

To: Name (Name of responsible person)

Address: Address of Responsible Person (Registered address in the case of a Limited company or plc)

Concerning Premises at: Business name of premises to which this applies (with address if different from above)

Reference: Automatic Fire Detection and Fire Alarm Systems – False Alarms and Unwanted Fire Signals

Dear

Our letter[s] of **date[s]** refers. An investigation of available information and a review of the number of false alarms passed to the **name of F&RS** in the last 3 months has been completed.

We are writing to inform you that at this time, we will not be reducing the emergency response to your premises.

Levels of false alarms passed to the **name of F&RS** (unwanted fire signals) were determined to be equivalent to **XX** per year. Whilst this exceeds the performance level 1 threshold, our investigations have concluded that this is acceptable for the existing circumstances. However, we reserve the right to review this decision should conditions change or unwanted fire signal levels increase.

You are required to manage the fire alarm system in accordance with current fire safety legislation and standards applicable to which it was fitted. Any false alarms should be fully investigated and recorded. Action as necessary must be taken to avoid future false alarms and measures in place to prevent false alarms being sent through to the **F&RS**. Ensure appropriate training is in place, including training for key-holders, and that a suitable maintenance programme for the system is in place. You must also ensure your risk assessment and emergency plan are up-to-date.

Confirmed fires via the 999/112 exchange telephone system will continue to receive a full emergency response.

Do not call the fire service in the event the alarm is a known false alarm. Do call the fire service as soon as possible if there are signs of fire or a fire may exist.

Please do not hesitate to contact us should you require additional information or have any queries concerning this matter.

encl: relevant guidance documents