



CASE STUDY

RETIREMENT VILLAGE

We have been looking after the fire safety and security of this retirement village for over 10 years. The main building within the village is a beautiful Grade 1-listed property. This retirement community offers independent living and various healthcare services in the countryside.

The retirement village consists of a range of apartments and bungalows for elderly people who desire to live an independent life in a relaxed, sociable and supportive setting.

SERVICES PROVIDED



OUR COMMITMENT TO SERVICE

The importance of protecting our customer's buildings, tenants, and employees is paramount to our commitment to providing a high-quality service. Our protection solutions deliver:

- ✓ Technology-enabled communications
- ✓ Transparency and visibility through our customer portal
- ✓ Swift rectification of issues
- ✓ Monthly customer meetings
- ✓ A responsive & dedicated account handler
- ✓ Fire safety compliance and assurance



6,800

We understand that compliance and safety are essential for this industry. That is why last year our teams completed over 6,800 courses last year.

274

We boast a team of 274 highly-skilled fire and security technicians across the UK to support the requirements of your property.

FIRE SAFETY

As this is a facility for elderly and potentially vulnerable people, it is essential that the systems in place are easy to use and provide an early warning to an emergency, giving enough time for evacuation.

We installed a fire alarm system with disabled refuge across all of the buildings. Disabled refuge is a key system to have installed where there may be people who are unable to evacuate a building safely by themselves. Having a disabled refuge system ensures that on any floor where there is no fire exit, there is a refuge area where the fire brigade can communicate with a person and find out where to rescue them from.

Smoke and heat detectors were installed suitably within the property to ensure protection throughout. Alongside this, fire alarm monitoring is in place due to the sleeping risk at the property.

SECURITY SOLUTIONS

Access control is a key part of the security at this site. Due to the nature of the organisation there are medical supplies and medicines kept on site which are required to be easily accessible by staff and not residents. Access control on doors to these areas ensures security for these products at all times.



LONG-TERM PARTNERSHIP

We have worked alongside this customer for over 10 years, supporting their fire safety and security systems. Servicing and maintenance ensures the systems remain compliant and continue to run smoothly.

We also provide a call out service which means we are on hand to resolve any issues that may arise with the systems in place. This helps to ensure the facility is secure, safe and protected at all times, which is vital in a retirement setting where evacuation may take longer than normal.