

Dear Resident,

## Update on your alarm system and next customer meeting date

We're writing to you with an update on the alarm and detection system at St Anne's Quarter, and to invite you to our next customer meeting.

### Recent alarm activations

We're aware of two recent alarm activations. Both incidents occurred due to the manual call buttons being pressed. These buttons should only be pressed **when a fire has been detected and you are leaving the building/car park**. They are located on all escape routes and external exits. The picture below shows you what a manual call button looks like.



When an alarm is activated at your building, the fire service can now silence the alarm once they have attended and checked the building. Our contractors CCSS will then attend to reset the system.

It is important that if you hear the alarm, you evacuate the building for your safety.

We're sorry that you are still experiencing false activations on the system, and we are hoping that the new processes that are now in place will limit disturbances.

### New detection system

We're now in the final stages of planning to install additional detection to each flat at St Anne's Quarter and we expect to start this work in early August. The equipment being used is made by Aico, who are market leaders in fire safety products.

We plan to carry out installations block-by-block and we expect each block will take approximately 3 to 6 weeks to complete. We'll contact you before we start work on your building, to arrange for our contractors to visit your home to carry out the installation at a time that's convenient for you. We'll also share more information about what to expect during the installation and how long it will take.



As you will be aware, it is important for the safety of all customers that this system is installed, and we thank you in advance for your patience and cooperation during the installation.

**Customer meeting on 10 July**

We're holding our next customer meeting on 10 July. This will be a drop-in meeting and you are invited to come along between 2pm and 7pm. The meeting will be held in the sales office below Mineral Court.

This meeting will give you an opportunity to come and meet with the team who will be installing the detection system and see how the equipment will be installed. Aico representatives will also be present at the meeting to answer any questions you have.

Our Property Safety team will be on hand to answer any questions you have on the progress of the remediation works. Our Thriving Communities team will also be there to update you on the new Better Days hub that will be opening at St Anne's Quarter.

In addition, the local fire service will join us for some of the session at around 2.30pm to provide you with general fire safety advice.

We hope you will be able to come and join us on 10 July.

Yours sincerely

**Kelly Rossington**  
**Building Safety Leader**