

Nutfield Church (C of E) Primary School

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**Telephone: 01737 823239****E-Mail: info@nutfield.surrey.sch.uk****Headteacher: Miss Imogen Woods – BEd Hons (Oxon)****Deputy Headteacher: Mrs Anna Benjamin – BA PGCE**

Paul Forrest
Buildings and Capital Programmes Manager
Southwark Diocesan Board of Education
48 Union Street
London
SE1 1TD

Thursday 22nd February 2024

Dear Paul,

Air Source Heat Pumps (ASHP) at Nutfield Church Primary School

After extensive discussions with the Governors during various Health and Safety Monitoring meetings, we have come to the decision to request the removal of our ASHP and that the project be ceased.

Although we were grateful for the offer of the ASHP, and appreciate the effort you have invested, the time we have spent discussing them and the difficulties we have had to date far surpasses the benefit of having them.

Our ASHP were installed in March 2022, were subsequently removed, and have been sitting in our car park since November 2022. From a plumbing/controls point of view, the installation appears complete. However, we know that if we were to keep the ASHP additional work is required, including groundworks, following their relocation. Given the challenges we have faced so far, we would like to ask that the ASHP paraphernalia be removed and that our boiler room be made good. I am aware that this may further complicate the works that are going on behind the scenes and so do welcome a further conversation with you if you would prefer that we suggest a different direction.

I know you are aware, but to give you some detailed insight into our journey so far, I have provided a summary of our experience on the following page.

I look forward to hearing from you, please be reassured that we know you are working hard and have done all you can in some very trying circumstances. We appreciate you and your team very much Paul.

Yours sincerely,

Imogen Woods
Headteacher



Air Source Heat Pumps (ASHP) at Nutfield Church Primary School Timeline

February 2022	ASHP piping installed. Advised that ASHP will be installed towards end of March 2022.
March 2022	ASHP installed on wall of boiler house.
05/10/2022	The installation is complete, however the ASHP have not yet been programmed. Works have stopped as Omni have concerns about the safety of the installation.
12/10/2022	An Omni engineer and a Carrier engineer came to site to assess the installation. It was confirmed by Gareth Slaughter, Project Coordinator at Omni, on Friday 14th October that the installation is safe and the integrity of the wall was fine.
31/10/2022	A structural engineer, from DMA - independent of Omni, came out to site following instruction from Omni to inspect the ASHP installation. Whilst the structural engineer didn't think the installation was unsafe he was concerned with the positioning of the ASHP and said that they need to be at ground level or on a flat roof. He said he would report back to Omni with his findings and request they dismantle the current installation.
09/11/2022	Omni came to site to dismantle the ASHP installation. The heat pumps have been removed from the boiler house wall and are now sat in the car park. We tried to place the heat pumps inside the fence line but the crane on-site was not sufficient.
07/03/2023	We received an email from Paul Forrest informing us that Thaw will be our new installation company.
09/03/2023	Some unexpected 'visitors' came onto site, during the school day, and tried to steal the air source heat pumps. The Premises Manager was around and managed to stop them. This was logged with the police (reference is: BCA-20452-23-4545-01).
14/03/2023	Paul Forrest called Imogen Woods re the heat pumps. Paul explained the situation and that the control panel used needs replacing and they are hard to source. He anticipates it could be a year or more before things are resolved.
28/03/2023	Email from Asset+ to arrange a date for Marlon, a Project Manager at Asset+, to check on the ASHP installation and assess the outstanding work. The visit has been booked for 29 th March.
29/03/2023	Marlon Tyler from, Asset+ arrived to assess the installation works of Omni. He took photos and said he would put together a report of works needed and propose a new location for the ASHP. The new location proposed was to the left of the metal Trinity Farm storage unit. He said they would put down a concrete pad and erect acoustic fencing around the installation. To date no proposal has been received.
19/12/2023	Received an email from Paul Forrest informing us that Toshiba Carrier have resolved a key technical issue with the controls installed by OMNI Heat and Power. We have been assigned 'Axiom' as our main installation contractor.
15/01/2024	Received a call from Terry at Axiom requesting a time to conduct a survey of our Air Source Heat Pumps.
16/01/2024	Terry attended site, conducted a survey and took some photos. He will be in touch at a later date with a report and proposed work plan. To date no report has been received.
24/01/2024	Cepha Controls attended site to inspect the control panel.