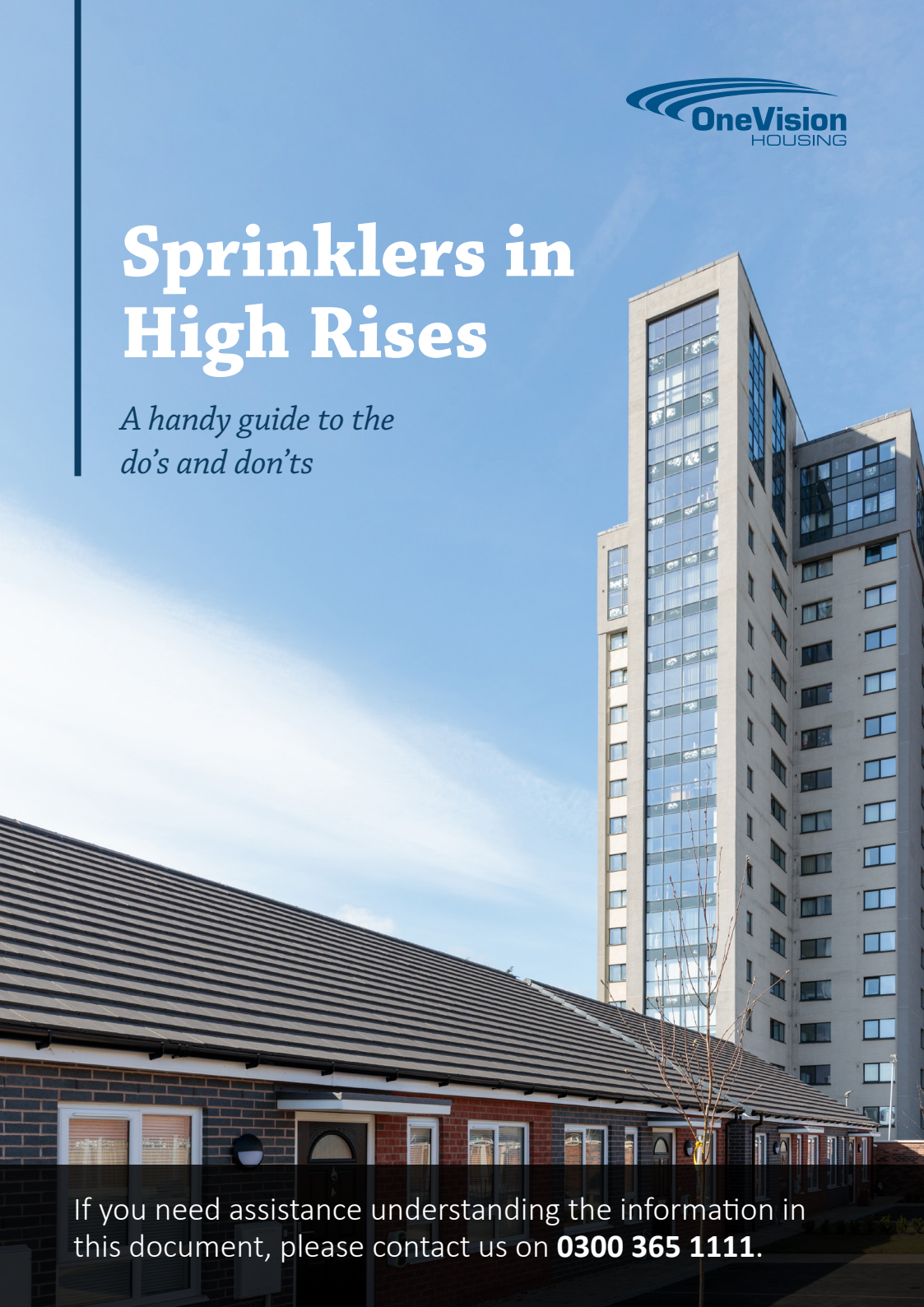


# Sprinklers in High Rises

*A handy guide to the do's and don'ts*

A photograph of a modern residential building. In the foreground, there is a single-story brick building with a dark grey tiled roof and several windows. In the background, a tall, multi-story apartment building with a glass facade and many windows rises against a clear blue sky. A small, bare tree is visible in the middle ground.

If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.



# 01

## Introduction

### **A handy guide to the sprinklers in your building**

Sprinkler systems do not rely upon human factors such as familiarity with escape routes or emergency assistance and go to work immediately to reduce the danger. Sprinkler systems prevent the fast developing fires of intense heat which are capable of trapping and killing building occupants.

# 02

## Essential Do's and Dont's

### Do's

Contact us immediately if:

- you notice leaks associated to sprinklers
- there is damage or alteration to the sprinkler heads or cover plates, this includes painting and decorating
- you suspect that the sprinkler valve is closed

You can contact us via:

 [enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)

 **0300 365 1111**

Office hours 8am- 6pm, Monday to Friday excluding bank holidays.

Emergency repairs, 24 hours, 7 days a week.

### Dont's

- Don't knock the sprinkler or white covers, even small collisions can lead to malfunctions.
- Obstruct the sprinkler heads in any way with boxes, storage units, suitcases etc
- Paint or decorate over the sprinkler heads or white cover plates, including filling the gap between the white cover plate and the ceiling, wall or boxing
- Open or tamper with the sprinkler heads, white cover plates, pipework encasement boxing or valve access panels
- Have any heat sources near the sprinkler heads such as electric heaters and steamers etc



# 03

## Frequently Asked Questions

### *What is an automatic fire sprinkler system?*

An automatic fire sprinkler system is a network of pipes with sprinkler heads fitted at regular intervals throughout the building.

### *Do all of the sprinklers in a building operate during a fire?*

Only the sprinkler or sprinklers closest to the fire source operate. They do not all go off at the same time.

### *Can sprinklers operate accidentally?*

Sprinkler heads are activated by heat from a fire and will not operate until the temperature reaches 68°. There is no risk of activation by smoke, dust, fumes or moisture in the air. They do not all go off at the same time.

### *Is water from a sprinkler head on a frying fat fire dangerous?*

Initially the flames flare up but with the fine spray of water from the sprinkler heads, the heat is very quickly removed from the frying fat fire and the surrounding area, and the flames are extinguished.

### *Will sprinkler heads near a cooker operate accidentally?*

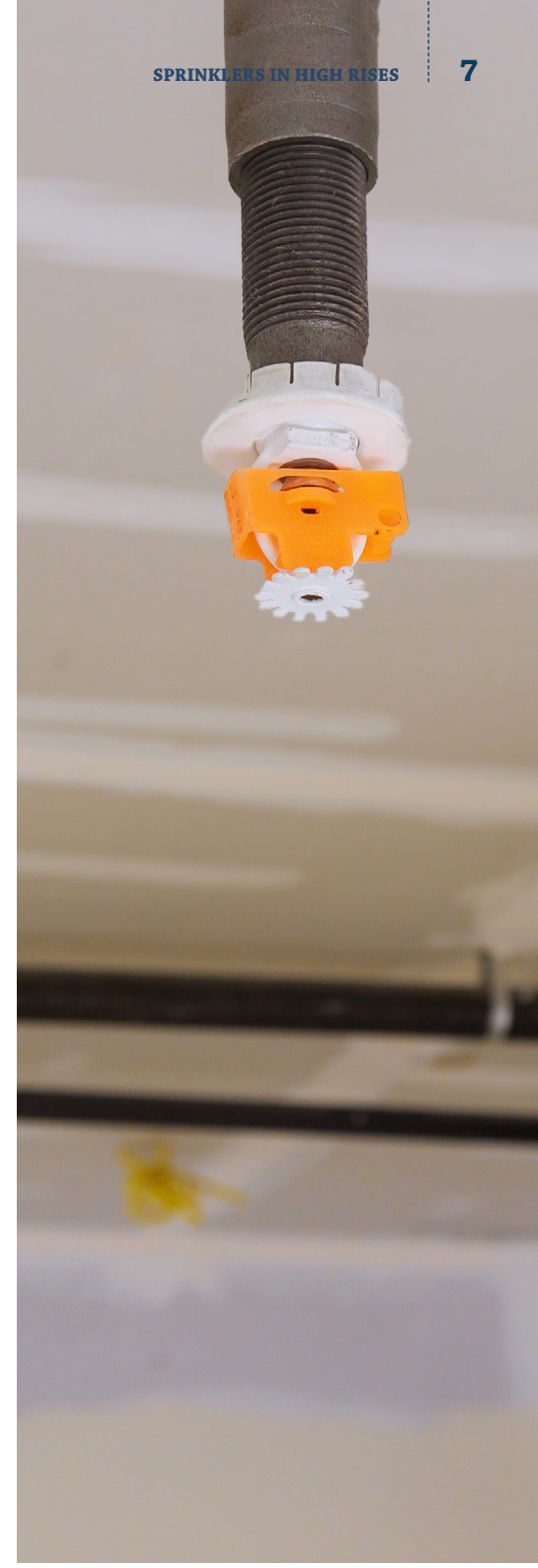
Smoke will not operate a sprinkler head and it is highly unlikely that heat from cooking will set off a sprinkler head as the temperature will need to get to 68°C.

### *How effective are sprinkler alarm systems?*

When sprinklers are present alongside smoke detectors, the chance of surviving a domestic fire is about 95%.

### *Are sprinkler systems recognised and supported by Fire Services?*

Sprinkler systems are widely recognised as the most effective method of fighting the spread of fires in the early stages. Sprinkler systems protect the lives of fire fighters and are fully supported by the Fire Services.



# 04

## Get Involved

Our customers are at the heart of everything we do, and we pride ourselves on offering more than bricks and mortar. We strive to create opportunities and change lives of those living within our thriving, inclusive communities.

We recognise that you, our customers, can help to shape our services, and this is why we would love for you to get involved!

### Join our Customer Voice Group today

There are a number of ways you can get involved, depending on your interests and the amount of time you have available.

#### Low level involvement

This involves the least amount of time but still provides us with lots of useful information:

- Meetings and events
- Walkabouts
- Hot Topic Group
- Customer feedback and surveys
- Community Development Fund Panel

#### Medium level involvement

This involves a moderate amount of time and provides a medium level of influence.

- Residents' Group
- Tenant Policy Review Group
- Independent Tenants Panel (complaints)

#### High level involvement

This level of involvement means you will be dedicating several hours of your time each month; with the highest level of influence including:

- Board membership
- Scrutiny Team
- Tenant Inspectors
- Service Review Group
- Brand Group

*"One Vision Housing always treat me with respect. As a member of the Customer Voice group, I get to share my opinion to help solve problems."*

*- Bernard*

To get involved visit [ovh.org.uk/customer-voice](https://ovh.org.uk/customer-voice) or email [engagement@ovh.org.uk](mailto:engagement@ovh.org.uk)

# 05

## Help us improve

We understand that sometimes things don't go to plan, and our services may fall below your expectations. We want you to know that your feedback is invaluable and helps us to focus our efforts on things that matter most to you.

One customer who recently used our Financial Advisory services said: *"I just wish I had called sooner instead of stressing out, you have helped so much."*

To share your suggestion, give a compliment or make a complaint, please call on **0300 365 1111** or email **enquiries@ovh.org.uk**

If you have any other questions please call **0300 365 1111** or visit our website **ovh.org.uk**



## Get in touch

-  [ovh.org.uk](http://ovh.org.uk)
-  0300 365 1111\*
-  [enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)
-  @ovhousing
-  [facebook.com/ovhousing](https://facebook.com/ovhousing)
-  @onevisionhousing
-  One Vision Housing



The information inside this newsletter was correct at time of publication. For the most up-to-date information, please visit [ovh.org.uk](http://ovh.org.uk).



One Vision Housing is part of The Sovini Group

\*8am - 6pm, Monday to Friday excluding bank holidays. Emergency repairs, 24 hours, 7 days a week



Certificate Number 2771  
ISO 9001, ISO 14001, ISO 45001, ISO 27001, ISO 27701



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

### **Chinese**

如果您需要幫助了解本文檔中的信息，請致電 **0300 365 1111** 與我們聯繫。

### **Lithuanian**

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

### **Polish**

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

### **Portuguese**

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

### **Russian**

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

### **Turkish**

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.