

IMPORTANT FIRE SAFETY INFORMATION – PLEASE READ

[Name]
[Address]

8 November 2024

Dear {name}

TEMPORARY FIRE ALARM INSTALLATION NEWS

We wrote to you in August 2024 and September 2024 about installation of the new fire alarm system being installed within your home and communal areas at Evenlode.

This is an important update about the installation programme.

If you haven't yet had a new fire alarm installed

We need to install the communal fire alarm in your home to ensure residents' safety and support full evacuation from the building in the event of a fire. In the event of a fire you and your household must leave the property. Your alarm system is linked with your neighbours' to give you early warning in the event of a fire.

If you have had a new fire alarm installed

Thank you for helping us install the new alarms. The next phase of the installation programme is to connect the system and check it functions as it should. Our specialist contractor Trail Group will need a follow-up visit to your home for this.

Appointments

Trail Group will be on-site at Evenlode from Monday 11 to Saturday 16 November 2024. We are offering two hour slots for the visit to residents including evenings and on Saturday. Housing Solutions are scheduling the appointments on behalf of Trail Group.

If you haven't yet spoken to a member of the team we will be door-knocking this Saturday 9 November to book in an appointment for you. Alternatively you can call our Contact Centre on 01628 543101 to book. Please do call us to book in an appointment that's convenient to you.

Next steps

Following the installation of all the alarms in individual homes and communal areas, the next step will be to connect the system to the fire service. At that point the waking watch will be removed. We expect this to be in January 2025, however, we must install all the alarms first and we will communicate this to you nearer the time.

Alarm activation at the weekend

We understand that the alarm at Evenlode was activated on Sunday 3 November 2024 in one of the blocks. As the alarm system is not yet live it should not have activated. The waking watch is still in place to alert residents, us and the fire service in the event of a fire.

The alarm was activated due to a system fault. This has now been rectified. Please accept our sincere apologies for this activation and thank you for your co-operation in following the evacuation steps.

Once the alarm installation programme is complete for all homes at Evenlode, we'll be in touch again about next steps with guidance on how the system will work.

In the interim, the waking watch will remain.

Get Involved

We are setting up a residents' group at Evenlode to support everyone's safety. We'd like your input to help us make this a success. If you would like to be part of the new residents' group, please get in touch - search 'get involved' on our website, call our Contact Centre or email evenlodeupdates@housingsolutions.co.uk.

Yours sincerely,



Sam 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

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۔

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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

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