



Bupa
Bupa Place
102 The Quays
Salford M50 3SP
bupa.com

02/11/2023

To whom it may concern,

RE: Bupa Wilmington Manor

BUPA have a global net zero policy by 2040 and milestone reduction target of 40% by 2025. As a business we must look at all avenues to meet these targets set by our global company but also the UK government targets of a ban of gas fired boilers by 2035. So, our stance would be where we have multiple failures of essentials heating and hot water plant (such as Wilmington Manor) or general upgrade capital invest we must look to reduce our reliance on gas boilers as much as possible, therefore we need to focus on the inclusion of heat pump technology in these scenarios. I have written a brief background overview of the makeup of the plant and the issues encountered.

The existing equipment at Wilmington Manor consisted of gas fired heating plant serving indirect hot water cylinders with a further, 9 satellite HWS cylinders within the home and 11 cold water storage tanks in various loft locations.

All pipe work routes throughout the building on the ground floor enter the floor screed, these have been exposed many times at different locations in the building to be repaired. The primary pipe work serving each of the nine remote HWS cylinders runs in a shallow floor screed and damages the floor covering with the excessive heat (burn marks), it also causes issues in the summer months with the floors being heated by default when providing hot water leading to uncomfortable ambient temperatures in the home, where we have had to spend Opex on supplying temporary stand-alone air-conditioning units Circa £1000. This only increased as we got into the warmer months.

Cold water storage tanks at this property are in the loft spaces and have been raised as high-risk issues with water hygiene as they have elevated temperatures. The cold water, hot water,

and heating pipe work is run in the same voids and the heat transfer again increases the cold-water temperatures coming from the outlets.


The day-to-day cost associated from call outs is sitting at £9,073.69, with many of the callouts related to no water coming out of taps due to the lack of pressure and air locks in the hot and cold-water system.

Capex related work, went from digging up floor to repair leaks, replace the satellite hot water cylinders and 2 of the gas fired boilers that have been damaged was sitting at £58,918.00. This does include a substantial value for return pipe work that was installed, as instructed by our water hygiene provider to install a secondary return to the satellite cylinders.

There has also been other works from the LRA, but it was difficult to split out what was actually relevant to the poor installation of the system, however circulation and poor temperature and access to the storage tanks in the loft for annual cleaning and disinfection continues to be a problem.

As a care provider we have a duty of care to our residents and staff to provide heating and hot water at all times, and these services have to be at compliant levels, work effectively and efficiently in line with the British standards, Health Technical Memorandum, HSE guidance and the CQC (Care and Quality Commission).

Kind regards,

 Engineering Manager, Property & Development
Bupa Global and UK, Field based

