

## HOWARD DE WALDEN ESTATE



## THE CUSTOMER

The Howard de Walden Estate (HDWE) covers 92 acres of the Marylebone area and are responsible for overseeing the diverse community of residential, businesses and educational institutions, including Marylebone Village's retail and leisure offering, and the world class healthcare providers of Harley Street medical area.

The Estate's development dates from 1715 and in 1963 the management of the estate changed and became, as it is today, a Limited Company beneficially owned by members of the Howard de Walden family.

## THE CHALLENGE

Statutory compliance and building services form a large part of the Landlords responsibilities of HDWE and Birdsall are a preferred partner to deliver those services. HDWE have such a large portfolio of buildings that differ in type - some historical, some modern, and are used by many different organisations including offices, retail and leisure, residential, medical including Hospitals, and dental surgeries in the prestigious Harley street area, each building and occupant having their own unique challenges.

As the HDWE estate is such a large concern with diverse needs they needed a partner who were large enough to handle their everchanging requirements, but still small enough to care about HDWE's tenants within each commercial environment. HDWE needed support to manage their ever-expanding estate to ensure each building had all its compliance and building service's needs covered, and to ensure they are delivered as per tenant's expectations ensuring a safe and well-maintained environment to work in at all times.

"....THE BIRDSALL TEAM FIT SUBERBLY WITHIN THE ESTATE OPERATION."

DIRECTOR OF HOWARD DE WALDEN MANAGEMENT LTD



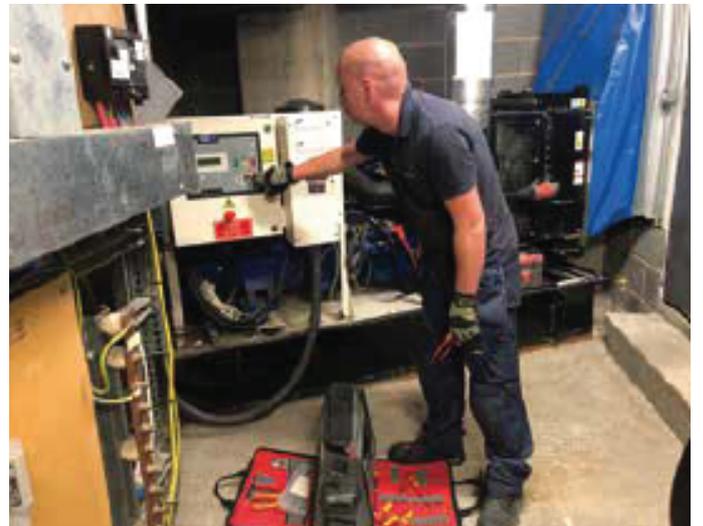
20 Bentinck Street - One of the buildings we service on the estate



1 Vincent Street - One of the buildings we service on the estate



Engineer installing new equipment.



Engineer carrying out service work.



51 Welbeck Street - One of the buildings we service on the estate



7 Chandos Street - One of the buildings we service on the estate

BIRDSALL HAVE DELIVERED A QUALITY SERVICE OVER SEVERAL YEARS THAT HAS PROVEN CONSISTANTLY RELIABLE. THE BIRDSALL TEAM FIT SUBERBLY WITHIN THE ESTATE OPERATION.

DIRECTOR OF HOWARD DE WALDEN MANAGEMENT LTD

## THE SOLUTION

Birdsall were given a full asset list which included all details of the buildings, from mechanical services including heating, cooling and lighting through to all aspects of water hygiene and external garden maintenance. Once we understood the site, we were able to put together a mobilisation plan which included weekly, bi-weekly, monthly, quarterly and annually actions which required three full time maintenance engineers to be on site, with the capability of 24/7 emergency coverage.

Birdsall ensure that a proactive approach was taken to all repairs required, as well as responding to emergencies in a timely manner, with compliance always being at the forefront of the service we offer.

The initial tender was for only one building, which has grown to multiple building over the course of 10 years as confidence and loyalty has grown between Birdsall and the Howard de Walden Estate.

An example of the work we have carried out for Horward De Walden would be with short notice we were able to mobilise a team of engineers to 20 Bentink Street where they needed to divide a building into two occupancies to accomadate a new tenant.

Part of the challenge was that air conditioning pipework would have run through the new tenants domain, which meant that the client needed to relocate the the air conditioning pipework, this entailed extractration of refridgerant from the existing nine VRF systems, removing the existig pipework and liaising with other trades to give access to install new refridgerant pipework.

This was all braised. pressure tested and recommissioned over a long weekend to reduce downtime and disruption in the working week for the clients.

## THE OUTCOME

A trusted working relationship has developed over the last 10 years to which Howard de Walden have relied upon Birdsall to ensure their compliant in all of their buildings, as well as advising them on their sustainability planning to ensure energy efficiency wherever possible.

A genuine 24/7 response ensures any emergency is promptly resolved and proactive works are often planned well in advance to ensure the least amount of disruption, with regular reports generated in order to make decisions on the next steps required.



24/7 EMERGENCY  
RESPONSE



COMPLIANCE REGULATIONS  
ADHERED TO



HIGH STANDARDS OF  
MAINTENANCE



- BUILDING SERVICES • ENERGY SERVICES
- HVAC • PROJECT SERVICES

MAKING YOUR **ENVIRONMENT** WORK.



TAKE THE NEXT STEP WITH US

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