



# Engineering for a Net Zero World







## Protecting your valuable assets

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We've worked with managing agents for over 30 years, providing engineering solutions that ensure buildings can operate efficiently and sustainably in this new world of net zero.

Operating throughout London, the Home Counties and Eastern England, we provide mechanical and electrical maintenance solutions to residential and commercial buildings of all shapes and sizes.

Our fully trained engineers are some of the most experienced and committed in the industry, so you can be sure your buildings and valuable assets are in safe hands.





# Planned Preventative Maintenance

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We specialise in providing first class building services maintenance designed to lighten the load of your responsibilities, on a 24/7/365 basis.

Our bespoke maintenance programmes are specifically tailored to meet the needs and characteristics of your building, whether it requires monthly, quarterly or annual visits.

We design Planned Preventive Maintenance (PPM) programmes that will minimise the carbon impact of your asset, by ensuring it operates efficiently and sustainably for the benefit of all stakeholders.

We operate a Fix It First Time policy when problems are identified during scheduled visits.

Our engineers are highly trained to operate modern technology and well equipped to complete the job, reducing likelihood for repeat visits. In instances where further investigation or additional work is required, our engineers will report their concerns immediately.

With over 3 decades of experience, we work hard to ensure the expectations of your residents are met, while actively looking to reduce the carbon footprint of your building.



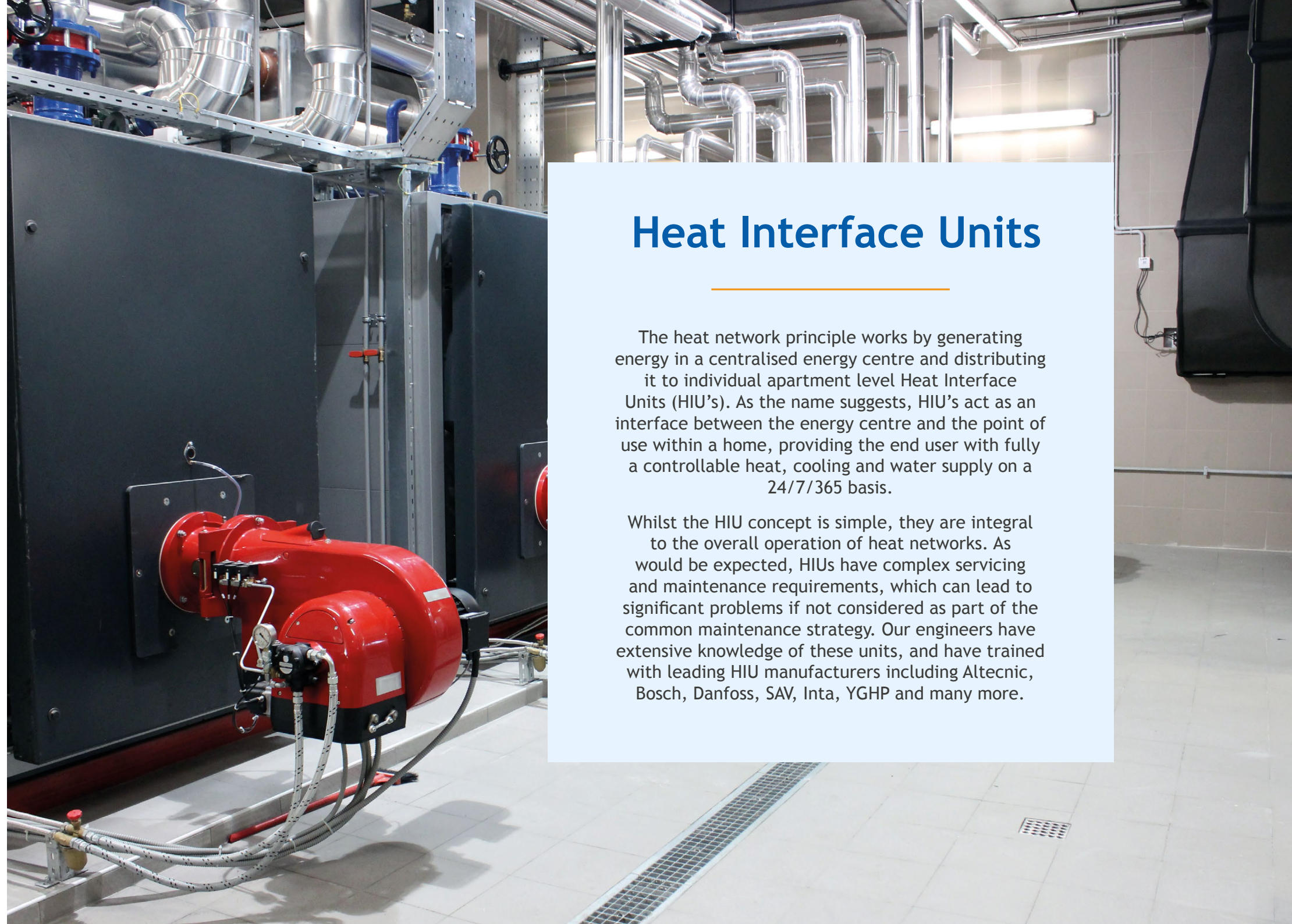
# Heat networks and energy centres

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Heat networks are the low carbon solution of choice for supplying heat, hot water and/or cooling efficiently to modern-day apartment blocks. UK government has identified these systems as one of the pillars to delivering net zero by 2050, and now the use of carefully engineered heat networks is standard practice in more densely populated urban environments.

When maintained and operated correctly, this evolving technology has the potential to outperform conventional gas-based heating systems, providing a reliable supply at an affordable cost. However, these benefits are only possible when managing agents avoid the common pitfalls and adopt best practice for their maintenance regimes, which is where we deliver.

From handover onwards, we optimise asset performance to ensure it benefits from fewer energy losses, reduced carbon emissions and enhanced energy efficiency. These complex systems can only perform to their optimum when operated correctly, which requires competent and qualified staffing to deliver the low carbon benefit.



## Heat Interface Units

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The heat network principle works by generating energy in a centralised energy centre and distributing it to individual apartment level Heat Interface Units (HIU's). As the name suggests, HIU's act as an interface between the energy centre and the point of use within a home, providing the end user with fully a controllable heat, cooling and water supply on a 24/7/365 basis.

Whilst the HIU concept is simple, they are integral to the overall operation of heat networks. As would be expected, HIUs have complex servicing and maintenance requirements, which can lead to significant problems if not considered as part of the common maintenance strategy. Our engineers have extensive knowledge of these units, and have trained with leading HIU manufacturers including Altecnic, Bosch, Danfoss, SAV, Inta, YGHP and many more.



## Cooling systems

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Every heat network is different. Some only provide heating and hot water, while others are more complex and will have cooling, cold water and in some cases, electricity.

Air conditioning helps to ensure air quality and eliminates the need to open windows.

This is especially useful within urbanised communities, hospitals, restaurants, technical or computing environments, to preserve a clean, temperature-controlled environment.

Our Refcom registered AC engineers will tailor a maintenance regime that meets all HVCA and Safe Contractor guidelines, encompassing environmental control and ventilation services, refrigeration, and comfort cooling.





# Technical Engineering

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With a highly trained work force of gas-certified engineers, plumbers, pipefitters, controls and combustion specialists, you know you're in safe hands. We train our engineers to be as multi-skilled as possible, enabling them to resolve most issues first time while adhering to industry standards.

We're proud to be accredited by a wide range of professional and engineering bodies, including ISO 9001:2008 (Quality), 14001:2015 (Environmental) and OHSAS 45001 (Health & Safety). These achievements mean our clients can trust us to maintain the highest professional standards and deliver on our promises.

We have one overriding health and safety goal: zero accidents. This commitment has seen us become approved electrical contractors and registered gas safety inspectors. Supported by state-of-the-art IT, training and quality systems, our people are genuinely committed to providing energy efficiency and carbon savings for a net zero world.

## 24/7/365 breakdown service

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Regular scheduled maintenance is essential to ensure buildings operate smoothly. However, we understand that sometimes emergencies happen, and when they do, it's good to know we're here.

We offer a 24/7/365 emergency breakdown service for all PPM contracted clients. This means that if you ever need us, you will have a fully qualified engineer on site within 2 hours to solve the problem.

In most cases our engineers will already have in-depth knowledge of the site and any peculiarities. If requiring advice or management approval, our On-Call Manager will have the same depth of knowledge and can approve additional resources if necessary.







## Water Treatment

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Carefully structured regimes are required to maintain the quality of building water systems, whether for human consumption or the distribution of thermal energy. We understand the importance of maintaining a safe water supply and work with clients to ensure their valuable assets are compliant with regulations and protected from corrosion.

Heat networks are dependent on effective water circulation. If untreated, water quality will degrade over time resulting in solids being deposited around the system, potentially blocking essential waterways.

It's essential to implement a sound regime that maintains the standard of water to protect system components, typically from blockage. The introduction of chemicals (inhibitors) is therefore required and should only be conducted by a competent water treatment engineer, who will test water quality before introducing new chemicals.

No job is too big or too small. From ensuring drinking water is safe, to legionella control, our engineers provide professional services covering all aspects of water quality and control.



## Some of our clients



**GLENNY**



**MLM**  
PROPERTY MANAGEMENT



**HEYWOOD & PARTNERS**

**ENCORE**

**ParkgateAspen**  
BESPOKE PROPERTY MANAGEMENT EST.1974







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