

Safety in your building

2 September 2020

Grand Union Heights,
Northwick Road,
Alperton,
HA0 1LB

Dear Residents,

Plans to reduce the waking watch – Wednesday 2 September

Following the successful installation of alarms in Grand Union Heights, our fire engineers have advised us that we will be able to reduce the number of waking watch staff to one. This will happen on **Wednesday 2 September**.

The new system is extremely sophisticated. The waking watch was originally brought in as a short-term solution until we had this system installed, and we're pleased that we're now able to offer you piece of mind that this system is now working effectively. We will meet with the London Fire Brigade to discuss the situation at Grand Union Heights and we will inform you in the future if there are any further changes to the waking watch.

Responsibilities of the waking watch going forward

The watch will have new duties to perform now that the system has been installed and their patrols will now take place every hour. They will also monitor the system for any alerts.

In the event of a fire, they will still be there to assist you in evacuating and also to communicate with the London Fire Brigade.

Alarm test

The alarm system will be routinely **tested every Wednesday at 3pm**. To be clear, **if you hear the alarm sound, you should evacuate the building** – this includes if the alarm does not stop at 3pm on a Wednesday.

Working with the new system

Thank you for your cooperation in allowing us to install this system in your home. There may be times that we need to re-inspect the system in your home if we get an alert on the main panel. Please work with us if we should need to do this. Also, if you think there is an issue with your alarm, please do not tamper with it – instead let us know and we can take a look.

Got a question? Then get in touch on customerservice@networkhomes.org.uk or **0300 373 3000**. Thank you again for allowing us access into your homes to make these improvements.

Kind regards



Sam Drinkwater
Neighbourhood Team Leader (Building Safety)

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

www.networkhomes.org.uk
customerservice@
networkhomes.org.uk
0300 373 3000

We've moved to a new Wembley Park head office!

Our new address is:
The Hive,
22 Wembley Park Boulevard,
Wembley,
HA9 0HP.

Please update your records with our new head office address and ensure you use the new details if you need to get in touch or send any documents to us in the post.