



CON-SERVE™

## Con-Serve™ Case Study - Serviced Apartments

**Client Name:** Cheval Collection

**Type of property:** 5\* serviced apartments

**Facilities:** Fully serviced apartments, with kitchens and laundry rooms

**Con-Serve™:** Since April 2019

**Context:** Providing exceptional, effortless services and experiences to guests for almost 40 years, the Cheval Collection consists of over 600 luxurious, serviced apartments in 11 residencies located in prime locations across London and Edinburgh.

In recent years, the Cheval Collection has started implementing sustainability initiatives, including working with the Considerate Group Con-Serve™ platform to monitor and manage energy consumption across the collection.

**In practice:** Considerate Group installed Con-Serve™ at eight London-based residencies in April 2019.

- Electricity (and the associated carbon footprint) is monitored using automated, half-hourly data feeds.
- Monthly bills are manually uploaded by Considerate Group for gas, along with electricity for residencies without advanced metering.
- Maintenance managers and general managers at each property receive customised, automated resource consumption reports on a weekly basis direct to their email inbox.
- In-depth analysis at residence and portfolio-level is carried out by Considerate Group's sustainability analysts and presented in quarterly reports, together with recommendations and tips for further improving efficiency.
- Annual reports summarise resource consumption and associated carbon emissions, and are used to communicate with non-technical staff and celebrate achievements with stakeholders (staff/guests).

**Outputs:** As an example of how this translates on-site, the below shows the savings made across the eight-property portfolio in Q3 2021:

- **Cost savings:** £46,000 saved in operational costs in just these three months;
- **CO<sub>2</sub>e savings:** 19.8% reduction in CO<sub>2</sub>e produced per occupied room, which equates to 150 tonnes of CO<sub>2</sub>e, equivalent to 59 flights between London and New York.



**Covid-19 Impact:** Due to their classification as serviced apartments, the Cheval Collection residencies remained operational throughout the COVID-19 pandemic. Throughout the pandemic Cheval received bespoke advice from the Considerate Group, alongside continued automated reports on a weekly basis and in-depth analysis on a quarterly basis. This has ensured that by Q2 2021 most Cheval residencies are now more resource efficient per occupied room than before the pandemic; this is despite some reductions in occupancy as well as guests being more inclined to stay in their rooms during and emerging from lockdowns.



**Testimonial:** Cheval continues to use and derive value from Con-Serve™, as highlighted by the Cheval Collection's Chief Operating Officer, John Philipson:

*"Con-Serve™ helps shine a light on an area that can be hard to get to grips with due to changing prices and consumption. The team review and crunch the numbers that enable us to focus on how to correctly manage one of the largest expenses in our business. The data is great, broken down, easy to understand and makes it simple for us to communicate actions at all levels in the business and keep it live in the daily and monthly priorities."*