

Safety in your building

12 December 2024

110-155 Townsend Mews,
Stevenage,
Hertfordshire,
SG1 3BQ

Dear residents,

Fire alarm installations – communal work happening now, flat installations next year

When we wrote to you in August, we let you know that we would be installing a fire alarm system in 110-155 Townsend Mews. We have now appointed a contractor, Oakray, to carry out this installation.

These measures have been requested by our Fire Engineer, and are in line with the National Fire Chiefs Council (NFCC) guidance for buildings that have changed their fire strategy.

First, we will be installing smoke detectors and sounders in the communal areas, and then we will need to access your home to install heat detectors and sounders. Heat detectors need to go in every room and sounders need to be installed in the hallway. This is to ensure your safety in an unlikely event of an evacuation. The installation will take around 10–20 minutes per flat.

Why is it essential that we are allowed access to your home?

This is essential safety work that we need to carry out. The new system will help to alert both your household and your neighbours in the event of a fire or smoke. That's why it's crucial to allow us access to your home when we're installing this safety equipment in your home. If one household denies entry to our contractor when they are installing the system, this doesn't only affect that household, but the safety of everyone in the block.

In flat installations next year

We'll be installing detection and sounders in your home early next year – we expect this to take place in January/February. Our Resident Liaison teams will be in touch with you in the new year to organise an appointment to install these devices in your home.

Further support

We work on a three-month update basis, so you can expect to hear from us every three months or sooner if we have something confirmed which we need to tell you.

If you need further support, you can:

- Check our document library for your building's letters and documents: <https://www.networkhomes.org.uk/townsendbuildingsafety/>
- Get in touch with us on customerservice@networkhomes.org.uk if you have any questions.

Kind regards
Raj Gandecha
Head of Resident Management (Building Safety)

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A summary of this letter

Operatives are installing cables in the communal area to prepare for the installation of fire alarm detectors and sounders in your flat early next year. Our team will contact you in the new year to organise an appointment.

A reminder

Your building's fire strategy is currently **simultaneous evacuation**, which means you must evacuate if you hear the fire alarm, even if you think it is a false alarm.