

Installing sprinklers in your block

Why are you installing sprinklers?

Our duty of care to our leaseholders and residents means we must comply with the Regulatory Reform (Fire Safety) Order 2005. Installing sprinklers in your block meets these requirements.

Will sprinklers be fitted in communal areas and individual flats?

Yes. Sprinklers will be installed in both communal areas and in individual flats.

What will it look like? Where are you putting the pipes?

We will do our best to make sure that the work has minimal impact on the way your home looks.

We can provide photos and video of the work once we have completed our first installation.

The sprinkler system will be concealed with boxing.

Do I have a choice about when you do the work?

We will do our best to consider your needs when making appointments to complete the work.

When will the work start?

We will start work in January 2021 and notification will be sent to you via letter to inform you of when we will be in your area.

How long will it take to complete the work in my flat?

We expect to install sprinklers inside individual flats in two-three days.

How long will it take to complete the whole block?

We expect a block of flats to take approximately one week.

Will it be noisy? Will it be disruptive?

Inevitably, there will be some disruption as the work involves the whole building and every flat. However, we will do our best to make sure these works are carried out with as little disruption as possible. The noisiest element of the work is drilling holes through walls. However, we are working with our contractors to make sure that we have a plan in place that allows us to keep noise to a minimum and complete the work as quickly as possible.

Working hours will be **8am–6pm, Monday-Friday**.

Some interruption may be caused when working in communal areas.

Can I stay in my flat on the days when contractors are working in there?

Yes, you can stay in your flat. There may be instances that we need you to leave a particular room whilst works are progressing to allow for social distancing requirements. Rest assured, our contractors will work with you to meet your needs.

Will you protect my things whilst you are doing the work?

Yes. We will put down dust sheets, clean up after ourselves, and use a vacuum attachment on the drill to suck up the dust.

Do I need to move my furniture or belongings for you to do the work? Will you help me with that?

It's unlikely, but if needed, we will do that for you.

Will you re-decorate or make good after the works are complete?

There should not be any damage to decoration as the system will be enclosed within purpose made boxing, however if the contractors have damaged any decoration they will rectify this.

Where does the water supply to the sprinkler system come from? Will I have to pay more on my water bill for that?

The water supply for the sprinkler system is separate to the domestic supply and, as there are no water meters in the block, there is no additional charge for this.

Will sprinklers only activate at the site of a fire?

Yes. Sprinklers activate when temperatures rise above 74C. If the temperature hasn't risen to this level then they won't activate. The sprinklers will not activate on smoke or noise.

If my neighbour has a fire, will my sprinklers go off?

Sprinklers activate when temperatures rise above 74C. If the temperature hasn't risen to this level in your flat then they won't activate.

What happens if there is a fault and my flat gets flooded?

This is highly unlikely. The system we are installing has a number of safeguards in place that work to prevent this happening. We would always advise you to have appropriate home contents insurance for added peace of mind.

If you would like to take out home contents insurance through NCH, please telephone **01633 381111**.

We have advised our current home contents insurer about the installation of the sprinkler system. If you have taken out home contents insurance separate to the policy offered via NCH, we would advise you to contact them about the sprinkler installation.

How sensitive are the sprinklers? If I burn my toast, would they activate?

No, burning toast would not produce the rise in room temperature required to trigger the sprinkler system.

Are the sprinkler works being carried out by a specialist contractor?

The contractors have a FIRAS certificate. FIRAS is the mark of endorsement of competency in the installation of sprinkler systems.

How will you test the sprinkler system?

The sprinkler system will be routinely tested annually in each of the blocks.

Sprinkler activation – how long do they go off for and can I turn them off?

The system will run for 30 minutes at one sprinkler head and you cannot turn them off.

Will my service charges increase with these works being carried out?

The money you pay in rent each week covers the costs of any work we carry out to improve your home or communal areas.

As with other fire safety measures in place at your building, the actual costs of servicing or maintaining the sprinkler system will be recovered from your weekly service charge.

Satisfaction surveys

As work on properties is completed, we will be coming around with a satisfaction form. We'd love to know how you felt the sprinkler installation works went so that we can learn from your feedback and make efforts to improve. All completed satisfaction surveys will be entered into a draw for a £25 shopping voucher.

Further updates and more information

If you want any further information about the work, you can contact:

Cheryl Price, Community Services Officer, on Cheryl.Price@newportcityhomes.com or via **01633 227865**.

Jeremy Price, Project Surveyor, on Jeremy.Price@newportcityhomes.com or **01633 227728**.