

CASE STUDY

Enhanced fire detection for 218 apartments

Admirals Quay

■ THE CLIENT

Admirals Quay is a prestigious development of apartments in Ocean Village, Southampton. The apartments are situated over seven blocks, including Moresby Tower which at 26 floors is the city's highest building. The site is managed by the Residential Management Group (RMG) who is one of the largest property management companies in the UK with over 110,000 households under their care.

■ THE CHALLENGE

Following the tragic events at Grenfell in 2017, it was discovered that two of the seven buildings at Admirals Quay were also built using potentially dangerous cladding. The risk of a fire rapidly spreading through these buildings was high and a solution to ensure the safety of residents had to be found.

As so many buildings within the UK were effected, it was clear that a cladding refit was going to take some time, so an alternative solution was required that could be rapidly implemented. Whilst a 'waking watch' was implemented it was recognised that this approach had its shortcomings, so a technical solution had to be found that did not burden the residents with unnecessary disruption. The most efficient solution was to upgrade the existing fire detection system which at that time only serviced the communal areas of the buildings. The two buildings were serviced by two very different fire detection systems which posed a challenge as finding a company who were experienced in the different protocols was not easy.



■ WHAT WE DID

In 2020 we were instructed by RMG to extend the existing communal fire detection systems into every room within all 218 apartments in the two developments. As we are well versed in all of the leading fire detection systems, including Morley, and are licenced to be able to work within the closed protocol Gent system we were the ideal choice for RMG. This was a significant undertaking for our administration and installation teams as we had to contact every single resident to arrange a survey before proceeding with works. In total we installed and commissioned 978 devices into 218 apartments.

We highlighted early in the brief that by installing multiple devices into each apartment, the rate of false alarms would increase due to resident activity (cooking/candles/humidity). We therefore worked closely with RMG to ensure they were equipped with a fully compliant system whilst minimising false activations. We achieved this through extensive works on the existing systems and created a modern communication platform for the concierge team on site. This platform not only keeps the residents safe but is more accurate at directing fire crews in the event of a fire.

■ THE RESULTS

Our teams worked with the managing agent, as well as the residents association to deliver the project with minimum impact to all stakeholders. As part of the extensive schedule of work, our office support team spoke with every resident to arrange surveys and installations and our technical team were present in every apartment to facilitate the installation. We are a company which prides itself on exceptional customer service and all of our staff carried out their duties with aplomb. As a result of showcasing our expertise and excellent customer service, RMG awarded us the contract for the ongoing maintenance of systems in all seven of the blocks in the development.

"We have used Sentinel for the last 12 months on a problematic development for upgrade works, yearly maintenance contracts and reactive jobs. We have found Sentinel's service prompt and professional in both the back office administration team, senior management and the engineers attending on site. Sentinel have allocated dedicated engineers to the development which allows them to get to know and understand the development which helps to overcome any problems that arise swiftly"

Residential Management Group

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