

Case Study

Richmond upon Thames
London Borough Council



Location

London Borough of Richmond upon Thames

Application

Council Buildings

Feature of the building

Through its royal connection, the borough has a number of heritage features, including 72 conservation areas, four scheduled ancient monuments, one World Heritage site and approximately 1,200 listed buildings. It is also the home to Kew Botanical Gardens, the three Royal Parks and the only London borough to overlap the River Thames with districts on both sides of the river.

Service

Site specified Air Conditioning Planned Preventative Maintenance

Richmond upon Thames London Borough Council

Local authority for the London Borough of Richmond upon Thames

Background

Historically Richmond upon Thames Borough council have employed a facilities management company to maintain many of their buildings and services in the area but after careful review decided to reduce the number of subcontractors within their supply chain and self-deliver many of the services themselves thereby saving costs to preserve front-line services.

There are 22 various local government owned buildings located within the borough accessed by the local community with climate control requirements including:

- > 2 Schools
- > 2 Swimming Pools
- > 3 Libraries
- > 1 Leisure Centre
- > 4 Day Center's
- > 2 Depots
- > 1 Community Centre
- > 1 Training Centre
- > 8 Government buildings



Wards map of Richmond upon Thames borough council showing areas covered by Daikin Applied Service

On this project we maintain a cross section of 631 Air Conditioning assets from other prominent manufacturers including:

- > Mitsubishi
- > Fujitsu
- > Panasonic
- > Sanyo
- > Airwell
- > Hitachi
- > Trane

The Challenge

The main obstacle was to appreciate the distinct day to day operations of each site. Due to the nature of some of the organisations, certain sites can only be maintained at certain times of the day to minimise disruption to essential business processes.

Solution

Daikin Applied Service work in partnership with Richmond Borough Council ensuring they meet current legislation and guidelines to reduce their carbon footprint through devising an appropriate Planned Preventative Maintenance (PPM) regime which takes into account the diverse scope of business operations within the borough and meet the requirements of each site.

A district team consisting of an Account Manager, Service Supervisor, Service Co-ordinator, Field Supervisor Engineer, Engineers and Apprentices was assigned to deliver services across the borough. Following consideration of timescales, location and the needs of each site a bespoke PPM schedule was implemented.

To maximise service delivery Daikin Applied Service recommended storing resources at a central hub site within the borough to eliminate delays to repairs.

Outcome

The integral planning and service delivery strategy is closely monitored via internal service meetings and quarterly contract review meetings with Richmond upon Thames Borough Council ensuring Daikin Applied Service reduces costs and improves customer service with clear defined objectives achieved and exceeding expectations.

"The service that we receive is excellent, the customer service team and especially our dedicate service co-ordinator. She is always helpful and willing to go that extra mile, the engineers are always helpful, able to assist in any emergency jobs and they all work to a professional manner keeping in line with Health and Safety. Overall Daikin Applied Service continue supply an excellent service to London Borough of Richmond upon Thames".

Robert Sims - Hard Facilities Manager - Servicing Richmond and Wandsworth Council

For more information email info@daikinappliedservice.uk or visit www.daikinappliedservice.uk

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Daikin Applied Service &
Spares enquiries call us on:

0345 565 2700



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