

Safety in your building

3 November 2023

Cumnor House and Lidcote House,
Robsart Street,
Stockwell,
SW9

Dear residents,

Oakray to book fire alarm installation appointment with you

We've written to you already to let you know about the issues we have found internally which mean we have now got a waking watch in your building. We're ready to install a new fire alarm system, which will mean we can remove the waking watch once installation is complete.

Appointments from mid-November

Our contractor Oakray will be carrying out the alarm installation and will begin to make contact with you to book an appointment slot. We expect appointments to be taking place from mid-November – we appreciate your cooperation in working with us to allow Oakray to access your home to install the alarms. For leaseholders who rent out their property, then please would you contact us with your tenant's details so we can book an appointment with them.

What will happen during installation?

We'll need you to open your door to give Oakray access to install the following:

- A combined heat and sounder sensor in your hall

We expect this will take around 15 minutes per flat and we don't expect there to be any mess caused. There may be small levels of noise as Oakray fix the sounder to your ceiling.

Testing the new system

In our experience, when new systems are installed, they need to be tested several times and we might receive error messages on the central console. That could mean we'll need to come back to reset or take a look at your new alarms. Thank you in advance for your cooperation while we get the system up and running effectively. Please don't touch the new sounders as this will send a notification to our monitoring system.

Funding for the new system

We will be applying to the government's Waking Watch Relief Fund (WWRF) to cover the cost of this alarm system. We have already received funding for an alarm system at the neighbouring project on Robsart Street, so are experienced in managing the application process.

Further support

You can check the previous letters we've sent here: <https://www.networkhomes.org.uk/robsart1buildingsafety/>. Or get in touch with us on customerservice@networkhomes.org.uk.

Kind regards

Raj Gandecha

Head of Resident Management (Building Safety)

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A summary of this letter

We need to install a new fire alarm system in order to remove the waking watch.

Our contractor Oakray will be getting in touch with you to book an appointment to install this in your home.

We expect this to be from mid-November.

A reminder

Your building's fire strategy is currently

**simultaneous
evacuation,**

which means you must evacuate if you hear the fire alarm, even if you think it is a false alarm.