



CASE STUDY - RAM QUARTER



PROJECT SUMMARY

CLIENT

Rendall & Rittner/
Greenland UK

PROJECT

Operation &
Maintenance

TIMESCALES

2018 - Ongoing

KEY FEATURES

- > CHP ENERGY CENTRE
- > DISTRICT HEATING & COOLING NETWORK
- > HEAT INTERFACE UNITS
- > CHILLED EQUIPMENT

> RAM QUARTER

LOCATION: WANDSWORTH | LONDON

Ram Quarter is a new-build development which will eventually provide 713 homes across three phases with commercial and retail units. The first phase has provided 338 apartments over 6 new buildings and we provide operation and maintenance services for the energy centre and heat interface units (HIUs).

We manage the supervision of all planned maintenance duties with our engineers visiting site weekly to carry out preventative visual and aural checks on all equipment, and provide on call services for reactive maintenance. We fulfil targeted activities to ensure the system is running efficiently and use a specialist software to monitor the scheme remotely. This scheme requires additional maintenance plans due to the existence of a separate chilled plant room featuring two chillers and more than 20 pumps so our engineers complete weekly inspections of the equipment, and take meter readings that are all detailed in the

monthly client reports.

The HIUs in each dwelling are serviced every two years. This takes roughly 30 minutes during a booked time agreed with the resident. The servicing consists of checks of the heat meters to ensure readings are recording correctly, cleaning of components to make sure the valves and pumps are working as they should be, and temperature checks of the hot water.

Our service agreement lasts for one year which allows flexibility for the client as it gives the option for KPIs and terms to be revised to maximise the efficiency of the scheme.