

Date: 29 November 2024

Dear Resident

## An update on the fire alarm system at St Anne's Quarter

As you're aware, we're currently installing a new alarm system at your building. We're sorry if you've experienced false alarm activations from the new system, and we want you to know we're working hard to rectify these issues as soon as possible.

We've been at St. Anne's Quarter with our contractors Stealth and CCSS this week (week commencing 25 November) to check the cause and effect of the overall system. We can confirm the cause and effect is working as it should be and there are no errors with the programming of the system.

We've also been reviewing the alarm activation reports and have made the decision to test some changes to the design of the system over the next few weeks in an attempt to reduce false alarm activations. Once we've completed our installation work at Austin House, we'll pause any further installation of the new system until the New Year while this testing takes place.

In the meantime, we're also exploring whether any changes are needed to the cause and effect once the installation of the new system is complete across St. Anne's Quarter.

### About the design changes we're testing

In the next three weeks, we'll be contacting residents in **Bartholomew Court**, **Hope Pole Yard** and **Fox House** to arrange a time when we can visit your home and remove the communal link from the sensors in your kitchen and hallway. When we've made this change, your kitchen and hallway sensors will alert you to a fire in your home, but they won't trigger the communal alarms. The following guidance will continue to apply to all residents in these buildings:

- If the detectors sound in your home but you've not triggered the alarm, you must evacuate the building, even if you're not aware of a fire in your home.
- If the detectors sound and you're aware of a fire in your home, please leave your home immediately closing the front door to your home behind you. Please then leave the building, pressing the manual call point as you leave (you'll see these at the exit doors) and wait in the designated meeting point away from the building.
- The manual call points in the communal areas are connected to the main alarm system and will activate within the area they have been set to when pressed. **Please only press these if you're aware of a fire.**
- The existing detection in your homes that sounds independently to you will remain and we'll replace the heads with new detectors. If these sound and you're aware it's a false activation (due to burnt food, for example), please open the windows to release the smoke and the detectors will stop sounding.



- If you've been allocated a silence button, this will no longer work with the new system. Please follow the steps above to silence your independent alarms. We will collect these buttons from you when we next come to your home.

If you're a resident in Bartholomew Court, Hope Pole Yard or Fox House, we'll be getting in touch by email from **5 December** to make an appointment so we can make these changes to your sensors over the next few weeks. The appointment should last around 20 minutes, and the works will be carried out by Stealth. With your cooperation, we'll be able to get these changes made quickly across all three buildings and can then assess how effective they are in reducing false activations.

## Please do not tamper with your detection system

As you may be aware, the system that we've been installing is linked to an online portal so it can be checked for any faults or failures. The portal has alerted us that some residents have either removed or disconnected the detection in their properties. **Please be aware this puts all residents at risk as it removes the early warning of a fire**, so we ask you to please avoid tampering with the detection.

Once again, we apologise for the disruption caused by the false activations. We believe the tests and changes we're putting in place will help to minimise these, and we'll continue to keep you updated as revisions are made to the system.

## About the Automatic Opening Vents (AOVs)

It's been reported to us that some of the AOVs are opening when they shouldn't be, and we can confirm that AOVs should only open if an alarm is activated in that particular building. We're looking into a possible fault with selected AOVs, but this not linked to the cause and effect programming. Please be assured that this fault does not cause any undue risk to residents.

## Fire safety in your home

As we approach the time of year when your home may be busier than usual and you'll be cooking more meals, we encourage you to visit the fire safety page on our Customer Hub Website. This website tells you more about how you can help minimise the risk of fire in your home, by cooking safely and taking care with electrical appliances and candles:

[www.orbitcustomerhub.org.uk/firesafety](http://www.orbitcustomerhub.org.uk/firesafety)

## We want to hear your views

It's important to us that you receive information about St. Anne's Quarter in the ways that suit you, so we've created a short survey to help us understand when and how you'd like to receive communication from us. Please click [here](#) to complete the survey. It will be live until Monday 16 December. Thanks for sharing your thoughts with us.



Finally, thank you to all those who attended the customer meeting last month. Your questions and comments are always taken on board and we're continuing to regularly update the frequently asked questions section on the dedicated St Anne's Quarter website, so please do visit these pages for the latest information [www.orbitcustomerhub.org.uk/stannesworks/](http://www.orbitcustomerhub.org.uk/stannesworks/)

In the meantime, you can email us at [SpecialProjectsTeam@orbit.org.uk](mailto:SpecialProjectsTeam@orbit.org.uk) or call on 0800 678 1221 if you have any questions or concerns.

Yours sincerely,

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**Building Safety Leader**