



# City of Westminster

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**Please ask for Sam Springate**

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**Date:** 26 April 2024

Dear Resident

We are writing to you following the incident at Emanuel House on Tuesday 16th April.

At 14:47, a fire alarm sounded. This was due to a RAAC inspection on the roof causing a disturbance. It set off some fire detectors located on the roof, which had been installed following recommendations from the London Fire Brigade.

The Red Care Alarm system went into operation. It contacted the Caretaker in the first instance, but he was on leave. It went to the next contact, Jennie Roos. Jennie's phone had no signal, so it went to the next contact, Kevin Dey, who received the call.

Kevin made contact with a resident at Emanuel House at 14:54, who confirmed there was no fire. Kevin and Sam Springate both made contact with First Port, who made contact with the Temporary Caretaker at Emanuel House. At 15:13, the Temporary Caretaker re-checked the building and confirmed there was no fire.

IPS, the provider of the Red Care system, talked the Temporary Caretaker through the reset of the fire alarm. The alarm was reset at 15:47. The London Fire Brigade did arrive at the scene but no action was needed. There is currently a fault alarm flashing on the fire alarm box, but please note that it has been checked and is in full working order.

Following this event, we recognised the need to add an additional mobile number to the list of Red Care Alarm contacts, which will be used by any support staff covering the role of the Caretaker during planned and unplanned absence. We are also working with residents to get volunteers from Emanuel House to be Red Care contacts.

In light of recent events, many residents expressed their worries about the fire safety system overall – and what to do in the event of a fire.

As stated in the correspondence from First Port on the 03/04/24 and 18/04/24, please could we remind all residents to evacuate the building if the fire alarm sounds

and move to a safe location. We will write to you if this policy changes following the upcoming fire safety works.

First Port is currently testing the fire alarm once a month, testing the automatic opening vents system (AOV) via a smoke test once a month and testing the emergency lighting test once a month. These tests happen independently of each other. This is an increase from the usual practice of testing on a quarterly basis, as we want to demonstrate to residents that the fire safety systems are in full working order.

As advised on the 15th March, the testing schedule for the AOV is as follows:

Visit 3 – Thursday 25th April AM

Visit 4 – Wednesday 29th May AM

Visit 5 – Tuesday 25th June AM

Visit 6 – Thursday 25th July AM

Visit 7 – Thursday 29th August AM

Visit 8 – Wednesday 25th September AM

Visit 9 – Thursday 24th October AM

Visit 10 – Thursday 28th November AM

Visit 11 – Tuesday 17th December AM

The testing for the fire alarm and emergency lighting will happen without notice. We advise residents to treat any alarm as genuine and follow the evacuation procedure.

The Contractor who was in place to carry out fire door improvement works was unable to carry out the works as agreed, so we contacted our second choice of contractor. The contractor visited the site on the 19/04/24 and 22/04/24 to confirm that they can carry out the works to budget and schedule.

Due to high demand, there is limited availability for contractors to carry out fire compartmentation works. First Port are putting forth a lot of effort to get this work done as soon as possible. We will keep you updated when we have confirmed that these works can proceed. A revised Fire Safety plan will be sent to all leaseholders, once these works are complete.

Yours sincerely

Sam Springate  
Implementation Programme Manager