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Our Ref: KT/ALK

To Whom it May Concern

**REFERENCE: GLENN ROBERTS – TOUCH BUILDING SERVICES – LETTER OF RECOMMENDATION**

It is with pleasure that I write this letter of reference for TOUCH Building Services. I have had the opportunity to work with Glenn Roberts and his team on the Coral Reef Enhancement Project in Bracknell.

TOUCH Building Services were commissioned by the main contractor to deliver the £13 million refurbishment to Coral Reef Waterworld. TOUCH Building Services installed all the mechanical and electrical installations which equated to £2.4m of the overall contract sum.

The works entailed: -

- Part refurbishment (approx. 80%) of an existing leisure facility with pre-designed M&E services. Isolation of M&E services to allow strip out whilst allowing the client to maintain existing plant for swimming pool.
- Complete validation of existing M&E services, including a specialist BMS system to determine condition of existing areas to remain functional whilst construction works took place.
- Refurbishment of main reception, changing areas, cafeteria and main pool hall with a new flume tower constructed.
- Removal of existing and replacement of main AHUs to serve ductwork for new pool hall, as well as AHU replacement of existing cafeteria service installation. This required detailed management and close review of engineering and positioning with the specified manufacturer 'Anther' on a high value package, to achieve the timeline and engineering requirements of this project.

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**DELIVERY**

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- Upgrade of BMS head end to interface new model of controllers and maintain communication with existing out of date equipment. All carried out whilst maintaining full functionality and control of existing heating plant throughout the winter months.
- Installation of new site-wide gas infrastructure to serve new buildings, this included liaison with the local gas authority to upgrade the incoming gas main due to increased load on the system.
- Mechanical services inclusive of; LTHW heating pipework, domestic water services pipework, ventilation systems, external RWP systems, HVAC systems to cafeteria, which required high degree of co-ordination to fit with existing building structure roof space.
- New purpose built plantroom installation to new flume tower building serving new gas boilers and AHU plant for flume tower.
- Specialist ductwork installed to flume tower and pool hall using high quality materials and work processes to ensure the installation is capable of longevity within a poolside environment.
- Installation of specialist fabric ductwork system, rising up the flume tower stairwell in unison with the stair tread and structure, coordinating with flumes and providing not only a working system, but a visual spectacle.
- Full refurbishment of existing main LV panel to upgrade main ACB protective incomer and outgoing MCCBs, controlled shutdown to enable removal.
- Electrical services inclusive of new BMS system to interlink with existing graphics and work alongside legacy plant controls, new fire alarm system, PAVA system, lighting and controls, intruder alarm and CCTV.
- Specialist multi-purpose containment selected for pool environments, along with bracketry and fixings.
- Installation of all control cabling for specialist flume tower control and launch systems.
- Re-commissioning of existing systems on completion following 18 months shut down, ensuring all plant was operational and fit for public use.
- Installation of cable containment systems suitable to withstand a poolside environment, whilst maintaining a high level of workmanship to provide an aesthetically pleasing appearance, as on show within the public domain.
- Specialist architectural lighting installed in various areas of the project to provide a wash of colour to ceilings and surfaces, with user controls and interfaces installed and commissioned.

Glenn Roberts was the Contract Manager during the construction phase and attended monthly meetings and worked in collaboration with the main contractor, design team and the Council's Project Manager.

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I found Glenn Roberts and his team to be very knowledgeable, professional, proficient and provided solutions to assist in cost saving during the construction. TOUCH Building Services staff are professional, organised and very pleasant to work with and have an excellent relationship with the Council and the main contractor.

During the defects period, TOUCH Building Services via Glenn Roberts provided an excellent after care service and rectified all defects as per the agreed timetable and there was no impact on service.

If you have questions, please feel free to contact me.

Yours faithfully



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