

Safety in your building

15 September 2020

The Archer Tower
Berger Road,
Hackney
E9 6FG

Dear Residents,

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

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

Evacuation of The Archer Tower on 9 September.

We are writing to following our last update on 11 September about the fire alarm incident on Wednesday 9 September.

Since the incident we been investigating to understand the events of Wednesday evening. This investigation included the following:

Wednesday 9 September Sequence of Events & Subsequent Assessment

- i. Approximately at 8pm the concierge heard an unusual noise coming from the fire alarm panel. This was not an alarm activation, however as a precautionary measure they decided to start an evacuation of The Archer Tower.
- ii. The concierge and remaining warden started to knock on doors to evacuate The Archer Tower.
- iii. The Fire brigade were called and attended within minutes. They quickly confirmed there was no fire and ceased the evacuation allowing residents to return to their homes.

Actions Taken

- The concierge has been interviewed.
- The fire alarm installer inspected the fire alarm and reviewed the system logs which record all fire alarm events. This review found the fire alarm did not detect a fire, nor did system sound an evacuation. The noise the concierge heard has not been identified.
- The fire alarm was tested on Friday 11 September. The system operated as intended.
- The fire alarm panel manufacturers have been contacted to provide further advice about what may have caused the noise that the concierge heard.
- Further training will be completed with the concierge about processes and procedures.
- The concierge will in the future take a video recording of any unexpected noises emitted to aid investigations.

Resident safety is our priority, **if you hear the alarm sound, you should evacuate the building** – this includes if the alarm does not stop at 4pm on a Friday.

General fire safety information

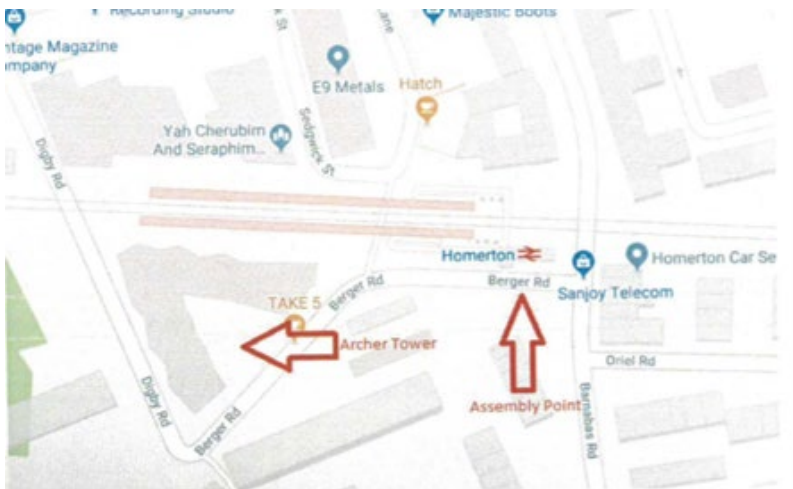
The alarm system will be **routinely tested every Friday at 4pm.**

All escape routes need to remain clear, so please ensure no items are left in the communal areas. We will remove and dispose of all items in the communal areas. Flammable items such as BBQs, gas bottles, cardboard and packaging should not be stored in your home. You also should **never have a BBQ on your balcony** and try to **avoid smoking on your balcony** as the London Fire Brigade advise these are some of the leading causes of fire in blocks of flats. Last year, a fire in Barking destroyed 20 flats and this was started by a BBQ on a balcony.

Your fire strategy

Here's a recap of what to do if there is a fire in your flat, you hear the alarm or the concierge tells you to evacuate:

- Evacuate immediately closing all doors behind you as you leave your flat.
- Leave the building using the nearest staircase. This will be shown on the fire signage within your block. **Do not use the lift.**
- Call 999.
- If the fire is in your flat, you should alert the concierge so they can raise an alarm.
- If you are responding to an alarm raised by the concierge, you should follow any instructions they give you.
- Tell the concierge and Fire Brigade if any members of your household require assistance to evacuate.
- Gather at the assembly point **Pavement in Berger Road, opposite Homerton Station** (map below). Wait at the assembly point until you are told by the fire brigade/warden/concierge to return to your home.



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.

Yours sincerely



Sam Drinkwater
Neighbourhood Team Leader (Building Safety)