

Case Study	
Client:	196 Bishopsgate
Project:	Supply and installation of air conditioning to 48 apartments in a listed building



196 Bishopsgate is the name of a prestigious serviced apartment block in Central London. Situated opposite Liverpool Street Station, it provides an alternative to hotels for business people visiting the capital.

The five floor, 48 residence apartment block is a listed building with many art deco features that needed to be retained during refurbishment. When choosing a supplier for the air conditioning, 196 reviewed companies on price and also the level of service they would be receiving from their chosen supplier.

Rapid Air Conditioning were competitive on price, but what really stood out was their level of customer service. They were fast on turnarounds for quotes and project plans and also had a high level of product knowledge to be able to offer different options for this difficult renovation project.

The system designed by Rapid considered the listed restrictions and resulted in a combination of wall mounted and cassette split systems together with Unico Easi-Fit units. The areas involved in the project were mainly bedrooms, living rooms and the reception area.

The apartments were still being occupied throughout the project so the installers worked around the bookings and installed during the day when the renters were at work or in vacant apartments as they became available. The high level of planning from the project team at Rapid meant everything went to plan and ran smoothly. The only issue encountered since the install was a dropped remote control from a guest which broke and was promptly replaced by Rapid.

Rapid have won the service and maintenance contract for the next three years based on their quality of service. A decision 196 are pleased with as Rapid offers same day service for callouts where possible, allowing for minimal disruption to their discerning renters.

What they say:

"I would consider Rapid Air Conditioning to be an excellent company. Their customer service is very, very good, from our main contact right through to the staff in the office."



Massimo Franzin
Project Manager