

**Case Study:**

Realstar Hospitality

**Location:**

Holiday Inn Kensington  
Forum Hotel, London

**Project type:**

Modernisation

**Project scope:**

Specification and management of a modernisation programme for the six car guest passenger lift group in the flagship Holiday Inn in central London

The Kensington Forum Hotel is the busiest Holiday Inn in the UK, with six high-rise guest lifts serving 28 floors, travelling at speeds of 3.5m/s.

Originally installed in 1972, the lifts were starting to feel their age, with repeated failures causing unacceptable inconvenience to visitors. It was decided to refurbish the lift bank with the complete renewal of the drive units, control systems and associated equipment, and JBA was appointed to manage the project end-to-end.

The new lift control systems would provide remote monitoring and be able to link to the hotel's Building Management System, giving the facilities team access to real-time lift status.

The project was carried out as a single, uninterrupted programme over a two-year period from inception to completion. Challenges included the safe removal of bulky/heavy lift equipment in a busy occupied hotel with minimal disruption, and a works programme that had to fit round the day-to-day, round-the-clock demands and use of the lift equipment by guests: works were completed sequentially but only a single lift at one time.



The Kensington Forum Hotel



Replacement gearless drive unit being installed