



Welcome to the Summer 2008 edition of TRAC's customer newsletter.

Being able to control the comfort levels of any environment brings evident benefits. At work, it ensures a happier and more productive workforce while at home it promotes a sense of luxury. Last year TRAC enabled many people, both in domestic environments and commercial environments, to do this.

2007 was a successful year for TRAC. We have included some of the highlights of work we did and customer relationships that were developed, both in a new and pre-existing capacity. We are looking forward to further success in 2008, and would like to thank all of our customers for their ongoing support.

## AIR CON SPECIALISTS EXPAND



TRAC are delighted to welcome a host of new faces to their team. Since the New Year, the firm have taken on two new contract engineers.

Richard Nevin joined TRAC in January, followed by Tom Heaton at the end of March, as contract engineers. They are both responsible for project management at the company.

TRAC director Paul Stephens comments: "We are delighted to welcome Richard and Tom to TRAC. They have settled in fantastically.

"The fact we have had to take on personnel is a result of TRAC's expansion, and it's important to draft in extra resources to ensure that the standard of service we provide to our clients is kept consistently high."

# AIR CONDITIONING EXPERTS MOVE OFFICE INTO PREMIER LEAGUE

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Aston Villa FC, one of the UK's oldest and biggest football clubs, is entering a bright new era in its long history, thanks to the combination of new owner Randy Lerner and new manager Martin O'Neill.

Since Mr Lerner took over the club in August 2006, the club has seen £13 million invested in a new training ground at Bodymoor Heath and the refurbishment of the historic Holte Hotel, in the grounds of the club's Villa Park stadium in Aston, Birmingham.

Other changes include converting and refurbishing a conference suite on the third floor of Villa Park's North Stand to create 500 square metres of office space, a month-long project completed in the summer of 2007.

Morgan Lovell, leading office interior design, fit-out and refurbishment, commissioned TRAC to install a new air conditioning and ventilation system to make sure the offices were of premier league quality.

The high specification equipment, compliant with the latest building regulations on energy efficiency, included air conditioning with Mitsubishi cassette systems, a heat pump, plus a heat exchange ventilation system, to provide fresh air.

The system is separate from but linked to the main stadium's building management system, so that although the temperature can be controlled locally, it is monitored by and switched on and off by the main system for maximum efficiency.

Project manager Brian Bonson, from Morgan Lovell, explains: "Our in-house mechanical and electrical (M&E) consultant had done all the necessary initial consultation with TRAC for the project, which I then picked up.

"TRAC knew what they were going to do, so we got together with the electrical consultants, walked the job and worked with Hoare Lee, the client's M&E consultants, to put together and pin down the specifications."

During the installation, Brian had regular contact with TRAC's on-site team and weekly meetings with senior TRAC staff on issues including power requirements, access to different areas of the site and co-ordinating with the lighting contractors.

Commercial manager Chris Mellor was responsible for looking after the financial side of the project. He said: "I had regular dialogue with TRAC, who kept me abreast of any potential changes on cost. It was a positive outcome – there were no variations and the final account was agreed within a few days of the end of the project. Hoare Lee also signed off the work as complete, with no issues."

Although Morgan Lovell have used TRAC before, the Aston Villa project was Brian's first experience of working with the firm. He says: "There were lots of positives - they were approachable, co-operative and helpful on both the site and management side. The workmanship was good and TRAC's flexibility was also appreciated."

Ian Lowe, director at TRAC, said: "This was a fit-out of high specification equipment, compliant with the latest building regulations on energy efficiency.

"The installation includes air conditioning with Mitsubishi cassette systems heat pump, plus a heat exchange ventilation system, to provide fresh air.

"It is separate from the main stadium's building management system but links into it so that although the temperature can be controlled locally, it is monitored by and switched on and off by the main system for maximum efficiency."

Ian added: "Aston Villa describe themselves with the phrase 'Proud history, bright future', and we are delighted to have played a part in this historic club's progress."

# AWARD WINNING COMMUNICATIONS AGENCY TALKS TEMPERATURE WITH TRAC

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Established in 1991, Thomas Hannah and Associates (THA) is an independent, full-service communications agency with offices in the UK, Belgium and the USA. Winner of the prestigious platinum 2006 ITMA (Incentive Travel and Meetings Association) award, the company offers a wide range of services, including innovative motivation programmes, event management and incentive travel to clients around the globe.

The company has dealt with TRAC for the past five years, following a formal review of leading suppliers. TRAC has since installed air conditioning units throughout the firm's extensive Leicester headquarters, comprising of 12,700 square feet of office space, as well as its smaller London office.

Neil Castledine at THA comments: "After inviting three different air

conditioning companies to tender for the contract, we decided to choose TRAC because they had a significant edge. Ian and the team are extremely customer focused and ask all the right questions, thinking ahead and fully working out implementation strategies before making any installations. The team has even skilfully incorporated the capacity for further units, in case we expand."

THA has continued to work with TRAC over the years for regular maintenance checks. Neil continues: "I would definitely recommend TRAC. The service is prompt and the staff are extremely knowledgeable and always friendly. Everything is kept tidy and there is minimum disruption. Our employees can continue working as normal and you don't always get that with contractors. All in all, TRAC were a breath of fresh air, and the transition from unventilated to air-conditioned was a smooth one."

# AIR CONDITIONING EXPERTS KEEP DINERS COOL

TRAC are helping diners at one of the UK's hottest restaurant chains to keep their cool.

The company has been working with Cannock-based mechanical and electrical engineering company CEM to design, supply, install and commission air conditioning at branches of YO! Sushi.

YO! Sushi, first launched in 1997 in Soho, London, is based on the traditional Japanese kaiten sushi bar. It is now the UK's leading conveyor belt restaurant group, with 28 venues offering a mixture of over 100 Japanese and Western dishes, freshly prepared in front of customers.

CEM and TRAC have collaborated on several YO! Sushi projects, including two snack bar kiosks in central London and at restaurants at Brent Cross shopping centre and at the upmarket Brunswick Centre, at the heart of the capital's prestigious Bloomsbury district.

The Projects Manager, from CEM, said: "A feature of these venues is that a lot of the services are left on show, so the neatness of the pipework was very important. The work TRAC did at the Brunswick Centre was superb, and helped to maintain the aesthetics of a high quality venue."

TRAC's Ian Lowe said: "We have worked together with CEM as a partnership and the excellent working relationship and joint knowledge we have developed benefits both us and the client."

He added: "It's exciting to know that we are playing our part in the YO! Sushi success story."

YO! Sushi aims to have 100 restaurants worldwide by 2010, establishing it as a leading global brand.



# TRAC IS AT THE TOP OF ITS GAME, SAYS HALESOWEN FC



TRAC has been commended by Halesowen Town Football Club Bar for all the hard work and professionalism provided during their ten year working collaboration.

Having been established in 1873, Halesowen Town Football Club, more commonly referred to as The Yeltz, is one of the oldest clubs in the Midlands and currently plays in the British Gas Business Southern Football League, Premier Division. The Yeltz Bar, being the main social meeting point for fans, club members, associates and even just local residents, plays a

crucial role in the successful operation of the popular local club.

Phil Lloyd, Steward at Yeltz Bar comments: "A significant part of the club building, including the bar, was burnt down back in 1997 so it became necessary for us to undertake a major revamp project. As such, we saw this as an opportunity to introduce some new air conditioning systems and as TRAC are local and have a good reputation throughout the area, we decided to choose them and have been working with the firm ever since."

The Yeltz Bar currently has five air conditioning units installed by TRAC, which are all serviced on a quarterly basis. This helps to ensure that the popular bar, which is not only open during match days but on a daily basis, remains fully air-conditioned.

Phil continues: "Over the years, Ian Lowe and his team have provided us with a consistently excellent standard of service, which is why we have continued to use them for so long. Air conditioning is quite a specialist sector, so it is extremely handy for us to have TRAC, one of the leading firms in the industry, so nearby. I would definitely recommend them to anybody in need of an air conditioning specialist."

Ian Lowe, managing director of TRAC comments: "As a firm, we feel that it is important for local businesses to work together where possible and that is why The Yeltz Bar has always been such a great client for us. It has been a pleasure to work with The Yeltz Bar for the last ten years, and we hope to work with them for a further ten, if not longer."

# TRAC A SAFE BET TO KEEP CASINO CUSTOMERS COOL



TRAC have dealt a West Midlands casino a winning hand to help keep customers comfortable when the stakes and temperatures are high.

The company was appointed by mechanical and electrical engineers CEM, in Cannock, to supply, install and commission new air conditioning to replace an existing system at the Midland Wheel Casino, in Norfolk Road, Edgbaston, Birmingham, as part of a major refurbishment programme.

TRAC installed a Mitsubishi electric split system, including ducted and cassette type heat pump systems, with the work commissioned at the end of July.

The refurbishment, which is now complete, presented particular challenges as the building was divided in half during the project. Work was carried out on one section, while the other remained open for business, and once the first half was completed, the team then swapped over.

The building had originally been two houses, linked by an extension and other additions over the years, which also created challenges for TRAC and CEM in the way the different parts had been tied

together structurally.

TRAC director Ian Lowe said: "We phased our work around the casino's requirements and had to be extremely flexible.

"Although it took slightly longer to complete this way, we were happy to work with the CEM and the client to accommodate their needs, and the whole project went well.

"We have just started work for CEM on a branch of Stanley Casinos in Liverpool and we hope that this sector may develop into a new market for us."

The Projects Manager, from CEM, said: "This was a tricky project – we only found out what we would be working with when the ceilings came down, but TRAC was very good at getting in, completing the installation, fitting and piping at the right time.

"They also installed some extra units over and above what was originally planned and I know the client was very pleased with the end results."

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