

MARLOWE

FIRE & SECURITY

Case Study Nottingham City Homes

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Nottingham City Homes

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| SUMMARY OF SERVICES | Planned and reactive maintenance and installation |
| SOLUTIONS | Fire detection, emergency lighting, fire extinguishers, sprinkler systems, risers, smoke vents and intruder alarms |
| CONTRACT START / END | 2007 – ongoing |
| GEOGRAPHY | East Midlands |

An Arm's Length Management Organisation (ALMO) of Nottingham City Council, Nottingham City Homes (NCH) manages around 27,000 homes, including a range of independent living communities across the city.

Over the past number of years, multiple independent living schemes have benefitted from the collaborative working partnership that has grown between NCH, Aico and Marlowe Fire & Security as part of Nottingham City Homes' 'Grander Designs' advanced refurbishment programme developed to improve and modernise the communal areas of these schemes.

As Nottingham City Home's preferred manufacturer and installation partners, respectfully the 3 organisations have worked together successfully for many years.



System installation & ongoing support

The systems installed cover a wide range of specialist manufacturers of which we are an authorised partner of, ensuring our operatives receive direct training and affording the highest level of technical and operational support available.



Managing the specific requirements of the occupied premises

We implement several specialised measures to ensure the specific requirements of these sites and their vulnerable residents are met; including:

- Providing Engineers with clearly marked livery and uniforms, dual branded with Marlowe and NCH's logo's, to ensure familiarity with residents
- Pre-booking maintenance visits in advance, allowing site managers additional time to prepare sites and their occupants for attendance
- Providing contract inductions and specialist customer care training to any operative involved

Due to the geographical density of the estate, maintenance visits are undertaken by a dedicated, multi discipline, Service Engineer, supported by our preferred team of Nottingham Service Engineers, ensuring consistency and familiarity with residents and competence with the systems they manage.

The same Engineers are utilised on a rota basis to attend all corrective call outs 24/7.

Our engineering density within the Nottingham area ensures that the graded response times are always met.



Dedicated management team

In parallel to the Service Team, we similarly deliver a wide range of installation work for Nottingham City Homes. Installation work is coordinated and managed through a dedicated Project Manager, and delivered through our in house team of Project Engineers supported by specialist, vetted and qualified subcontractors.

In order to ensure a high level of service delivery, we provide NCH with a dedicated Account Management Team to ensure contract performance and continued customer satisfaction. The appointed Designer and Key Account Manager is responsible for the provision of quotations, new system designs, and as an escalation for any issues with service delivery and the organic development of the account.

The Account Manager is supported by a Customer Support Advisor who provides day to day support in the running of the contract and is responsible for scheduling and booking in all planned preventative maintenance visits around the Housing Association's requirements.



Scope of works:

Installation & integration



The Multi-sensors manufactured by Aico contain two sensor types, optical and heat, to constantly monitor smoke and heat levels, sending and receiving information via its intelligent detection software, for fast response and reduced false alarms.

These alarms, which form a BS 5839 Part 6 domestic fire alarm system were expertly connected by Marlowe Fire & Security to the previously installed nurse call system and BS 5839 Part 1 non domestic fire alarm system in the communal areas to maximise the residents' safety.

NCH requested Marlowe Fire & Security undertake the innovative integration of the domestic detection and wired fire life safety systems. Marlowe Fire & Security discussed this requirement with Aico directly as this practice is uncommon within the industry. However, Aico demonstrated the effectiveness of the integration and provided all the necessary training – including Aico's Expert Installer Training - and advice required to Marlowe Fire & Security's Project Team to ensure the integration works were undertaken effectively.

The project was realised through the use of Aico's unique Ei414 Fire/CO Alarm Interface which has been specifically designed to interconnect Aico alarms to third party life-safety devices.



When an alarm in a dwelling triggers, the interfaced nurse call system is immediately alerted but a two minute delay has been set before the signal is actioned by the Part 1 fire alarm system.

This delay gives on site staff enough time to check the situation with the tenant and get them to press the silence button on the Aico Ei450 Alarm Control Switch fitted in their flat, thus stopping the Part 1 fire alarm system from activating.

Training

Working in partnership with Nottingham City Homes, training was deployed to all site managers and the unique benefits of the system were communicated to all residents to ensure its effective use, avoid false alarms and ensure everyone was aware of the fire safety strategy for their home.

As long-term fire life safety partners to NCH, Marlowe Fire & Security and Aico attended to discuss with residents the critical importance of fire life safety systems.



The Outcome:

NCH comments:

“ This product allowed integration of both systems in a manner that suited the building structure and provided appropriate functionality.

We chose the Ei2110e and Ei160e alarms with RadioLINK+ wireless interconnection modules based on advice from Aico's Paul Cartwright, Marlowe Fire & Security, our partner contractor and discussions with our internal Fire Safety Officer. This combination provided the functionality we required at an appropriate cost to NCH. Aico and Paul in particular have provided an excellent service to NCH. We have visited Aico's training centre [the Centre of Excellence in Oswestry, Shropshire] and found it a great resource and Aico's continuing support has been invaluable.”



Chris Johnson, Project Manager at Marlowe Fire & Security explained the benefit of the partnership;

“ Using the Aico equipment meant that we had the option to expand the systems within the property where and when required and having the added ability to signal the main fire alarm system if smoke is detected which is a huge benefit in a social housing environment.”

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