler I had was over well over 30 years old, the cost was not good either. Although, worst of all the boiler used to be awfully noisy and the heating used to always go off."*

Her short call to HES confirmed she qualified for help under Warmer Homes Scotland, and she was then referred to Warmworks for an initial survey to be arranged.

*"The surveyor was lovely, very efficient and she told us what we are eligible for through the scheme."*

The survey confirmed that Mrs G was eligible to receive a new gas heating system, which was completely free of charge.

*"I had applied under the assumption that I was only going to get help with a boiler. I was surprised that everything on my application was covered through the scheme."*

Warmworks then appointed a registered sub-contractor who would carry out the work, and a technical survey was arranged to discuss the installation further.

*"Everything was explained thoroughly and they offered support if I needed it."*

On the day of the installation, Warmworks' sub-contractor arrived early to get Mrs G's new heating system in place.

*"The installer had started immediately and they had completed the whole system by 3pm on the same day. I couldn't believe it. They followed COVID-19 regulations, such as opening windows and wiping surfaces. They even left their number and urged me to contact them if I had any concerns."*

A few days after the installation, an inspector from Warmworks attended Mrs G's home to make sure the heating system had been installed correctly and to a high standard. Her home went from an SAP rating of 62 before the installation to 72 after, meaning that her home is now more energy efficient.

*"The inspector was very helpful. He checked the system and was happy with the heating system. He could not find any faults."*

Mrs G says that her home is now warmer, thanks to the measures which were installed.

*"We are already showing reduced bills, but I'll probably see the biggest difference in the winter. The heating itself heats the home more evenly and is very quiet."*

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





**Customer:**

Mrs S

**Location:**

Girvan

**Date of installation:**

June 2021

**Measure(s) installed:**

- Gas boiler
- Loft insulation
- Heating system
- Smoke alarm and carbon monoxide detector



For more general information, please contact:

📞 0808 156 9568

✉ [enquiries@warmworks.co.uk](mailto:enquiries@warmworks.co.uk)  
[warmworks.co.uk](http://warmworks.co.uk)

Mrs S' boiler had broken down when it was recommended that she get in touch to find out about help available under the Warmer Homes Scotland scheme.

*"My old gas boiler wasn't working and I badly needed a new one. I was ill at the time and I'd just used what little bit of savings I had for the double glazing. I didn't have the finances to go ahead and get a new boiler."*

Once it was confirmed that Mrs S was eligible for help through Warmer Homes Scotland, her details were passed to Warmworks to arrange a survey.

*"The surveyor came out and had a look and took all the right COVID precautions. I was told I qualify, and I asked about having the boiler moved down from upstairs, because I couldn't keep going up the loft ladder. I thought I might have to pay a contribution to make this happen, but I was told I wouldn't need to, and that they could go ahead with the work."*

Warmworks then allocated a registered local sub-contractor to manage the installation of Mrs S' new boiler and heating system, and a technical survey was arranged. The technical survey is where the work is discussed in more detail, including any preparation work required ahead of the installation.

*"They came down, did a checklist, then said they were a bit concerned because of the laminate flooring as it hadn't been down longer than a year. They said they may have to go through some of it, but they'd try their best not to. They went under the floorboards to have a look, and said they can't promise, but they would do as little damage as they could, and that's what they did, it was great."*

On the day of the installation, the sub-contractor team arrived early to begin putting Mrs S' new heating system in place.

*"They came when they said they would, I came down in the afternoon just to check but they said I couldn't go into the kitchen due to all the tools. I then came back down at night, and they really did work right through and even worked late to try and get the work finished. They said they would need to come back the next day to finish it, which they surely did."*

*"They were on the ball regarding social distancing. They had their masks on, they were spot on. I even offered them a cup of tea and they said no, we're not allowed! I said oh, nobody's going to know! But they made sure to stick to COVID protections."*

After the installation of her new heating system was completed, a Warmworks inspector attended Mrs S' home to make sure it had been done correctly and to a high standard.

*"When the work was all complete the inspector came when he said he would. I must admit, I was very impressed because every appointment that was made, they did turn up on time. He kept his distance, he had his mask on, he went through, checked everything, and passed it all."*

Mrs S is now noticing how her new heating system is making her home warmer and saving her money on her energy bills.

*"It heats up pretty quick, it's a very good system and my heating bills certainly aren't as expensive. Especially the loft insulation, the house is so much warmer. It's definitely given me a lot more peace of mind, and I'm a lot happier."*

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







**Customer:**

Mrs H

**Location:**

Perth

**Date of installation:**

April 2021

**Measure(s) installed:**

- Air source heat pump
- Secondary heating system
- Hot water system
- Smoke alarms



For more general information, please contact:

📞 0808 156 9568

✉ enquiries@warmworks.co.uk  
warmworks.co.uk

Mrs H was having trouble keeping her home heated and found out about the help available under Warmer Homes Scotland online after her partner recommended the scheme to her.

*“I was having problems with my old electric heaters. I was finding it difficult to control them. They were either over heating or not heating up enough. The bills were going to be enormous, so I decided I needed to look into something else. I was always getting so stressed with the heaters and the high bills.”*

After answering a few questions from Home Energy Scotland, it was confirmed that Mrs H was eligible to receive help under Warmer Homes Scotland, and she was referred to Warmworks for an initial survey to be arranged.

*“The surveyor came and advised we’d need seven radiators. He was very nice, and very informative.”*

The survey also confirmed that Mrs H was eligible to receive an air source heat pump, a form of renewable heating technology that absorbs heat from outside air and uses it to heat homes and hot water.

*“I was advised though that because I was on PIP I didn’t have to pay anything. I would have happily contributed and we would have gotten it anyways, definitely.”*

A short while later, Warmworks appointed a local sub-contractor who would carry out the work. The team got in touch with Mrs H to arrange a technical survey and discuss the installation in more detail.

*“The guy came out, he drew a map and gave us the floor plan and highlighted it when we’d need to bring flooring up. He showed me where everything would be fitted. It felt like absolutely no time at all we were getting it fitted, I could not believe it!”*

Soon afterwards, the installation began, and the team worked hard to ensure Mrs H’s new heating system was installed as efficiently as possible.

*“Everything arrived a few days before and it was offloaded in my garage. Then, they came the following Monday, it was really quick, and we actually came round on the day to see how far on they were, and they were all working, and it was going so well! The next morning, they came back to sort all their stuff out and that was it, that was it done.”*

A Warmworks inspector then visited Mrs H’s home to ensure everything had been installed correctly and to a high standard. The inspection also confirmed that her home was now more energy efficient, with her SAP rating having increased by 21 points.

Mrs H has already noticed a difference in the warmth and comfort of her home.

*“It’s definitely had an impact on my wellbeing, as I worry less about the high bills. At least I am now warm and comfortable. Before, I was either cold or I was roasting.”*

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





**Customer:**

Mrs M

**Location:**

Glasgow

**Date of installation:**

June 2021

**Measure(s) installed:**

- Gas boiler
- Heating system
- Heating insulation
- Smoke alarms and carbon monoxide detector



For more general information, please contact:

📞 0808 156 9568

✉ [enquiries@warmworks.co.uk](mailto:enquiries@warmworks.co.uk)  
[warmworks.co.uk](http://warmworks.co.uk)

Mrs M heard about the Warmer Homes Scotland scheme from a friend at a time when she needed to replace her boiler, and got in touch with Home Energy Scotland.

*“I’m a homeowner, and a single parent working part time. Our boiler was condemned and I didn’t have any money to do a re-fit.”*

After answering a few short questions, it was confirmed that she was eligible to receive help from the scheme, and Mrs M was referred to Warmworks to allow an initial survey to be arranged.

The survey recommended that Mrs M receive a new boiler and heating system, and shortly afterwards, Warmworks appointed a local sub-contractor, BRB Heating, to manage the installation.

*“The technical survey went well, he came in and ran through what he was doing with the process - that he was having to check every room and do the assessment and would let me know at the end of it, and that’s exactly what he did.”*

On the day of the installation, the team from BRB Heating Ltd arrived early to begin putting Mrs N’s new heating system in place.

*“As there’s not much room in the house and I had to get the flooring lifted, the house was kind of upside down. As they knew it was going to be like that and I had the four kids, BRB said they would get all the material delivered to themselves and bring it in the morning so I didn’t have to deal with that as well. They all came first thing in the morning and asked if there was anything I had to do, then just took my details and said they would give me an hour’s notice before they were finished and then I could come back.”*

*“When all the work was done in the house, you couldn’t even tell that they had been in! I was dreading the whole experience to be honest, because I suffer really badly from anxiety, but there was no damage and everything was pristine – they had protected all the stairs, they dealt with the laminate and other issues, and everything was put back everything was amazing, from start to finish. Honestly, the problem solving that they did to ensure there was no damage at all was great.”*

Shortly after the installation was completed, a Warmworks inspector attended Mrs M’s home to ensure the new heating system had been installed correctly, and confirmed that the energy efficiency in her home had increased by 15 points, with her SAP rating rising from 42 to 57.

Mrs M has already noticed the difference having the new heating system in place is making.

*“Since having the work done, I’ve had the heating on twice. As soon as it goes on, my whole house is absolutely roasting, the heating has never been like this.”*

*“I worry less about future bills, knowing that it’s all looked after and it’s not going to be a big bill that I will have to find the money for. It does give you more peace of mind, knowing there’s a big thing already sorted.”*

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







**Warmworks Scotland LLP**

1 Carmichael Place  
Edinburgh  
EH6 5PH  
Tel: 0808 156 9568

[warmworks.co.uk](http://warmworks.co.uk)

