

## Safety in your building

22 June 2020

Rainbow House  
Water Land  
Watford  
WD17 2AP

Dear Residents,

### We need your help to make your home safer - installation of fire safety equipment in your home from 29 June

We wrote to you on 29 May to tell you work was starting to install the new enhanced fire detection system in Rainbow House to comply with current National Fire Chief Council (NFCC) guidelines.

We are progressing quickly through the 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 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 Rainbow House. The installation will take around 10 – 25 minutes per flat.

Our contractor Oakray's Resident Liaison Officer will contact you to arrange access to your home – you can email him on [David.Donovan@oakrays.co.uk](mailto:David.Donovan@oakrays.co.uk).

The schedule is as follows:

- **Flats 1-31 on 29<sup>th</sup> June**
- **Flats 32-62 on 30<sup>th</sup> June.**

The majority of the residents at Rainbow House have agreed access but we need to make sure of everyone's safety and must install the detectors and sounders in **all homes**. I look forward to your help on this matter and as a small token of appreciation of your assistance, **we will gift you a £10 Tesco voucher**.

#### What does the work involve?

There is already a fire detection system in Rainbow House - however as we need to install more sounders/detectors, we need to ensure the system can work well with an increased capacity of sounders and detectors. Because of this, we need to replace it with an enhanced system.

This is a two-stage project:

- Stage 1 – installing a communal fire detection system. This is progressing smoothly and we expect to finish stage 1 by the dates above. We will then start on stage 2.
- Stage 2 – installing detectors and sounders in your flat. We will need to work with you to ensure your safety and the safety of our workers.

#### 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 or smoke. That's why it's crucial to allow us access to your home when we're installing this safety equipment in your home.



# Network Homes

Olympic Office Centre  
8 Fulton Road  
Wembley  
HA9 0NU

[www.networkhomes.org.uk](http://www.networkhomes.org.uk)

[info@networkhomes.org.uk](mailto:info@networkhomes.org.uk)  
0300 373 3000

#### 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](mailto: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.



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?**

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. Read it here: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19#working-in-peoples-homes-as-a-tradesperson-cleaner-or-nanny>.

**What measures are we taking to ensure the safety of everyone at Rainbow House?**

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 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](mailto:customerservice@networkhomes.org.uk) or 0300 373 3000.

Yours sincerely

A handwritten signature in black ink, appearing to read "SDH".

Sam Drinkwater  
Neighbourhood Team Leader (Building Safety)