

Safety in your building

25 March 2025

Townsend Mews,
Stevenage,
SG1 3BQ

Dear residents,

Fire alarm tests to begin on Wednesday 26 March at 1.30pm

I'm really pleased to say that we have now finished the fire alarm installation in all homes at Townsend Mews. We could not have done this so quickly without the cooperation and support of everyone living at Townsend Mews, so I would like to thank you all for your help.

Fire alarms to take place every Wednesday

Now that the system is completely installed, we will be having an initial test of the system this **Wednesday 26 March at 1.30pm**. This is to ensure the system is fully operational and working as expected.

Going forward, the evacuation manager will be testing the system every Wednesday at around 1.30pm. If you hear the alarm sound at this time, it is likely to be part of the test. However, if the alarm does not stop, you should treat this as a real alarm and evacuate the building. Your building's fire strategy is still **simultaneous evacuation**, which means you should leave the building even if you think it is a false alarm.

Next steps

Once we have completed the first test of the system, we can move our focus to the external wall remediation that your building requires. We have now appointed a new fire engineer, along with a specialist consultant who has extensive experience with timber-frame buildings.

As part of the next steps, we will be carrying out further external wall intrusive investigations, as well as an internal compartmentation survey. To do this, we will need access to a small number of flats. We will contact those residents directly to arrange convenient appointments. These investigations are essential and will help the fire engineer and consultant develop an appropriate remediation design for the building.

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:

- Go to the London Fire Brigade's website, which is offering a free online tool which guides you through a fire risk assessment of your home (home visits are available for more vulnerable residents): <https://www.london-fire.gov.uk/safety/the-home/home-fire-safety/>
- Visit our website where we have a building safety section with lots of information and frequently asked questions: <https://www.networkhomes.org.uk/buildingandfiresafety/>
- View resources which may help: <https://www.networkhomes.org.uk/buildingsafetyresources/>

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A summary of this letter

A fire alarm test will take place on **Wednesday 26 March at 1.30pm** and every week going forward at the same time.

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.

- Remind yourself of our top fire safety tips, including not using BBQs on balconies: <https://www.networkhomes.org.uk/advice/health-and-safety/fire-safety-top-tips/>
- We understand building safety works can be frustrating and take time to resolve, however we ask that you still treat our staff with respect as they are trying to get the issues at your building fixed. You can read more about how we want to respect each other in our service charter: <https://www.networkhomes.org.uk/your-home/service-charter/>
- Check our document library for your building's letters and documents – it takes a little while to load: <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)