



Reply to
Telephone 0117 922 2000
Email estates@bristol.gov.uk
Your Ref
Our Ref
Date 05/12/2024

Dear resident,

We are writing to you regarding the evacuation of Barton House on Sunday 1 December 2024.

The fire alarm was activated at 9am and residents in the building evacuated safely. Avon Fire and Rescue attended and reported that there was no fire which allowed residents to return to their homes.

We would like to thank all residents for following the fire procedure for the building and evacuating when the alarm sounded. Any activation of the fire alarm should be treated as a genuine alert to evacuate.

Our primary concern is that in the event of a fire, residents can be evacuated safely and this was demonstrated well in this situation. We will however engage with Avon Fire and Rescue Service and residents of the building to ensure we capture any feedback to improve in future.

We understand that there may be some concern about why the fire alarm was activated. We would like to reassure you that the alarm system is inspected on a weekly basis and no issues have been found. The alarm was activated due to a fault in a detector, and this has been removed and replaced. We are now in contact with the manufacturer and contractor to understand the cause of the issue.

We apologise for any upset or distress this may have caused. Please be assured that your safety remains our priority and we will continue to work with our suppliers to understand the cause of the error.

Yours sincerely,

John Smith
Executive Director
Growth & Regeneration