

To all residents at  
Sheldon square  
Paddington  
London  
W2 6DN

The Hive  
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Wembley  
HA9 0HP

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4 October 2021

Dear Resident

### Recent fire alarm activations

We are aware that over recent weeks, the fire alarm system at Sheldon Square has been activated several times resulting in visits from the London Fire Brigade. This is understandably concerning and inconvenient for you. We have discussed the situation with a representative from Firstport who are responsible for the management of the fire alarm system and we are arranging to meet with them again to ensure they resolve the issue as soon as possible.

On one of the visits, the fire brigade identified that these false activations were due to technical issues affecting the newly installed fire panel. At the end of September, our Head of Health and Safety, Colin Conboy, met with Stephanie Simpson, Development Manager at Firstport, to discuss the fault with the alarm system. Stephanie explained that there have been teething problems with the new system and assured us that the company who installed the fire panel are working to resolve the issue.

Colin Conboy and Laura Jones, our Fire Safety Contracts Manager, are arranging a follow up meeting with Firstport to review these recent activations and get an update on the progress they've made to fix the issue causing them, including replacing and testing the fire alarm system.

I would like to apologise for the upset caused by these false fire alarm activations. We will continue to remain in communication with Firstport to make sure they fulfil their commitment to resolve the issue which we understand is connected to the management of the bin chute rooms.

Yours sincerely,



Gerry Doherty  
Executive Director of Customer Services