

27 August 2024

Dear Resident,

Central West – Fire alarm and evacuation 27 August 2024

Firstly, we would like to apologise for the disturbance you experienced this morning because of the fire alarm being activated and residents needing to evacuate their homes.

Understandably, the alarm system being triggered at this early time in the morning is very disruptive, however it should be noted that the system operated exactly as it is intended to do, with the emergency services attending automatically.

Why was the alarm triggered?

Following a leak into a fire alarm detector on the fourth floor of the building, the associated Fire Alarm Panel noted a fault with this detector and activated into "Fire mode" as it is intended to do. In this instance, the alarm was triggered and the London Fire Brigade (LFB) attended as an emergency, as well as our fire engineers, CSM, attending shortly afterwards.

Once the detector went into fault, the alarm system sounded and the LFB traced the fault through the panel to the detector on the fourth floor. Once noting it was not an actual fire, the detector was removed as it was damaged. The fault was then cleared, and the panel silenced. Later this morning the attending CSM Fire Engineer conducted a full check of the system ensuring the panel was left in working order and reset the AOV (Automatic Opening Ventilation) as this system is also triggered with the alarm, to allow for smoke to be cleared out of the building.

Fourth floor leak

The source of the sporadic leak which caused the detector to go into fault is currently being investigated and we have had a team on site today to conduct further tests. Our team today has confirmed that there is currently not an active leak into the communal hallway.

The leak, which was thought to have been resolved some weeks ago, appears sporadic in nature and potentially from within a flat. We are conducting additional and more thorough dye-testing later this week with a specialist leak detection contractor to try to identify the source. Whilst the leak is being identified and resolved we will be fitting a temporary fire detector to the same area of the fourth floor, which will not be impacted should the leak re-appear.

If you have any further queries, please feel free to contact us at centralwest@sbhg.co.uk

Kind regards,



Mark Field
Director of Operations & Customer Service

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