

Safety in your building

21 March 2022

Tabriz Court and Shams Court,
Fulton Road,
Wembley Park,
HA9

Dear residents,

The Hive
22 Wembley Park Boulevard
Wembley
HA9 OHP

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

Update on fire alarm investigations

Following our testing of the fire alarm system in January, we have appointed Arup, an internationally renowned Fire Engineer to review the results of the testing. We are expecting a report in April, identifying any further enhancements that are required to the existing 'Simultaneous Evacuation' strategy. As part of this, Arup is also reviewing the current configuration of the detection system throughout the building in line with guidance from the National Fire Chief Council (NFCC). Once we have received this report, we will update you if there are any changes made.

The role of the Evacuation Manager

The evacuation manager is currently monitoring the alarm panels in Tabriz Court and Shams Court 24 hours a day. The evacuation manager will investigate any alarm activations and determine if a full building evacuation is needed, or whether it is a false alarm. If an evacuation is required, the manager is trained to initiate an estate wide alarm. This will involve triggering all sounders in flats and communal areas to ensure all residents are alerted to a fire. The evacuation manager will immediately inform the fire and rescue services by calling 999 and will then attend Tabriz Court and Shams Court to help manage the evacuation of residents. They will also liaise with the fire brigade and help residents return to Tabriz Court and Shams Court when it is safe to do so.

Alongside their evacuation management duties, they will also do hourly patrols of every floor, corridor and stairwell of your buildings, plus walk around to monitor the external wall. As part of patrols, they will ensure exit routes are kept clear, so please ensure no personal effects are stored in corridors as these will be removed.

What to do if there is a fire in your flat

- Evacuate immediately using the stairs, closing all doors behind you when leaving your flat
- Tell the fire wardens about the fire
- Call 999.

What to do if you hear a communal alarm, air horn or the evacuation manager tells you to evacuate

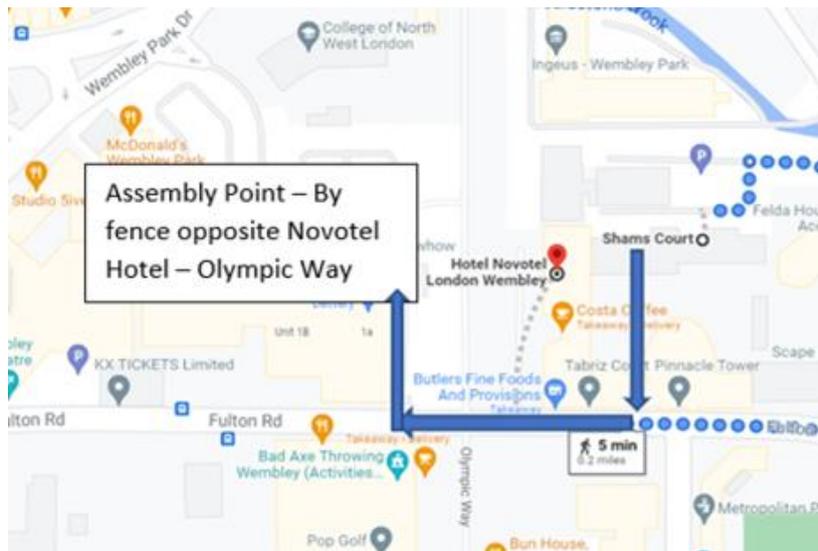
- Follow instructions and immediately evacuate using the stairs
- Leave all possessions behind in your property
- Close all doors behind you
- Tell the fire wardens or the fire brigade of any household members who need to be rescued
- Gather at the assembly point opposite Novotel Hotel and wait at the assembly point until you are told by the evacuation manager to return to your home.

A summary of this letter

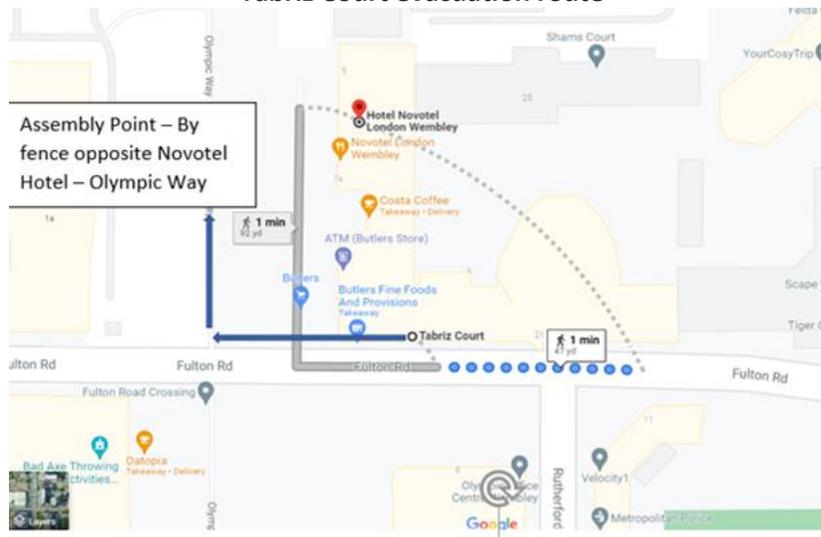
We've appointed a fire engineer – Arup – to review the results of the fire alarm testing and they'll report back in April.

We've included some more information about the role of the evacuation manager, evacuating from the building and how to 'Hush' your sounders in the event of a false alarm.

Shams Court evacuation route



Tabriz Court evacuation route



Tabriz Court and Shams Court assembly point



Equipment within your flat

Flats are equipped with heat detectors (kitchen only) and smoke detectors in the living room and bedrooms which are interlinked. The smoke detectors are very sensitive and may be activated through burning toast or steam from showering or high humidity as two examples. Your flats are fitted with 'Hush' buttons in the entrance hallway. As soon as the smoke detector is activated in your flat, there will be an alert on the 'Hush' button in the entrance hallway.

Using the Hush button to silence a false alarm

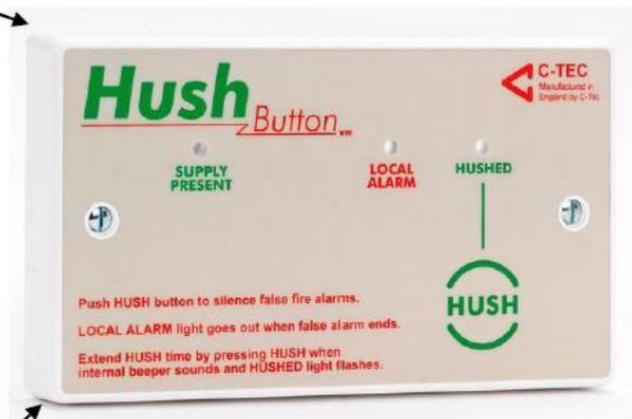
1. Push the Hush button in your hallway to silence any false fire alarm
2. The 'Local Alarm' light turns off when the false alarm ends
3. If you need to you can extend the Hush time, push the Hush button when the internal bleeper sounds and the 'Hushed' light flashes.



Smoke Detector



Heat Detector (Kitchen Only)



The Hush panel is linked to the landlord fire alarm panel. In the event of a fire in your apartment, the Hush panel sends a signal to the landlord fire alarm panel. The landlord system manages any evacuation of the building. In the event of a fire in another area of building, the sounder within your apartment will sound and you must evacuate the building accordingly.

Once the evacuation manager becomes aware of an activation within a flat, the manager will proceed to the detector which has activated. Where this is in a flat, they will knock on the door to ask for an update. We would appreciate if you could cooperate with any questions raised by the manager – they can be reached on 07920807850

Need to be rescued survey

It's really important we know about any vulnerability you or your household members have, which may affect your ability to evacuate in an emergency and mean you could need to be rescued by the fire brigade. To let us know if you will require assistance you can fill out this form on our website: <https://www.networkhomes.org.uk/your-home/building-fire-safety-and-cladding/vulnerabilities-help-to-evacuate-survey/>. You can also return the form enclosed at the end of this letter.

If you have any questions, please get in touch with us at customerservice@networkhomes.org.uk.

Best wishes

Raj Gandecha
Head of Resident Management (Building Safety)