

Safety in your building

22 December 2020

9-19 Robsart Street, 1-11 Thornton Street,
Stockwell,
SW9

Dear Residents,



Olympic Office Centre
8 Fulton Road
Wembley
HA9 0NU

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

We need your help to make your home safer - installation of fire safety equipment in your home from Monday 4 Jan

We wrote to you in November about the alarm installation project and discussed the upcoming work at the recent resident webinar. We will be starting to install the new enhanced fire detection system to comply with current National Fire Chief Council (NFCC) guidelines. The install will start on **Monday 4 January** and we hope to have completed it by Tuesday 29 January. If all goes to plan, we expect to go live with the new alarm system in the week of 15 February. Due to the current import restrictions from Covid-19 and uncertainty surrounding Brexit, we may experience delays in receiving materials which could push these dates back, but we are hopeful that any impact will be minimal.

We are progressing quickly through the communal installation and we are about to enter stage two of the project, where we need access to individual flats to install heat detectors and sounders. Heat detectors need to go in every room which has an external wall and sounders need to be installed in the hallway. This is to ensure your safety in an unlikely event of an evacuation. We are doing the same in all the flats in your blocks. The installation will take around 10 – 15 minutes per flat.

Our contractor Oakray will get in touch with you via letter to confirm a specific time and date for your flat installation.

It's really important we install the detectors and sounders in **all homes**. Any delay in this project results in further costs being incurred for the waking watch.

Why is it essential that we are allowed access to your home?

This is essential safety work that we need to carry out. The new system will help to alert both your household and your neighbours in the event of a fire. That's why it's crucial to allow us access to your home when we're installing this safety equipment in your home.

If one household denies entry to our contractor when they are installing the system, this doesn't only affect that household, but the safety of everyone in the block.

Why is this necessary to do right now?

As we have now moved into Tier 4, I know you will be concerned about allowing people access into your home. As mentioned above the install will take 10-15 minutes each and our contractors will be in full PPE – you can see below the additional measures we will take to keep you safe.

I'd also like to reassure you that we have carried out a number of these installations during the first lockdown environment so are experienced in working within the government's guidelines on safe practices. The government's guidance for tradespeople who need to enter people's homes can be read here: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>.



What measures are we taking to ensure the safety of everyone at your block?

There are a variety of steps we are taking to ensure the safety of residents and workers on-site. You can view a short video that shows how quick and easy the install of a detector has been when we have done this work before: https://youtu.be/x-x9Sb15z_Q. We will work with you to ensure we can quickly do this work safely:

- There will only be one worker entering your home and they will follow all government guidance on tradespeople entering your home. There may also be one worker at the doorway but they will not come in.
- You should only need to prop the door open and then go to your living room/bedroom while we are working in the hallway.
- Workers will be observing Government guidance with regards to social distancing.
- The workers will wear full protective equipment, including clothing, gloves, and masks.
- The workers will carry anti-bacterial spray with them at all times.

We understand this is a very troubling time for everyone, and we understand you may be concerned with people coming into your block. Please be assured that Network Homes and Oakray take the safety of residents and staff very seriously and are installing these alarms as we believe it will make you safer in your homes.

If you have a question, get in touch on customerservice@networkhomes.org.uk or **0300 373 3000**.

Yours sincerely

A handwritten signature in black ink, appearing to read "Soh", written over a horizontal line.

Sam Drinkwater

Neighbourhood Team Leader (Building Safety)