

ONE WARRINGTON GARDENS MANAGEMENT COMPANY LIMITED

Friday 5th April, 2019

Dear Shareholders/Residents,

The building has recently had a few issues which have caused some consternation among a few residents, the Board of One Warrington Gardens would like to take the opportunity to update you on the current situation.

Lifts:

As some of you will be aware, the east-wing lift broke down recently, unfortunately trapping a resident. The lift contractor, Otis, responded quickly and was able to release the resident. Otis were able to put the lift back into service by the end of the day. They identified a minor electrical fault in the control panel which was quickly repaired, the lift was re-calibrated, and tested as satisfactory.

A few months ago we commissioned an independent surveyor to issue a report on the state of the lifts. No critical safety issues were identified. We also recently had the annual inspection from the lift insurance inspectors, which also passed, and Otis continue with their regular inspections. We are now using all of this information and are working with the independent surveyor to create a phased-upgrade program that we can apply over the coming years. This is to preempt any major issues in the future and increase reliability as we are very aware of the disruption a breakdown causes. None of the above will ignore any safety-critical matters which, if they arise, will be dealt with immediately.

Smoke Detectors:

These are tested every six months (with actual smoke). We have a full maintenance, testing, and callout service from Chubb, a major company in this field. We have recently upgraded the control panel to the latest generation which has increased reliability and allows us to track events. We recently had a few 'pre-alarms' triggering. These are effectively saying "there may be smoke in this area" so that the area can be inspected. The pre-alarm is triggered when it detects smoke (or dust) particles at a very low level and, in the event that the detected levels increase, the full fire alarm will always be activated by default, the building's sirens will ring and the fire brigade will respond automatically. This is exactly how the system is designed to operate. The few false pre-alarms we recently had seem to coincide with the refurbishment work that has been going on, and there is therefore more dust in the detectors. Pre-alarms are not a safety risk, they are in fact a benefit as they allow us to identify hyper-sensitive detectors and replace them as needed. Any failed detector would trigger a major warning in the system.

At the moment the system is working 100%. When a pre-alarm is triggered Chubb attend quickly and at no

One Warrington Gardens Management Company Limited

Westbourne Block Management, 19 Eastbourne Terrace, London, England, W2 6LG

Registered in England & Wales

Company No. 02889319

T: 020 3626 0094

E: info@wb19.co.uk

point is there a safety risk, only the audio alert which can usually be reset. So far Chubb have identified four ageing detectors which, although working, were becoming hyper-sensitive and therefore triggering the pre-alarms prematurely. They have been replaced. If any more are identified as becoming hyper-sensitive they will also be replaced immediately.

We are currently considering the option of replacing them all however we need to make sure that they are future-proof and will satisfy an anticipated regulation change.

Garage Gates:

As far as we are aware the garage gates continue to operate well. A persistent leak which had been a problem for almost 10 years, has been repaired. We have addressed a programming fault which was causing the gates to not lock in high wind. We have also replaced a relay which was causing intermittent failure of the locking system. Recently one of four bulbs in the traffic lights failed. It was repaired quickly and the whole system has now been upgraded to LED lamps, to ensure more reliability in the long term. All of this is a vast improvement to the gates which have been notorious in the past. No further faults have been reported.

It is through your feedback that we are able to manage the building so your eyes and ears, suggestions and observations, are very important. If you encounter any issues with any of the building's systems please take the time to send a brief email and if relevant, a photo, to Westbourne Block Management. This will allow us to track all events and be able to plan more directed maintenance.

If you have any questions or comments, please do write to Westbourne Block Management (info@wb19.co.uk) or put a note in the suggestion box in reception, and the Board will revert back to you at their earliest convenience.

Yours Faithfully,

The Board of One Warrington Gardens Management Co Ltd.