

Case Study:

*HVAC new installation  
and office refurbishment*

# Leicester Mercury



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## The Recommendation

Any company or client in our industry understands that this business is all about people. Building and nurturing relationships with our customers is always at the forefront of our minds. When trying to establish if a customer is happy with the service we provide, we can ask a simple question, would they recommend us to others?



Recommended business not only tells us that we are getting something right, it also provides us with a source of new clients who are already aware, first hand, that we do what we say we do, and we have happy customers to prove it.

We have worked with Leicester City Council for the best part of 25 years providing planned and reactive maintenance services including mechanical, air conditioning maintenance and servicing and installations. Leicester City Council has a varied portfolio of properties in public spaces. They were recently approached by the Trinity Mirror Group with a view to renting one of their office spaces for their subsidiary Leicester Mercury who had been given a very short notice period to vacate their existing building.

The office was perfect for their needs and the council also provided additional parking so the staff wouldn't have too far to go to get to their new place of work. However, the office space required a large amount of alterations; to the partitioning of the offices; removal of old and fitting of new lighting and to the heating, ventilation and air conditioning systems. They also needed this work done quickly.

Leicester City Council did not hesitate to recommend us and after discussions with the Trinity Mirror Group we were delighted to be included in the tender process for this exciting project.

Trinity Mirror plc

## What We Offered

The Trinity Mirror Group were looking for a company that could take on the role of Principle Contractor. They needed a company with in house knowledge of project management for the refurbishment of office spaces. They needed a company that could provide a design and installation service who had knowledge of various manufacturers capabilities and ultimately be able to recommend and fit the most suitable HVAC equipment.

They also needed a company who could do this to a very tight deadline.

JCW ticked all the boxes and were successful in our bid to win this contract for this high profile new customer. The project commenced within days of the contract being agreed.



## JCW's Mission

Both the ground and first floors of the office space required a complete overhaul with existing partitioning, air conditioning and lighting requiring stripping out and removal with new being fitted to strict guidelines.

As the nominated Principal Contractor for this project we first ensured that every engineer and every sub-contractor completed a detailed site induction. The plans were clear and weekly meetings were to be held to ensure that all was going according to plan and to work through any issues that were likely to arise.

The space required a change around in office locations and also improved ventilation to increase the quality of the environment for the tenants. The existing lighting was to be stripped out completely, rewired and altered to suit the new layout ensuring that there was sufficient light for editorial work.

## JCW's Mission continued

It was agreed to install Daikin equipment who can provide stylish under ceiling suspended units that give a 4 way round flow of air. The vertical auto swing of the flaps and different air flow patterns ensure the best distribution of the air throughout the whole room which is essential in a large open plan office. The COMMs Room also required dedicated cooling and we needed to supply ventilation to the kitchenettes.

Thinking ahead to the maintenance of the equipment installed we also needed to find a way to access the outdoor condensers which were to be situated on walls which were not easily accessible. This meant building a bespoke staircase leading on to a protected walkway with a non-slip surface and safety rail.



It was essential that we worked with contractors with the expertise and experience within the refurbishment of office spaces. Contractors who we have worked with previously, some of which have been our 'partners' for many years and are effectively an extension of our own workforce. We also needed specialist expertise with regard to the integration of the fire and intruder alarms as well as the installation of CAT6 data points.



Throughout the project we needed to ensure that we recycled as much of the existing partitioning and glazing as we could to reduce unnecessary wastage and cost to the customer.

## Key Facts

### Air Conditioning

Manufacturer Chosen:	Daikin
System:	Seasonal Classic Split Systems
Equipment:	11 No. 4 Way Flow Ceiling Suspended Units 13 No. Wall Mounted Units

### Reburbishment

Building Work:	Construct new partition walls Create server room Construct new glazed and solid partition Install new units and services to rest room Provide new suspended ceiling to some areas Supply and install new carpet tiles and vinyl Prepare and decorate wall and woodwork Install decorative wall cladding Construct flat roof access and walkway with safety handrail
Electrical Work:	Remove all light fittings and dispose of tubes as per WEEE Directive Re-wire and alter to suit new layout Control lighting via marshalling boxes with PIR sensors Installation of fuse board Install RCBO breaker to the power circuits to provide RCD protection Install CAT6 data points
Timescale for Project:	9 Weeks
Handover Date:	13th April 2017
Total Value:	In excess of £250,000



## The Challenges

### Deadline

Trinity Mirror were on an extremely tight deadline as they needed to move the whole of the team from one office to another within 10 weeks of the contract start.

JCW's Small Works team is based in Leicester so we were able to schedule in our local installation engineers immediately to work on this project. This meant that we could meet the target set without disrupting the work being completed through the rest of the business.



### Location

The office is very centrally located with parking being difficult. We also needed to consider the Church next door to ensure that any deliveries or loud noises were not made during the services and funerals being held there. Although the location caused a few logistical challenges, we always made sure that we caused as little disruption as possible.

### Other Tenants



We also needed to consider the other tenants in the building. The stairs up and down between offices were in constant use so we were mindful not cause any disruption to others around us. We were also able to work out of hours to accommodate any situations where we would cause disruption so as not to affect the day to day routines.

## The Challenges continued

### Other Trades



As the Principle Contractor we were responsible for the management of the other contractors that we employed. It was imperative that our team of engineers worked seamlessly alongside other specialist trades. We had to ensure that every contractor on site was up to scratch with regard to the site rules and Health & Safety guidelines while on site.

### The Ceiling

To install under ceiling cassettes a certain amount of ceiling void is required to house the unit so it is flush with the ceiling. The void in this office was very narrow so an element of the unit could not be flush to the ceiling. We needed to make this as neat as possible and use a system that would cause the least spot air flow in any one given area to reduce the direct blowing which could cause discomfort.



### Words from JCW National Installations Manager

*“This nine-week project in Leicester was a rarity, as most of our projects are further afield. It was great to work with a client who would challenge our management team and our workforce. Trinity rightfully expected nothing less than for us to provide a first-class service. I believe we have achieved that with this project, not only on time and on budget but also that we met all of the customers' expectations.”*



## Energy Efficiency

The energy efficiency of the air conditioning units installed has been improved due to the adoption of a heat exchanger with smaller tubes, DC fan motor and DC drain pump motor.

The systems meet the efficiency requirements of the 2013 ErP Directive with Energy Labels up to A. The outdoor units offer seasonal performance to comply with new regulations in a cost-effective way.



## Handover & Training

A full detailed O & M (Operation and Maintenance) Manual including the commissioning programme with commissioning drawings and the Health & Safety file will be provided at the time of handover, as well as user training, in line with CIBSI (Chartered Institute of Building Services Engineers) guidelines.

## Future Maintenance

The first year's maintenance of the air conditioning system has been included within the installation cost. A complete planned preventative maintenance programme will then be prepared to run alongside the defects period and 7 year warranty, in line with the manufacturers recommendations and our approved status.

## Conclusion

Now the commissioning of the project and handover is complete.

There was no existing Building Energy Management System so we recommended the controllers be enclosed and programmed to provide the best possible energy efficiency while keeping the temperature as comfortable and controlled as possible.

We have and will continue to train and support the staff of Trinity Mirror to ensure that the system is running to its best capabilities and with our planned maintenance programme this will also keep the system running to its most efficient.

It was a pleasure to be the Principle Contractor for this important project. It was a prerequisite of Trinity Mirror that we use local workforce. Utilising our own local engineers together with Leicester based sub-contractors and distributors we certainly kept to that promise.

Looking forward we are positive that we will continue to work with Trinity Mirror Group on future projects. We are already invited to quote for other works and can assure them of our best attention at all times.



## Testimonial

### John Steele | Group Architect - Deputy Group Services Director Trinity Mirror PLC

*“Trinity Mirror PLC have a large property portfolio all over the UK and use a number of trusted contractors to undertake refurbishment works of all types around the country.*

*The relocation of the Leicester Mercury HQ to new premises in Leicester town center required a comprehensive and complex refurbishment, using all trades, very tight time scale and (of course) budget; Trinity Mirror company policy is to use as far as possible local contractors, JCW being a local contractor highly recommended by Leicester Government Council was the obvious choice and was appointed.*

*We can confirm that they have scored highly on all the requirements:*

- *Acting as Principal Contractor, they put together an excellent professional and skilled team together*
- *Health and Safety top in their priority*
- *Delivered the works ahead of PROGRAMME and on BUDGET*
- *The refurbishment works were competently managed, well supervised and progressed smoothly*

*JCW have become a Trinity Mirror TRUSTED CONTRACTOR.*

*They have subsequently carried out other similar local works and in the process of putting costs together for a further large project.*

*Well done JCW.”*

## Other Resources

**Are you planning an installations project?**

## Want to read more?

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