



PROJECT SUMMARY:



CLIENT

Westminster City Council

PROJECT

Fisherton Street

THE BENEFITS:

- > Comprehensive Operation & Maintenance service ensuring optimum performance.
- > Outstanding customer service, from in-home welcome pack to on-going customer support.
- > Structured onboarding of site to give customers a seamless moving in and setting up process.

PROJECT OVERVIEW

The Fisherton Street scheme is a pioneering mixed-tenure development in the heart of the Church Street neighbourhood near Edgware Road, that will transform the area with new homes, community amenities and exciting public realm. The scheme is the first to be delivered by Westminster Builds, Westminster City Council's self-development arm, and is the product of a joint venture between Westminster and Linkcity.

The scheme consists of apartment blocks and townhouses are a core part of the larger Church Street redevelopment supported by a sports hall, community space and extensive green spaces which are transforming the Church Street area into a sustainable community.

The newly built development

consists of 171 homes and a sport centre which are connected to the site's Low Temperature Hot Water (LTHW) System and comfort cooling system. Enabling a low-carbon lifestyle has been a key pillar of the project from the outset.

The homes are heated using ultra-low carbon air source heat pumps for both heating and hot water, with some properties also having cooling facilities. Vital Energi were awarded the three-year contract through a competitive tendering process for the contract energy management services, which included the commissioning of the heat meters, deliver metering and billing services, including customer support and deliver operation and maintenance services.

VITAL SOLUTION

Vital Energi have been selected to deliver comprehensive community heating and comfort cooling services for the Fisherton Street development; which includes operation and maintenance of the energy centre, substations, distribution pipework, terminal units within the flats; heat interface units, condensers and fan coil units. We also provide metering & billing services to the 163 residents connected to the communal heating; of which 109 also have cooling.

The client's prime objective was to

partner with a company who deliver a high level of customer service to their residents and work collaboratively with a number of key stakeholders. Providing a reliable, consistent supply of heating, hot water and cooling and a Heat Network (Metering and Billing) Regulations compliant solution, which was accurate, reliable and underpinned by friendly, knowledgeable customer service staff.

All residents on the development will have access to our Glass App & Portal, which is our smart metering and billing

Fisherton Street was delivered in accordance with the London Plan to achieve at least a 35% improvement in CO2 emissions over and above Building Regulations.



All works undertaken by Vital Energi are both in-line with the current CIBSE code of practice and meet the requirements of the Heat Trust, an organisation designed to help customers receive affordable, reliable heating and hot water.

platform, providing residents and the operator with visibility over their energy usage and spend, whilst also streamlining payment processes. We are delivering a comprehensive operations and maintenance package which gives us wide-ranging responsibility for all testing, operation, maintenance and repair services across the energy scheme.

How the system works

The energy centre contains a 230kW Trane RTSF 110 heat pump and 3No. Hamworthy Wessex Modumax MK3 gas boilers (428.4 kW each). Heating and hot water is provided to all dwellings via heat interface units (HIUs).

The comfort cooling is provided via 12No. variable refrigerant flow (VRFs) LG condensers are installed on the roof of Block A, providing energy via fan coil units (FCUs). Each condenser supplies the energy for all FCUs at that core floor level.

A collaborative relationship

We worked collaboratively with the client; Westminster Council and Linkcity (Developer), POD Management (Managing Agent) and Zephyr (Customer relations management) to onboard the site, ensuring the residents received the best customer service and a seamless moving in and set up process.

A comprehensive suite of services, beginning with commissioning

Our first involvement with this project involved commissioning the 163 heat meters which were attached to heat interface units. The meters take accurate readings of the amount of heat which each home uses and this data is used to calculate bills.

We ensured each meter was functioning correctly and transmitting data to our online platform, where it is securely stored.

Taking responsibility for customers' heat and comfort cooling

As part of the contract, it is Vital Energi's responsibility to ensure that all Fisherton Street customers receive reliable heat and cooling at all times and maintain and operate the system so it performs as efficiently as possible and delivers the best value for money for customers.

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Vital achieve this through a variety of ways which include monitoring, collecting and analysing data to ensure optimised performance, scheduled maintenance, regular visual inspections and testing and ensuring all maintenance is delivered in accordance with best practice and manufacturers specifications.

Delivering reliable heating and Cooling

We monitor the energy centre and network systems 24 hours a day, including the BMS system and all other data acquisition equipment, to facilitate efficient and uninterrupted supply of heat to customers. If there is an interruption we will be notified and either remotely reset the system or be onsite usually before a resident would notice.

Additionally, we monitor the water quality of the network through comprehensive water quality management. This includes quarterly testing and dosing in accordance with BSRIA BG50/2021.

We provide planned maintenance for both the communal heat and comfort cooling network from the energy centre to the dwellings and service the heat interface units on a biennial basis and the fan coil units on a biannual basis.

We provide monthly reporting which includes operational and

energy efficiency data for the energy centre, heat network and comfort cooling system.

We are responsible for the reactive maintenance and provide a 24/7 callout service; emergency call outs are attended within 4 hours.

Creating a warm first impression with the Welcome Pack

Metering and billing systems can be unfamiliar and take some time to get used to, so we create bespoke welcome packs for residents which have all the information they need to get the very best out of their new system.

Creating a hybrid billing system to suit the customer and client

All homes which receive heating are on a pre-payment scheme, which comes with multiple ways to easily top up. Cooling services are issued as quarterly credit billing and bills are sent via email and the Glass App & Portal.

Access to the Glass App & Portal

All residents living on the development get access to the Glass App & Portal. Glass was designed to bring visibility to customers energy usage so they can see when and how they use heat. This leads to more informed decisions and studies have shown that 85% of people with access to this type of data are able to lower their energy spend.

The app also makes simple tasks, such as topping up your prepayment meter much quicker and easier.

Customer Service & Customer Care

Should residents need assistance, we have a UK-based customer care centre team, who are available to support residents with their metering, billing and energy queries. Should there be any issues with the heat interface units, residents can simply call their property management, who will arrange for Vital Energi to attend.