



VentfiltersRus

Clean Air All Year Round



VentfiltersRus

Clean Air All Year Round

In Partnership with




McCarthy & Stone

 **FIRST
PORT** Retirement
Property
Services



Contents

- ◆ About Us
- ◆ Accreditations & Insurance
- ◆ MVHR Overview
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- ◆ Other Offerings



About Us



- ◆ Established VentfiltersRus in 2013.
- ◆ Worked in the ventilation industry for over 35 years.
- ◆ Worked with McCarthy & Stone on servicing and installations of various market leading products on many developments.





Accreditations & Insurance



CERTIFICATE OF ACCREDITATION

This is to certify that

**VentfiltersRus Ltd
T/A Clifton Gordon**

is accredited as a contractor with fewer than 5 employees within the Contractors Health and Safety Assessment Scheme (CHAS) having demonstrated compliance with and sound management of current health and safety legislation.

Ian McKinnon
Managing Director

020 8545 3838
OCTOBER
CHAS.co.uk
2019



This certifies that the holder is a current member of the HS Direct Ltd Safety First Package including the Health and Safety Advice Line

Client Number: 5132
Name of Client: VentfiltersRus Ltd
Member Since: 13/11/13
Expiry Date: 13/11/19

Safety First Package Membership Certificate

We hereby certify that:

- The **Safety First Package** including all enclosed documentation to which this certificate relates to has been prepared by NEBOSH qualified personnel
- Its contents including Accident Recording and Risk Assessments follow legal guidelines outlined in:

*The Health & Safety at Work Act 1974
The Management of Health & Safety at Work Regulations 1999
Successful Health & Safety Management (HSG65)
And other relevant regulations*

Signed on behalf of HS Direct Ltd

Nick Murphy

Nick Murphy
Managing Director



HS Direct Ltd | Meadowhall House | 3 Hayland Street | Sheffield | S1 1BY
0114 244 4461 | www.HSDirect.co.uk | No. 5086720 | VAT No. 629864475



Verification of Liability Insurance

We hereby certify that the following liability insurance is in force at this date.

Policy number:	1726/00920502/2019/003
1. Insured:	VentfiltersRus Ltd
2. Date of inception:	31st May 2019
3. Date of expiry:	30th May 2020
4. Employers liability:	No less than £5,000,000
5. Public and products liability:	£ 5,000,000
6. Insurer:	Folgate Insurance Company Limited and Amlin UK Limited on behalf of Lloyd's Syndicate AML/2001

This document is furnished as a matter of information only. The issuance of this document does not make the person or organisation to whom it is issued an additional insured, nor does it modify in any manner the policy coverage.

Should the above mentioned contract of insurance be cancelled, assigned or changed during the policy period mentioned above in such as to affect this document, no obligation to inform the holder of this document is accepted by the undersigned or by the Underwriters.

[Signature]

Dated this 31st day of May 2019

Signed for and on behalf of Folgate Insurance Company Limited and Amlin UK Limited on behalf of Lloyd's Syndicate AML/2001 subscribing to the above policy (Authorised Insurers)

Your insurance is underwritten & administered by APC Underwriting. APC Underwriting is a trading name of Anglo Pacific Consultants (London) Ltd registered in England and Wales No. 2852425 authorised and regulated by the Financial Conduct Authority. Firm reference number 304752.

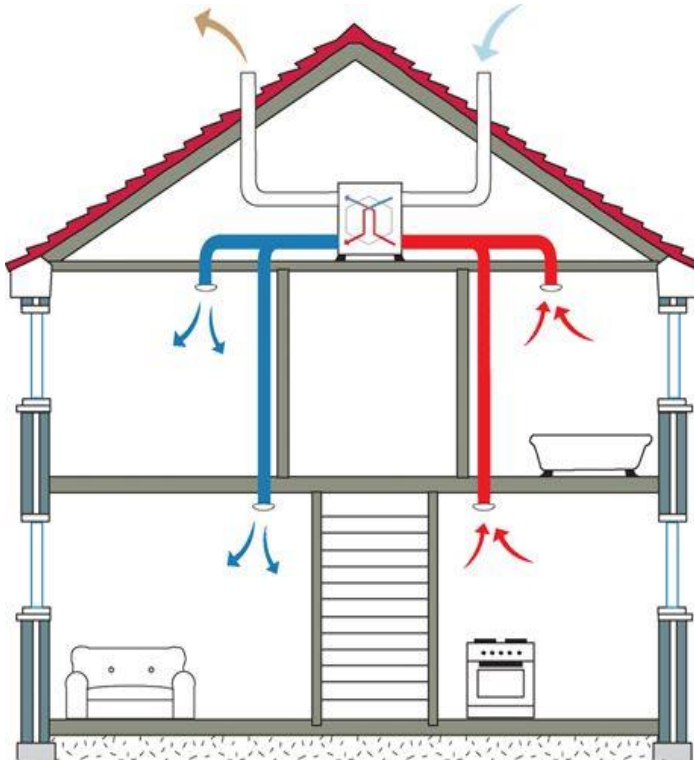
Date 31/05/2019 @ 12:26

Quotation Number 1726/00920502/2019/003

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MVHR Overview



Mechanical Ventilation with Heat Recovery (MVHR) are centralised systems that draw moisture-laden air from multiple wet rooms of a property whilst providing fresh air to the living & bedrooms.

The extracted air is taken through a central heat exchanger and the heat recovered into the supply air.

Ceiling air valves in wet rooms – Bathroom, kitchen or en-suite, toilets or utility rooms plus the living room and bedrooms.

Summer Bypass – automatically activates in hot weather and is where the unit will continue to ventilate and provide good levels of fresh air, without the heat recovery.

Winter Bypass – automatically activates in cold weather when the outside temperature is below a certain level the unit will stop the intake motor stopping the freezing air being brought into the dwelling. The intake motor restarts automatically once the temperature rises and the extraction from the wet rooms continues as normal.

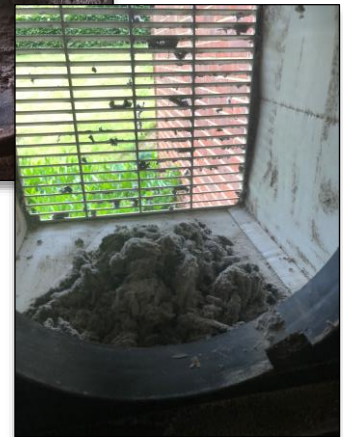
Service Contracts & Installations



- Florence Court
- Beeches Gate
- Scholars Gate
- Merrilees Gate
- Lyle Court
- Clifton Mews
- Braidburn Court
- Stewart Terrace
- Templars Court
- Campsie Grove
- Ashwood Court
- Greenwood Grove
- Hilltree Court
- The Pines
- Trinity Court
- Humphrey Court
- Butter Cross Court
- Talbot Court
- Henshaw Court
- Dove Tree Court
- Dugdale Court
- Kilhendre Court
- Wilton Court
- Finham Court
- Poppy Court
- Cartwright Court
- Jackson Place
- Salmon Court
- Merisham Court
- Paxton Court
- Douglas Bader Court
- Crayshaw Court
- Catherine Court
- Reeves Court
- Pinnoc Mews
- Ocean House
- Singer Court
- Silver Sands Court
- Wolsey Place
- Lonsdale Park
- Eden Court
- Park House
- Elliott Court
- Hughes Court
- Victoria Gardens
- Kingsman Court
- Chinnerys Court
- Constance Place
- Ermine Court
- Peel Court
- Springhill House
- Centenary Place
- Blyton House
- Hughenden Court
- Faulkner House
- Elles House
- Meadows House
- Turnbull Place
- Holmes Court
- Holmes Place
- The Fallows
- Clover Leaf Court
- Corbett Court
- Clayton Court
- Morgan Court



What We See – Filters & Communal Areas





What We See – CAV's





Mechanical Ventilation Units with Heat Recovery





Premier Service Level



- ◆ Inspect system, ensure that all controls operate correctly
- ◆ Isolate system from mains supply & remove covers
- ◆ Remove Filters and dispose
- ◆ Inspect Recuperator and clean if necessary
- ◆ Remove loose particles which may have got past the filter
- ◆ Fit new Filters & replace covers
- ◆ Remove & wash all supply and extract diffusers
- ◆ Energise the ventilation system
- ◆ Inspect system, ensure that all controls operate correctly
- ◆ Measure extract & supply air volumes
- ◆ Commission system to ensure compliance
- ◆ Management of remaining warranty with ventilation unit Manufacturer



Service Sheet

- ◆ Electronic service sheet signed & dated by homeowner used to record details of service and what if any issues are found.

Apartment No: Order / Job No:

Bradburns Lane
Northwich
Cheshire
CW8 1TG

VentfiltersRus
Clean Air All Year Round

VentfiltersRus Ltd
PO Box 1334
Peterborough, PE1 9UL
08445 424 652
www.ventfiltersrus.com

Product No: Serial No: Product Description:

Service Plan Time Started: Time Finished: **Filter Change Only**

- ◆ Inspect system, ensure that all controls operate correctly
- ◆ Isolate system from mains supply & remove covers
- ◆ Remove Filters and dispose
- ◆ Inspect Recuperator and clean if necessary
- ◆ Remove loose particles which may have got past the filter
- ◆ Fit new Filters & replace covers
- ◆ Remove & wash all supply and extract diffusers
- ◆ Energise the MVHR system
- ◆ Inspect system, ensure that all controls operate correctly
- ◆ Measure extract & supply air volumes to ensure compliance
- ◆ Management of 5 year warranty with MVHR Manufacturer

Details of Measuring Equipment Used				Current Sensor	<input checked="" type="checkbox"/>	Kitchen Boost	<input checked="" type="checkbox"/>
Model	Serial Number	Date of Calibration	UKAS Cert No	Bathroom Temp	<input checked="" type="checkbox"/>	Bathroom Boost	<input checked="" type="checkbox"/>
LCA501	LCA501427002	13/03/2019	UK20228	En-Suite Temp	<input type="checkbox"/>	En-Suite Boost	<input type="checkbox"/>

Airflow measurement (Extract) - systems 3 & 4 only					Airflow measurement (Supply) - system 4 only				
Room Name	Design Rate Low (l/s)	Measured Rate Low (l/s)	Design Rate High (l/s)	Measured Rate High (l/s)	Room Name	Design Rate Low (l/s)	Measured Rate Low (l/s)	Design Rate High (l/s)	Measured Rate High (l/s)
Kitchen	5.80	6.40	13.00	11.80	Living Room	7.90	10.20	17.70	17.10
Shower Room	3.60	4.20	8.00	8.00	Bedroom 1	5.10	6.60	11.30	11.60
Utility Room	3.60	3.60	8.00	8.10					
Totals:	13.00	14.20	29.00	27.90	Totals:	13.00	16.80	29.00	28.70

Service Complete: Further Work Required: Installation Correct: Original Design Values Unavailable:

Engineer's Notes:

Engineer Name: BPEC Reg No: Engineers Signature:

Work carried out satisfactorily



Customer Print Name: Customer Signature: Date:

Comments:

Registered Office: The Bristol Office, 2nd Floor, 5 High Street, Westbury-on-Trym, Bristol, BS9 3BY
Ventfiltersrus Ltd, Registered in England No. 8473849. VAT Registration No. 162 4378 08.



Summary Report

 VentfiltersRus <i>Clean Air All Year Round</i>			Service Summary 2019					 <small>McCarthy & Stone</small> <small>Let Us Show You</small>
Apartment No	Home Owners Name	Serviced By & Date	Unit Type	Serial No	Unit Location	Comments	Further work required	
1	Mr N. & Mrs M. L. Wall	DJ 19/03/2019	Stratum 275Q	903165	Cupbaord Ceiling		No	
2	Jane Fearn	DJ 21/03/2019	Stratum 275Q		Cupbaord Ceiling	Wrong cav in the kitchen.	No	
3	Mavis Smith	DJ 19/03/2019	Stratum 275Q	903151	Cupbaord Ceiling		No	
4	Mr & Mrs Smith	DJ 19/03/2019	Stratum 275Q	903166	Cupbaord Ceiling		No	
5	Monica Wright	DJ 19/03/2019	Stratum 275Q	903150	Cupbaord Ceiling		No	
6	Mrs Gotrel	DJ 19/03/2019	Stratum 275Q	903170	Cupbaord Ceiling		No	
7	Mr & Mrs Burden	DJ 19/03/2019	Stratum 275Q	903173	Cupbaord Ceiling		No	
8								
9	Mr & Mrs Simpson	DJ 19/03/2019	Stratum 275Q	903175	Cupbaord Ceiling		No	
10	Mr & Mrs Thompson	DJ 21/03/2019	Stratum 275Q	903194	Cupbaord Ceiling	Some cav sealed.	No	
11	Mr & Mrs Wall	DJ 20/03/2019	Stratum 275Q	903172	Cupbaord Ceiling	En-suite booster not working	Yes	
12	Mr Palmer	DJ 19/03/2019	Stratum 275Q	903169	Cupbaord Ceiling	Unable to check shower temp. cavs sealed	No	
13								
14	Karen Jones	DJ 20/03/2019	Stratum 275Q	903164	Cupbaord Ceiling	Kitchen cav sealed.	No	
15	Mr & Mrs Buttler	DJ 20/03/2019	Stratum 275Q	903167	Cupbaord Ceiling	Cav sealed.	No	
16	Mrs Fox	DJ 20/03/2019	Natural Air 180+	180034	Cupbaord Ceiling	Some cav sealed.	No	
17	Mrs Ann T. Jones	DJ 20/03/2019	Natural Air 180+	180038	Cupbaord Ceiling		No	
18	Val Lammas	DJ 20/03/2019	Natural Air 180+	180004	Cupbaord Ceiling	Unit noisy. Customer ask for replacement.	Yes	
19	Pat Gill		Natural Air 180+	180005	Cupbaord Ceiling	Not Service as client is in hospital		
20	Mr & Mrs Rawlings	DJ 20/03/2019	Natural Air 180+	180002	Cupbaord Ceiling	Some cav sealed.	No	
21	Mr R. J. & Mrs C. L. Anderson	DJ 19/03/2019	Natural Air 180+	180030	Cupbaord Ceiling	All cavs sealed. Bypass noisy.	Yes	
22								
23	Mrs Richards	DJ 21/03/2019	Natural Air 180+	180035	Cupbaord Ceiling	En-Suite cav sealed.	No	
24	Mrs Millard	DJ 21/03/2019	Stratum 275Q	903183	Cupbaord Ceiling	Some cav sealed.	No	
25	Mrs C. A. Wilkinson	DJ 20/03/2019	Stratum 275Q	903185	Cupbaord Ceiling		No	
26								
27								
28	???	DJ 20/03/2019	Natural Air 180+	180001	Cupbaord Ceiling	Booster switches change unit from automatic to speed 1. Cav sealed.	Yes	
29	Mr Gerard East	DJ 20/03/2019	Natural Air 180+	180008	Cupbaord Ceiling	Cav sealed.	No	
30								
31	D. A. & M. E. Willey	DJ 19/03/2019	Natural Air 180+	180003	Cupbaord Ceiling	Cav sealed.	No	
32	Mr & Mrs Sellek	DJ 20/03/2019	Natural Air 180+	180033	Cupbaord Ceiling	Vent wiser not working.	Yes	
33								
34								
35	Mrs S. R. Parr	DJ 20/03/2019	Stratum 275Q	180036	Cupbaord Ceiling	Cupbaord cav not connected correctly.	Yes	

- ◆ Summary report sent to house manager/estate manager detailing the services carried out.



Customer Satisfaction Questionnaire



Customer Satisfaction Questionnaire

Apartment No:
.....

Thank you for taking the time to complete our customer satisfaction questionnaire. Please note that your answers will be kept confidential and only be used for internal use to help us improve our service to you.

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	Poor	Fair	Good	Excellent
1. How do you rate the overall service you received?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. The professionalism and manner of the engineer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Engineers explanation of service being carried out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Time taken to complete the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How the area was left after the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Signed: _____ Date: _____

Registered Office: The Bristol Office, 2nd Floor, 5 High Street, Westbury-on-Trym, Bristol, BS9 3BY
VentfiltersRus Ltd. Registered in England No. 8473849. VAT Registration No. 182 4378 08.

- ◆ Customer satisfaction form sent to a selective number of home owners to obtain feedback on who the engineer performed.



Premier Service Cost



Less than the cost of these each month



MVHR Service Cost



Premier Service Plan	£37.08
New Filter Set	£31.75
Total	£68.83
VAT	£13.77
Invoice Total	£82.60



Customer Acceptance





Service Plan Schedule (Standing Order)

- ◆ Allows scheduling of yearly service.
- ◆ Warranty management with unit Manufacturer.
- ◆ Cost for service permanently fixed.
- ◆ No call out charge of £149.99 if faults arise.
- ◆ No labour charge, cost is for parts only.

Things to note:

- ◆ Warranty becomes invalid if unit not serviced yearly.
- ◆ Call out charge of £149.99 applies if no fault found or service not completed during scheduled service visit due to apartment accessibility.

Regular Payments Form - Apartment Ventilation

Please tick relevant box

Set up a new standing order (please complete section A)
 Amendment to an existing standing order (please complete section B)
 Cancel an existing standing order (please complete section C)

Customer Account Details

Account Name:

Bank Name:

Bank Address:

Sort Code:

Account Number:

Standing Order Reference
M&S0000A-00

Please complete relevant section below and then sign and date the form

Section A - Set up a new standing order

Beneficiary Details - Who you want to pay

Sort Code:

Account Number:

Beneficiary Name: **VentfiltersRus Limited**

Development No:

Apartment No:

Amount of first payment: £

Amount of usual payment: £

Amount of last payment: £

Frequency of Payment: (annual)

Date of first payment:

Date of usual payment:

Date of last payment:

or please continue until further notice

Section B - Amendment to an existing standing order (Who you are paying?)

Beneficiary Name:

Amend payment amount from: to

Amend payment date from: to (dd/mm/yyyy)

Amend payment frequency from: to (dd/mm/yyyy)

Amend date last payment from: to (dd/mm/yyyy)

Any other amendments:

Section C - Cancel an existing standing order (Who you no longer want to pay?)

Beneficiary / Originator name:

Amount of usual payment: Date of usual payment: (dd/mm/yyyy)

I wish to cancel with effect from: (dd/mm/yyyy)

Any other cancellation details:

All boxes must be completed in order for your request to be processed

Customer Signature(s):

Customer Telephone Number(s): Email:

Where signing mandate dictates both / all to sign, all parties must authorise instruction. Date: (dd/mm/yyyy)

Please return the completed form to: VentfiltersRus Ltd, PO Box 1334, Peterborough, PE1 9UL

Air Conditioning Installation



 VentfiltersRus
Clean Air All Year Round

AIR CONDITIONING
THE PERFECT TEMPERATURE AT ALL TIMES

THE VISION FEATURES CLEAN LINES IN A CONTEMPORARY, EYE-CATCHING STYLE THAT WILL COMPLIMENT ANY DÉCOR.
OPTIMISED TO HAVE THE BEST COMFORT WITH THE LOWEST POWER CONSUMPTION AND NOISE.

PLEASE ASK THE HOUSE MANAGER FOR DETAILS

**NEW
LARGER
CONTROLLER**

**SUPPLY & FIT
£2,096.16
+VAT**

ENQUIRIES@VENTFILTERSRUS.COM

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WWW.VENTFILTERSRUS.COM