

Maryhill Housing Association High Heat Retention Programme 2023/24 Energy Efficiency Works



PROJECT DETAILS

CLIENT Maryhill Housing Association

PROJECT High Heat Retention Programme 2023/24

LOCATION Maryhill, North Glasgow

RTM Public Contract Scotland – Open Procedure

CONTRACT SBCC Minor Works Contract

VALUE £3,959,792

ROLE Principal Contractor

END DATE March 2024

PROJECT SUMMARY

PRE-CONSTRUCTION

Maryhill Housing Association takes a highly proactive approach to planned investment and in 2023, brought forward a contract opportunity for a High Heat Retention Programme via an Open Procedure on Public Contracts Scotland where McConnell was subsequently appointed Principal Contractor.

McConnell was already delivering the Maryhill HA Gas Boiler Replacement Programme and was able to retain the same Contract Manager and Resident Liaison Officer across both contracts, providing the housing association with continuity and re-assurance going into the more complex, more technical, higher risk, High Heat Retention Programme.

The High Heat Retention Programme comprised of two key components. The first of these was the replacement of obsolete electric storage heating with Dimplex Quantum (High Heat Retention) Electric Storage Heaters which are some of the most advanced, economical systems on the electric heating market. The second key component was the replacement of obsolete electric immersion hot water tanks with a McDonald Water Storage Multiflow Thermal Store which is a high performance, mains pressured, hot water, multi-application thermal store which can be used along with an open vented, sealed or central plant boiler and off-peak electricity to provide affordable domestic hot water on demand.

The two components together were specified as the ideal solution for general needs of the homes where the multi-storey flats, deck access maisonettes, and adjacent low-rise housing, built in the 1960's, are all off-gas.

PROJECT DELIVERY

We engaged extensively with the local community to ensure the fullest uptake of the work where, on an appointment basis, we deployed three multi-trade teams per day, renewed heating in the morning, and thermal stores in the afternoon, at a rate of four completions per day / 20 completions per week.

By the contract end, 525 full installations and nine partial installations had been completed and feedback from the housing association has been extremely positive. Maryhill conducted an end of year resident satisfaction survey for the project where we scored 100% satisfaction.

COMMUNITY BENEFITS

Underlying the contract obligations, was a comprehensive community engagement plan, where, working in partnership with the housing association, we employed a new entrant from the local (G20) community and delivered a programme of sponsorships, staff volunteering, purchases, and donations equivalent to £28,000 in kind, and so much more in terms of positive social impact.

AT A GLANCE:

- ▶ High Heat Retention Programme
- ▶ Open Procure on Public Contracts Scotland
- ▶ Replacement of obsolete electric storage heating with advanced economical systems
- ▶ Replacement of obsolete electric immersion hot water tanks for high performance, mains pressured, hot water, multi-application thermal stores

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YOMO - Digital inclusion



St Gregory Foodbank - weekly donations



Women's Centre - electrical work

SCOPE OF WORKS

- ▶ Remove and dispose of redundant cylinder, pipework, tanks, heating units, cables trunking, enclosures and associated components
- ▶ Make safe electrical circuits at origin and remove redundant components
- ▶ Make good all walls, floors and ceilings as required
- ▶ Remove or encapsulate Asbestos containing materials
- ▶ Supply and fit new Dimplex Quantum storage heaters
- ▶ Provide all unit power supplies with 2 local isolation double pole neon switched fused spurs
- ▶ Supply and fit new thermal store hot water cylinders
- ▶ Supply and fit local isolation double pole neon switched fused spurs on both immersion power sources
- ▶ Supply and fit Timer Boost Modules
- ▶ Insulate all new pipework, valves, and existing cold riser
- ▶ Install new separate circuits with suitably rated RCBOs
- ▶ Install an additional enclosure to provide for new peak / off peak supplies

CRITICAL SUCCESS FACTOR

- ▶ Previous and current experience of working in Maryhill neighbourhoods ensured that we aligned our services and resources in synergy with the Housing Association's specific requirements in the most valuable, cost-effective way
- ▶ Advanced enquiries with the preferred manufacturers (Dimplex) and (McDonald Water Services) helped secure stock and shape an agile, effective, commercial and technical response
- ▶ Working with pre-approved, experienced, tried and tested, Electrical and Plumbing Installation subcontractors, operating in full compliance with our ISO / SHEQ approved management systems provided confidence and re-assurance that the installations would be completed reliably and in full compliance with current applicable standard
- ▶ An over-arching master-planning approach to the works, a pre-approved appointment system and morning and afternoon schedules proved highly effective and popular with tenants
- ▶ The retention of the Senior Contract Manager and Resident Liaison team, at the Client's request, provided reassurance that this highly important investment would be managed and supervised to the highest standards
- ▶ Our every-day development and delivery of a Customer Care Approach that was highly communicative and sensitive to individual and collective needs was highly appreciated by the tenants and contributed to 100% resident satisfaction scores
- ▶ Our appointment system generated high levels of access in compliance with our programmed schedule
- ▶ The appointment of a (local) Community Benefit Co-ordinator ensured that our community engagement was robust, and highly collaborative. This appointment was critical in achieving the high priority Community Benefit Outcomes set out in the Community Engagement Plan
- ▶ In addition to mandatory community benefits, we extended the scope of our voluntary activities and providing additional staff resource in support of a local foodbank in partnership with Marks & Spencer and local churches
- ▶ Compliance with our ISO 9001, 14001 and 45001 management systems and safe operating procedures saw us deliver high quality installations with zero accidents on site and the highest regard for environmental protection and waste management with more than 98% of waste being segregated, recycled and diverted from landfill