



Date: 17 February 2025

Dear Resident

## We need to test and commission your fire alarm system

We are in the final stages of installing the updated fire alarm system at St. Anne's Quarter. This now involves testing the system to make sure it complies with required fire regulations so it can then be commissioned.

### A reminder of the work completed so far

We have been making changes to the design of the fire alarm system at your building since November 2024 and we have now successfully completed these changes in most of the homes at St Anne's Quarter. This has already seen false activations decrease and we'd like to thank you for your cooperation while we've delivered these improvements.

### What will the testing involve?

Due to the number of homes at St Anne's Quarter and the detailed way in which we must test the system before it's commissioned, the testing process will take time. We will need to test the system in each building at St Anne's Quarter and this will take around two weeks from when we start the process on **24 February 2025**.

We won't need to access your home to carry out the testing, but you may hear the alarm sound intermittently. We apologise for any disruption and additional noise that this compulsory testing phase causes. Testing will take place daily, but not before 9am or after 4pm.

Please note that if you hear an alarm sound that lasts for longer than 15 minutes during this testing period (**24 February to 4 March, from 9am until 4pm**) it will be a genuine alarm and not a test so you will need to follow your evacuation procedure.

### Final system installations – please contact us to arrange access

We need your help as we are yet to gain access to around 10% of properties at St Anne's Quarter to complete alarm installations. If we have not yet been into your home to carry out an alarm installation, we need you to contact us to arrange an appointment.

Under your tenancy agreement, you have a legal obligation to allow us into your home to carry out essential works. The installation will take approximately two hours, but we'll do our best to be as quick as we can because we understand that you have busy lives.



We currently have daily availability during the week of 24 February - you can call me on 07817 088036 or email [Kimberley.Prebble@orbit.org.uk](mailto:Kimberley.Prebble@orbit.org.uk) to book an appointment then or for another day that suits you in the coming weeks.

Once we've carried out these final visits and made the remaining changes, we can fully complete the alarm installation which will avoid any future disturbances for you and your neighbours. Many thanks for helping us make this happen.

### **Who can I contact with any questions or issues?**

You can email us at [PropertySafetyProjectsTeam@orbit.org.uk](mailto:PropertySafetyProjectsTeam@orbit.org.uk) or call on 0800 678 1221 if you have any questions or concerns or want to report any fire alarm issues.

Thank you for your cooperation over recent months while we've worked hard to upgrade the fire alarm system at your building.

Yours sincerely,

Kimberley Prebble  
Property Improvements Contracts Manager