



Network Homes

Safety in your building

07 August 2020

Templar House
Northolt Road
South Harrow
HA2 0YL

Dear Residents,

Reprogramming of alarms starting this Wednesday 12 August

Recently, our contractor Oakray installed heat detectors and sounders in your flat as part of the fire alarm system upgrade.

During system testing, they have discovered a problem and the alarms in your flat need to be reprogrammed – meaning they need to be reconnected to the main system.

What work needs to be done?

The devices in your flat need to be taken down and logged back on to the transmitter. They can then be put back in your flat. We expect this to take no more than 20 minutes and there will be no drilling involved. The devices slide in and out of their casing so there shouldn't be any drilling or disturbance to you.

Oakray will follow the relevant safety guidance when in your home.

When do we need to carry out the work?

Our contractor Oakray will be attending to solve the issue on the following days:

- Wednesday 12 August, between 9am and 5pm
- Thursday 13 August, between 9am and 5pm
- Friday 14 August, between 9am and 5pm
- Saturday 15 August, between 9am and 5pm.

If you need an appointment outside these times, please get in touch with Oakray on **07920 021542** or paul.french@oakrays.co.uk.

Oakray and Network Homes would like to apologise for the inconvenience this may cause you. We hope you understand how important it is to get the system up and running as soon as we can.

Yours sincerely

Sam Drinkwater
Neighbourhood Team Leader (Building Safety)

The Hive
22 Wembley Park Boulevard
Wembley
HA9 0HP

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We've moved to a new Wembley Park head office!

Our new address is:
The Hive,
22 Wembley Park Boulevard,
Wembley,
HA9 0HP.

Please update your records with our new head office address and ensure you use the new details if you need to get in touch or send any documents to us in the post.