

[Name]

[Address]

25<sup>th</sup> September 2024

Dear

### **NEW FIRE ALARM SYSTEM**

You will probably have seen that our partners, Trail Group, are on site and fitting the main cabling for the new fire alarm system in each of the blocks.

They are also beginning to fit the detectors in individual homes, starting with Block 1 -16.

Every home must have the detectors fitted to ensure all residents are safe. Some of you will have had new smoke detectors fitted recently when we tested your electrical system. Even if you have a new smoke detector, you still need the heat detectors to keep you and your family safe.

**Works in your home** - The good news is that Trail are able to use a special glue to fix the detector base to the ceiling, which means there is no drilling and they only need a couple of hours in each home. The detectors need to go on the ceiling near your lounge, bedroom and kitchen windows.

**In order to help make the installation process go smoothly, please can you ensure the areas by the windows are clear for the operatives at the time of your appointment and there are no ornaments or other items on window-sills that could get damaged.**

**Booking an appointment** – If you have not booked an appointment yet, please do so with Aimee at Trail on 01322 370 711. We have a lot of homes to get through so please try and keep the appointment. If you need to change it please ring Aimee.

**How do you know a Trail Engineer is legitimate** - All the Trail engineers wear clothing with the Trail logo on it:



They will also have photo ID and they will not mind you asking to see ID at all. Please do ask for ID and if you are not sure about anything, please either contact Aimee or our

Contact Centre on 01628 543101 with the name of the operative who has arrived so we can check for you.

Thank you for your co-operation to get the alarms installed to make you all safer.

If you have any questions in the meantime, please contact us by email at [evenlodeupdates@housingsolutions.co.uk](mailto:evenlodeupdates@housingsolutions.co.uk) or call our Contact Centre on 01628 543101.

Yours sincerely,



Samantha Carty

Assistant Director of Property Services



Sarah Andrews

Assistant Director of Housing and Resident Engagement

**We want to make sure our information is available to everyone.**

If you need any of our information in a different language or other format like braille, large print, or audio CD, just fill in the form on our homepage at [www.housingsolutions.co.uk](http://www.housingsolutions.co.uk)

اگر آپ کو کسی دوسری زبان یا دیگر شکل جیسے بریل ، بڑے پرنٹ یا آڈیو سی ڈی میں ہماری کسی بھی معلومات کی ضرورت ہے تو ، صرف یہاں فارم بھریں۔

Jeśli potrzebujesz którejkolwiek z naszych informacji w innym języku lub innym formacie, takim jak alfabet Braille'a, duży druk lub płyta audio CD, po prostu wypełnij formularz tutaj

ਜੇ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੱਖਰੀ ਭਾਸ਼ਾ ਜਾਂ ਹੋਰ ਫਾਰਮੈਟ ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਜਾਂ ਆਡੀਓ ਸੀਡੀ ਵਿੱਚ ਸਾਡੀ ਕਿਸੇ ਵੀ ਜਾਣਕਾਰੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਬੱਸ ਇੱਥੇ ਫਾਰਮ ਭਰੋ

إذا كنت بحاجة إلى أي من معلوماتنا بلغة مختلفة أو تنسيق آخر مثل طريقة برايل أو الطباعة الكبيرة أو القرص المضغوط الصوتي ، فما عليك سوى ملء النموذج هنا