

26 April 2021

Q&A: NEW HEAT DETECTION SYSTEM IN BURGUNDY HOUSE

Thank you for helping us to get the new heat detection system fitted in your home. We've fitted these to every apartment in the your building. Now that the system is fitted and fully functional, we have some helpful information that you should be aware of regarding the new devices.

It is important you read the following for the safety of you and your neighbours.

Does this mean I don't need my smoke alarm anymore?

The newly installed system does not replace the need for the smoke alarm that you currently have in your home. They serve two very different purposes, and it's important that you have both.

Please remember to check your smoke alarm regularly and replace the batteries when necessary.

How do I tell the difference?

The heat detectors in your home are there to alert you, your neighbours and the EVMML on-site security team to the presence of extreme heat, which would not be picked up by a regular domestic smoke alarm. The existing smoke alarms purely detect smoke within your home and is not linked to the blocks fire alarm system.

The two systems can be distinguished by the way they look, and will look similar to the images below.

<p>Heat Detector linked to all adjacent buildings – DO NOT TOUCH AND CALL YOUR LANDLORD IF YOU HAVE ANY CONCERN</p>	<p>Combined Smoke and Heat Detector linked to a single apartment only – TEST REGULARLY TO ENSURE YOU HEAR A BEEP AND CHANGE BATTERIES WHEN REQUIRED</p>
	

If one apartment's heat sensor is activated, would that trigger all the heat detectors in the building?

Yes, any activation in any home or the common parts will trigger all sounders throughout the interlinked buildings in the plot.

What happens if my detector starts beeping?

A fault on your detector may cause a fault alarm to start beeping within your property. Do not confuse this with the fire alarm, which will be prolonged and much louder. A fault on the alarm may be caused by the removal of the heat detector or if it is damaged or tampered with. It may also be caused by one of your neighbours removing their heat detector.

You do not need to evacuate upon a fault activation, but you should contact your landlord so this can be investigated. If your heat detector comes loose, falls off or is removed, do not try to replace it yourself. It will need to be reprogrammed to avoid an additional fault being activated.

The detectors are easily damaged if they are removed and replaced. Please do not do this. Damage caused by residents will be recharged to them.

What should I do if the alarm is sounded?

The current fire safety strategy for Burgundy House is that everyone should leave the building if the alarm is sounded.

If the alarms go off in Burgundy House, you should evacuate immediately to the muster point as shown below.



I smoke in my home, will this affect the new heat detector?

NEVER disable your heat detector.

The heat detector will not react to cigarette smoke or cooking. Any interference with the sensors or sounders will show as an alert in the main panel. This will lead to the fire service being needlessly called, and your neighbours having to evacuate the building.

In the interest of safety, we would prefer that you didn't smoke in your apartments or on the balcony, but you should check with your landlord as to their individual policy on smoking within the building.

I have a disability and can't leave the building without help, what should I do?

We have a system and people in place to help anyone who is unable to evacuate if the alarms go off. It's important you raise this with your landlord, Get Living or Triathlon Homes and we'll ensure you know what to do and how we'll help.

If your needs change, please let us know.

Who is responsible for maintenance of the new alarms?

EVML is responsible for maintaining the alarms, and we don't need you to take any action in order to ensure the system is working well. We will be notified directly of any faults, and can deal with them directly, and you do not need to worry about replacing batteries – we will deal with this.

Our engineers will need to visit your home once a year to check and maintain the system. We'll arrange an appointment with you in advance.

Do I need to test the new alarms?

You do not need to test the new heat detectors.

- There will be a weekly "silent" test that will alert us to any issues but will not disturb you in any way.
- We will do a full sounders test every three months, which will involve the alarm being sounded across the building, including within your apartments. We will give you notice of when this will take place in order to avoid disturbance and concern. We'd like you to be in when this happens so you can help us test the system.
- Once a year, engineers will undertake a maintenance check on each individual heat detector in your home, and ensure that everything is working correctly.

Will there be a full fire drill?

Yes. We are arranging for a full fire safety evacuation drill and will be in contact shortly to arrange this

What should I do if there is a fire?

Please leave the apartment immediately, closing your front door behind you and call the fire brigade on 999. Also contact the EVML security office on 0208 221 7013.

Please do not stop to collect belongings, or spend time closing the internal doors of your apartment.

Please read our attached guidance note about this.

Who should I contact if there's a problem?

In the first instance please contact your landlord using the following email addresses / phone numbers:

Get Living - mirabellegardens@getliving.com / 0203 701 7900

Triathlon Homes – info@triathlonhomes.com / 0333 300 2012