



# *Fire safety* **in your home**

We want all of our customers to feel safe in their home.

thirteen

Managing and building homes

## **We installed a sprinkler system in your home to add an extra layer of fire safety and enhance the overall existing fire safety measures already in place, giving you peace of mind.**

Please read this leaflet and keep it somewhere safe in your home, so you understand how the sprinkler system works and what steps you can take to prevent causing any damage to it.

### **How does the sprinkler system work?**

- The sprinkler is activated by heat surrounding the sprinkler head, which needs to reach a high temperature before the valve springs open and a mist of water is released from the sprinkler head.
- Not all of the sprinkler heads will go off at once, but further sprinkler heads will activate if there's enough heat.

### **Preventing accidental damage**

- The sprinkler can be damaged if there is enough force applied to the head of the sprinkler, so please be really careful if you're doing any decorating nearby.
- To prevent any accidents, heated appliances, such as a steam stripper or electric warm air paint strippers should not be used near the sprinkler heads, as they can release enough heat to activate the sprinkler.

## **What to do if damage is caused to the sprinkler or if it is accidentally activated**

- The sprinkler is protected by a plastic cap. If this is loose or has come off please report this to our repairs team. You can do this at [MyThirteen.co.uk](http://MyThirteen.co.uk) or by phoning 0300 111 1000.
- If the sprinkler head is leaking, phone 0300 111 1000 immediately and let the team know this and that there is no fire to prevent an unnecessary call out by the fire brigade.
- Stay calm, help will be on its way. Remove any electrical items out of the way first, make sure they are turned off, then any other items that may get damaged.
- It won't feel like it, but there isn't that much water coming out of the sprinkler head as it will be a fine mist. You can take steps to prevent damage to your belongings by;
  - o if you are able to, move items out of the way of the mist
  - o if you can try and capture the water into a bucket i.e. place a cloth over the head and let that drip into a bucket
  - o please let the Building Support team or the plumber in by watching for them at your front door, so they can immediately assess what needs to be done.
- We'll replace any damaged or activated sprinkler heads as soon as we can. In the meantime, your flat will be isolated until it's replaced. But, don't worry, we still have fire detection in place should there be a fire.
- However if you have any concerns our Building Support team and the Building Safety team are on hand to provide advice.

### **Contact us**

If you require any further information, please contact a member of the team on:

 0300 111 1000

 [buildingcompliance@thirteengroup.co.uk](mailto:buildingcompliance@thirteengroup.co.uk)

 [facebook.com/ThirteenGroup](https://www.facebook.com/ThirteenGroup)

 [twitter.com/Thirteen\\_Group](https://twitter.com/Thirteen_Group)

 [www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)