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1-56 Bromyard House

Date: 21 October 2017

Dear Residents

**Bromyard House Incident – Saturday 21<sup>st</sup> October 2017**

I am writing to update you with regard to the situation that arose in the early hours of this morning. I am not at all happy that this has happened and I can not apologise enough for how this has frightened a number of you.

It appears that the new communal fire alarm went off. This should not have happened, as the work to install the alarm has not been completed yet. This is of concern and we are waiting for a report on how the alarm went off. We have now ensured that everything has been completely turned off, however you may hear a low bleeping noise from the system as it has not been commissioned yet. This is not a cause for concern and it can be turned off by pressing the reset button on your own alarm. Do not worry about this as the fire wardens are still in place until the new fire alarm system is fully tested and operational.

I have had a meeting with some residents at lunch time today and they have clearly set out what their experience was last night. I can not thank them enough for giving up part of their Saturday to come and brief me and my colleagues.

I have also had a meeting with the manager of the firm that provides the fire wardens. As a result of that meeting, changes have been put in place to both personnel and procedures as a result of the experience of residents last night. I have issued these new procedures as residents wanted me to ensure that your safety comes first. The shift of fire wardens that come on duty at 7pm will be briefed on these new procedures.

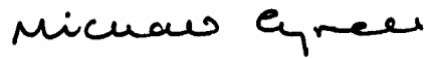
After last night, reassurance is required by residents that Southwark have listened to what residents have told us, and that we have acted to deal with the points that have been raised. As stated above, we have changed the procedures to re-assure residents that safety is paramount.

One of the key issues I still need information on is the attendance of the fire brigade. I am told this information may not be available until Monday.

In the meantime the Southwark staff at the TRA Hall, remain on duty 24 hours a day, and if you have any concerns please come down and see us.

Finally, I can only apologise once again for what you experienced last night. It should not have happened and my colleagues and I are working hard to ensure that lessons are learnt.

Yours faithfully

A handwritten signature in black ink that reads "Mike Tyrrell". The signature is written in a cursive style with a large 'M' and 'T'.

Mike Tyrrell  
**Director of Ledbury Estate**