

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 the level of false alarms passed to the **name of F&RS** (unwanted fire signals), exceeds the threshold for receiving an Attendance Level 1 emergency response. After 14 days from the date of this letter, we will no longer attend your premises when responding to calls based solely on the activation of your fire alarm and fire detection system. If your system is connected to a remote monitoring service, your service provider will be instructed not to pass calls to the **name of F&RS**.

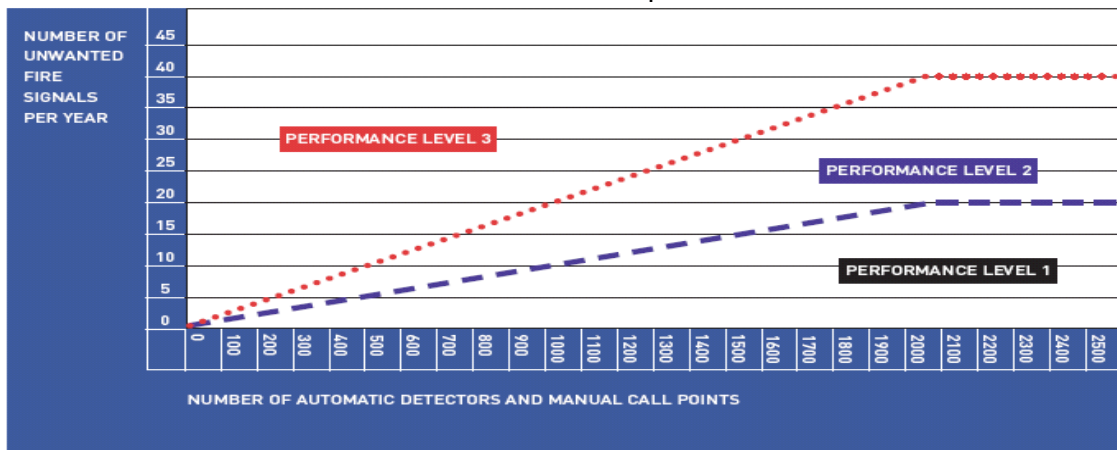
You will need to review your premises risk assessment and emergency evacuation plans and inform your insurance provider of a change in the emergency fire response to your premises. You should contact your fire alarm system maintenance company. Improvement in the fire alarm system performance to within the Performance Level 1 standard for a period of three consecutive months will result in the re-instatement of **name of F&RS** normal emergency response to an automatic fire detection and fire alarm actuating at the premises. You should apply in writing for a reinstatement of Attendance Level 1 emergency response once suitable action has been taken and the level of unwanted fire signals over a 3 month period falls within Performance Level 1 shown in Fig 1.

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 **name of 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.

Fig.1 Graph showing the rate of unwanted fire signals considered acceptable by LFB relative to the number of detector heads and manual call points:



Key: Performance Level 1 = Attendance Level 1 (Normal attendance for automatic fire alarm actuating)
 Performance Level 2 = Attendance Level 2 (Non-emergency attendance)
 Performance Level 3 = Attendance Level 3 (No attendance)

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

encl: relevant guidance documents