

## Safety in your building

14 September 2020

Rainbow House,  
Water Lane,  
Watford,  
WD17 2AP

Dear Residents,

The Hive  
22 Wembley Park Boulevard  
Wembley  
HA9 0HP

[www.networkhomes.org.uk](http://www.networkhomes.org.uk)  
customerservice@  
networkhomes.org.uk  
0300 373 3000

### Plans to reduce the waking watch – Monday 14 September

Following the successful installation of alarms in Rainbow House, our fire engineers have advised us that we will be able to reduce the number of waking watch staff to one. This will take place in the evening of **Monday 14 Sep 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 Rainbow House 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 Thursday at 4pm**. To be clear, **if you hear the alarm sound, you should evacuate the building** – this includes if the alarm does not stop at 4pm on a Thursday.

### 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](mailto: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)