



#### PROJECT SUMMARY:



**CLIENT**  
Greenland

**PROJECT**  
Ram Quarter

**TIMESCALE:**  
2018 - Present

#### THE BENEFITS:

- > Extensive maintenance schedules for energy centre and separate chilled plant room
- > Management and monitoring of a large scale site, organising the completion of manufacturers' servicing
- > Responding to and resolving any call-outs regarding residents' supply and HIUs
- > Yearly rolling contract allowing greater flexibility for the client

## PROJECT OVERVIEW

Ram Quarter is a new-build development situated on the grounds of the former Young's Brewery in Wandsworth which has been brewing beer since 1533. The mixed-use development will eventually provide 713 homes across three phases, with commercial units, restaurants and cafés which have been designed to reflect the heritage features of the existing iconic listed brewery buildings.

The first phase has provided 338 apartments over 6 new buildings and we collaborated with Ardmore's professional team to coordinate the design and build of the energy solution, and have since been providing operation and maintenance services for the energy centre and heat interface units (HIUs).

## VITAL SOLUTION

The energy solution consists of two 229kW CHP engines, two 25,000 litre thermal stores, four 963kW boilers with the capacity for another boiler, and two 1MW chillers. We also installed HIUs and heating and cooling meters into all dwellings, and fitted the

risers and laterals for the project. The scheme was completed in 2018 and Vital has since been responsible for all operation and maintenance services for the energy centre and HIUs.



*We provide 24 hour call out services in the event of complete failure of supply.*

***Comprehensive planned and reactive maintenance of the energy centre and the separate chilled plant room***

We manage the supervision of all planned maintenance duties, both arranging the manufacturers' servicing of key plant items, and fulfilling the maintenance of all other system components. Our engineers visit 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. Our engineers complete weekly inspections of the equipment, monitoring for any leaks, drips or unusual sounds, and take meter readings that are all detailed in the monthly client

reports.

The manufacturer completes annual and bi-annual servicing of the equipment, which is scheduled far in advance to keep disruption of supply to a minimum: annual servicing includes all major plant such as boilers, CHP engine, BMS system and pumps; bi-annual servicing takes place for the fire and gas alarms and chillers. Servicing is an essential part of maintaining an energy scheme because it allows us to monitor closely the efficiencies of the equipment and identify measures to improve its operation.

***Providing management of HIU servicing and reactive responses to residents' reported issues***

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 engineers also complete on-call duties for all the HIUs, responding to any issues reported by residents. We complete reactive inspections of the units to identify possible faults which can usually be resolved the same day to restore normal supply as soon as possible, or ordering of parts when necessary. We have a 24 hour call-out time of 4 hours to attend the property in the event of complete failure of supply.

***Annual contract to provide flexibility for the client***

Our service agreement lasts for one year, upon the expiry of which there is the option to agree any new terms and renew for a further year. This is beneficial because it allows flexibility for the client not to be locked into a long-term contract, and gives the option for KPIs to be revised to maximise the efficiency of the scheme.