



## Key Results

# 60%

Emergency Response  
Time (Activation to Action)  
Improvement

# 100%

Fire Sprinkler  
Compliance (BS EN  
12845 & BS 9251)

# 95%

Improved Tenant  
Satisfaction

# 85%

Operational Faults  
& Leaks Identified  
Reduction



## LJR Group's Offering

- Repairs & System Upgrades
- Fire Sprinkler System Inspections & Servicing
- Tenant Engagement & Safety Awareness
- Compliance & Certification to BS EN 12845 and BS 9251

# Fire Sprinkler Maintenance for Hammersmith & Fulham Council.



## Customer Background

Hammersmith & Fulham Council is a local government authority responsible for managing a diverse housing portfolio, including:

17,000+ residential properties, comprising high-rise buildings, sheltered housing, and community facilities.

A commitment to tenant safety and compliance, particularly in fire prevention and suppression.

Implementation of post-Grenfell fire safety regulations to ensure all properties meet modern fire protection standards.

Ongoing investment in fire safety infrastructure to enhance resident protection and regulatory adherence.



## Challenges Faced

### Ensuring Full Compliance Across All Properties

- Many fire sprinkler systems had not been regularly maintained, leading to potential non-compliance with BS EN 12845 & BS 9251 fire safety standards.
- Some buildings had outdated or faulty components, increasing the risk of system failures in an emergency.
- The council needed detailed documentation and certification to confirm compliance and avoid regulatory penalties.

### Minimising Disruption to Residents

- Many sprinkler systems were located inside occupied residential units, requiring access to tenants' homes for inspections and servicing.
- Residents were concerned about privacy, potential water damage, and disruptions to their daily routines.
- Coordinating maintenance across multiple high-rise buildings required careful scheduling to avoid unnecessary inconvenience.

### Addressing System Wear, Corrosion & Mechanical Failures

- Several fire sprinkler systems showed signs of age-related wear and tear, including corroded pipes, leaking valves, and water pressure inconsistencies.
- Some sprinkler heads and mechanical components had deteriorated, reducing their effectiveness in an emergency.
- Water supply issues in certain buildings affected activation speed and fire suppression efficiency.

### Enhancing Emergency Response Readiness

- Some systems had slow activation times, leading to delays in emergency response when sprinklers needed to operate.
- Certain backup power and emergency water supply systems were found to be unreliable, posing risks in case of a fire.
- Real-time system monitoring was limited, making it difficult to detect and address faults before they became critical.



“LJR Group provided a first-class fire sprinkler maintenance service, ensuring all of our properties are fully compliant and protected. Their proactive approach to servicing and repairs has given us confidence that our residents are safe in the event of a fire.”

– Fire Safety Compliance Officer, Hammersmith & Fulham Council



LJR Group

“The LJR team worked efficiently to service and upgrade our fire sprinkler systems, minimising disruption while ensuring all systems met the latest fire safety standards.”

– Senior Housing Manager, Hammersmith & Fulham Council

## The Solution

### Ensuring Full Compliance Across All Properties

- Conducted comprehensive inspections to identify non-compliant sprinkler systems.
- Implemented a structured maintenance program to meet BS EN 12845 & BS 9251 standards.
- Repaired and replaced faulty components, including sprinkler heads, valves, and pipes.
- Provided detailed compliance reports and certification to meet regulatory requirements.

### Minimising Disruption to Residents

- Developed a phased maintenance schedule to reduce inconvenience.
- Scheduled servicing around tenant availability and provided advance notice.
- Conducted maintenance with minimal intrusion, ensuring quick and efficient servicing.
- Maintained open communication with residents through updates and awareness campaigns.

### Addressing System Wear, Corrosion & Mechanical Failures

- Replaced corroded pipes, leaking valves, and aging sprinkler heads to restore system integrity.
- Upgraded water supply infrastructure to maintain consistent pressure and activation speed.
- Installed remote monitoring systems for real-time system performance tracking.
- Introduced a preventative maintenance strategy to avoid long-term degradation.

### Enhancing Emergency Response Readiness

- Tested and improved activation response times to ensure rapid fire suppression.
- Upgraded backup power and emergency water supply systems for reliability.
- Installed real-time monitoring systems to detect faults and performance issues.
- Trained council staff on emergency response procedures for faster action during incidents.