Safety in your building

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19 May 2020

Boss, Bowman, Nock and Spotter House,
Berger Road,
Hackney
E9

Dear Residents,

Making your home safer - Installation of fire safety equipment in your home

Following the successful installation of the new communal alarm system and smoke detectors in the communal areas of the building, we will be installing fire safety equipment in your flat. This work will make your home safer for you and your family.

Again, this is following from the advice of our fire consultants and we believe this is necessary safety work to install this. We're expecting work to start on **Tuesday 26 May** and last for three to four weeks. We expect the work to take 20-60 minutes per flat. To apologise for this inconvenience, we will be gifting you a £10 Tesco voucher on completion of the work in your home.

What are we installing?
We're aiming to install sounders (alarms), which will only require one or two sounders in your hallway and will work for the entire flat. This will depend on the size of your flat.

We're also installing heat detectors in every room of your flat that has a window. We will need to work with you to ensure your safety and the safety of our workers.

Why is this necessary to do right now?
We understand that you are all practicing social distancing and may be worried about the spread of coronavirus (Covid-19) within the block. We are carrying out this work as we believe it is an essential piece of safety work – the smoke detectors in your home will give you more notice if there is a fire than just the waking watch. The government have said safety work can continue – you can read the guidance here: **https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance.**

While the waking watch will still continue after this work is finished, you will have an extra measure in place to notify you of a fire.

The government have also put in place guidance for tradespeople who need to enter people's homes, which we will be following. You can read it at **https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance#working-in-peoples-homes-as-a-tradesperson-cleaner-or-nanny.**

Contacting you going forwards

We're going to be sending you **updates by text** from now on, unless it is a critical safety update.

If you're a leaseholder and you have tenants living in your flat, please ensure you pass on any messages to your tenants.

We have also sent a summary of this letter as a text, so if you didn't receive a message from us, then we don't have your correct details.

If you're not sure we have your details, send them to us at **customerservice@networkhomes.org.uk**.

You can also **check for the latest update on the website** by going to the 'My block documents' section and searching for your block/estate name.

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Good homes make everything possible

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

There are a variety of steps we are taking to ensure the safety of residents and workers on-site. 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 recommended guidance with regards to social distancing.
- The workers will be wearing full protective equipment, including protective clothing, gloves, and masks.
- Work should take approximately 20-60 minutes.
- 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 AJS 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 want to ask any questions, then please contact me on **0300 373 3000** or **customerservice@networkhomes.org.uk.**

Yours sincerely

Sam Drinkwater
Neighbourhood Team Leader (Building Safety)