

LANCASTER WEST ESTATE

LONDON W14

Reception/Concierge Facility at Grenfell Tower

1. Introduction

Client's brief to Consultants for the establishment of an estate based management office was received February 1991.

The following review looks into the number and type of signals/alarms/controls at the management office and the proposed level of staffing and assigned duties.

2. Location

The estate based management office is to be located at the base of Grenfell Tower and is assigned to serve the whole of the Lancaster West Estate.

3. Controlled Door Entry Systems

The compartmentation of the Finger Blocks, entry control to Grenfell Tower and other housing blocks under Stage 3 introduces a number of locally powered stand-alone systems.

Associated with these systems however, is an alarm facility which signifies that the controlled entrance door has been left open. Whilst there is a local alarm buzzer which draws attention to this problem, it is a function of the system to transmit an alarm indication (after a prescribed time) to the estate management office.

#### 4. Fire Exit Doors

Certain doors on the housing blocks of the estate are defined as fire exit doors, which are of a push open type from the inside only.

These doors are fitted with magnetic proximity contacts such that when fire exit door is operated an immediate alarm indication is relayed back to the estate management office.

#### 5. Glazed Rooflights

The introduction of glazed rooflights to the Finger Blocks instigates a need for ventilation/smoke dispersal louvres at the rooflight positions.

Fixed and permanently open louvres on a vertical plane will assist natural ventilation whilst mechanically operated louvres will be necessary to cater for smoke dispersal and/or a rise of internal temperature due to solar gain.

It is proposed to utilise an automatic smoke monitoring device at high level within the glazed rooflight, such as an infra-red or photo-electric beam to detect smoke. On detection, the mechanically operated louvres will automatically open to atmosphere and a fire warning signal relayed to the estate management office.

Similarly, if an internal temperature build-up is detected by a thermostatic device the mechanically operated louvres will open. This action again to be relayed to the estate management office.

6. Fire Warning

With compartmentation of the Finger Blocks and smoke monitoring at the glazed rooflights, it is anticipated the Fire Officer may require a fire alarm warning to be given to tenants within each compartment.

This could be initiated by the estate management office on receipt of a smoke alarm signal from a particular rooflight location.

7. CCTV Surveillance

It is proposed to introduce a fixed camera position adjacent to each main entrance to housing blocks on the estate and possibly at other selected vantage points.

TV monitors would be grouped at the estate management office with viewing on a split screen or roll-up sequence with close-up viewing being operable from a key pad.

Should a camera be cloaked/sprayed or tampered with, an alarm will be relayed to the estate management office.

In conjunction with this system it is also proposed to install public address equipment with a loudspeaker adjacent to each entry door position. This will enable the concierge to relay a warning message and/or advise persons congregating at an entrance position.

8. Passenger Lifts (Grenfell Tower)

Existing alarms associated with the passenger lifts must be relayed to the estate management office.

8. Continued

In addition concealed camera positions in the lift cars will form part of the overall surveillance system.

9. Estate Management Office

The foregoing outlines a number of alarms/indications that will 'arrive' at the estate management office and these are summarised as follows:-

- (a) Entry door left open alarms.
- (b) Fire exit door alarms.
- (c) Smoke alarm signal.
- (d) Rooflight vents open - high ambient temperature.
- (e) CCTV surveillance monitors.
- (f) Anti-tamper alarm to CCTV cameras.
- (g) Passenger lift alarms.

On receipt of these alarms/indications certain actions have to be taken by the estate management team.

It is assumed that estate surveillance by split-screen TV monitors will be by the Housing Receptionist. Simple operation of a local keypad will enable the Housing Receptionist to select a particular camera for full screen viewing in the event of any incident.

By selecting an appropriate loudspeaker, a message may be relayed via. a microphone at the reception desk to a door entry position where the incident is occurring.

It is anticipated that other alarm indications as per items (a), (b), (c), (d), (f) and (g) will be observed at the reception desk and the necessary remedial action taken or instructions issued by the Housing Receptionist.

9. Continued

If a smoke alarm is received, it may be a standing order for the 'FIRE' service to be alerted by the Housing Receptionist via. the telephone or direct line, whilst a fire warden investigates the problem.

Subject to the fire incident being of a magnitude that it cannot be safely tackled by estate staff then a more senior person within the estate management office would be expected to assume authority and instigate fire warning signals to the affected/local areas and summon assistance from the Fire Brigade.

Should a smoke alarm be received outside normal working hours at the estate management office it is recommended that the signal is automatically directed to a 24 hour manned station or by auto-dial to the local Fire Station via. a private telephone line. Lift alarms may well have to be treated in a similar manner.

Latest technology will tend to rely any alarm signal to a VDU, which gives the advantage of displaying an 'action to be taken' message on receipt of the alarm indication. The facility may be further extended by keying-in certain codes but this is probably better reserved for estate management personnel rather than the Housing Receptionist.

Conclusion

The foregoing is intended to outline the visual and audio information that will be received at the estate management office and to promote thoughts in relation to the staffing levels and actions to be taken at the Concierge/Reception within Grenfell Tower.

Buckle & Partners

DGW/AS/E4305/M

15th April 1991