



We've got something new to report.

Introducing a simpler way to manage fire safety.

Making It Simple

At a glance summaries, easy to read format, precision information along with many other new features, all wrapped up in a freely distributable PDF. Metro's new consolidated reporting is now a simpler way to manage the serious business of fire safety compliance across your buildings.

After listening to our customers we have completely redesigned our reporting system so that you can focus on managing safety, not just paper. Now you can quickly assess the testing and inspection results found across your portfolio without having to wade through sheaves of paper.


Portfolio Overviews

In addition to your new Building Issues Report, Metro provides a summary page that gives an overview of your building portfolio. The overview indicates whether your Fire Alarms, Emergency Lights or Sprinkler System activated successfully at the last visit, giving you a clear insight into areas that may need immediate attention.

The summary page also highlights the number of issues found during the reporting period.

Activation Summaries

Metro is introducing a new activation summary to each operational service to help you prioritise your action list. Every Fire Alarm, Emergency Light and Sprinkler System test will be allocated either a tick, question mark or cross to indicate the results of the last activation. A tick indicates that, even though issues may have been found, the system activated when last tested. A question mark indicates that the tester was unable to determine the status of the system at the last visit and a cross signals that the system clearly did not activate.



PORTFOLIO OVERVIEW

1 February 2008 to 29 February 2008

Lisa Hubble-Smith
ACME PROPERTY MANAGEMENT

Kinderminster House
45 Grovesend Boulevard
Rugeley
Staffordshire
WS15 4RD

BUILDING	SYSTEM ACTIVATED *			THIS REPORT'S ISSUES *			
	ALARM	LIGHTS	SPRINK	ALARM	LIGHTS	SPRINK	H&S
No. 1547 Chambers Sanctuary 6 Giltedge Hall & 18-20 Dice Road Norwich N12 7YH	✓	✓	✓	1	2	2	3
No. 2316 Campshire House 723 Town Centre Huddersfield Hertfordshire	✓	✓	✓	-	-	1	
No. 6797 455 Salisbury Avenue Milton Keynes Buckinghamshire MK7 6TD	✓	✗		-	2		
No. 13545 Curtain Hall Narrow Avenue Great Cambourne Cambridge	✓	✓		-	-		
No. 13823 Unit 21 Eagle Gate Shire Parkland Welwyn Garden City	✓	?	✓	1	1	-	
No. 14024 Unit 19 Eagle Gate Shire Parkland Welwyn Garden City	✗	✓		2	-		5
No. 15208 Harbour Insurance House 135 St Helens Road Newcastle Durham	✓	✓		-	-		
No. 18613 43 Blackfriars Road London SE1 7YG	✓	✓	✓	-	1	-	
No. 18994 Hamley House Ludgate Circus London EC3 7BD	?	✓		2	-		3

ACTIVATION SUMMARY KEY

✓ After the last visit to site, the system was still activating. However, there may be issues or areas of limited cover, please see the reports issue section.


? After the last visit to site, we were unable to ascertain the status of the system.

✗ After the last visit to site, the system was not activating.

* Where there is no icon (or of against the property, Metro currently carry out this service.

New Building Issues Reports

We realise that assembling different compliance reports for several different services can be a painful and time consuming exercise. You want a report that illustrates clearly what's going right and what's going wrong on your buildings, but without the paper shuffle. Metro has made your job simpler by consolidating all the key safety compliance findings for your buildings on one sheet for easy filing. Fire Alarm, Emergency Lights and Sprinkler System tests along with Health and Safety inspection issues are all listed together, giving you an unparalleled view of your building's status in these crucial areas.



BUILDING ISSUES REPORT

1 February 2008 to 29 February 2008

Lisa Hubble-Smith ACME PROPERTY MANAGEMENT

Building No. 1547
Chambers Sanctuary, 6 Giltedge Hall & 18-20 Dice Road, Norwich, N12 7YH

FOUND / LAST DETECT	EQUIPMENT / LOCATION	ISSUE	ISSUE EFFECT / DETAILS	CUSTOMER ACTION	SYSTEM ACTIVATED *		
					ALARM	LIGHTS	SPRINK
FIRE ALARM TESTS							
16-10-2007 22-02-2008	2nd floor, office area, behind reception	Access denied	Unable access area to test sounders and call points. This area remains untested and may constitute a major fire risk.	Please notify Metro of access details to area	✓	✓	✓
EMERGENCY LIGHT TESTS							
27-11-2007 22-02-2008	Emergency Lighting Unit	Failed to activate when tested.	The unit may not function if required possibly leaving insufficient escape lighting in the event of a power failure.	Please respond to remedial quotations ref: 1355 - 34322	✗		
12-02-2008 22-02-2008	Emergency Lighting Unit	Failed to activate when tested.	The unit may not function if required possibly leaving insufficient escape lighting in the event of a power failure.	Please respond to remedial quotations ref: 1355 - 34322	✗		
SPRINKLER SYSTEM TESTING							
04-02-2008 28-02-2008	Water Storage Tank	Leaking tank	Small hole at the base of storage tank. If not repaired adequately, water may not be available.	Please rectify.			
15-02-2008 28-02-2008	Electric Pump	Failed to activate	Pump failed to activate during test. The power lights were switched on and the fuses were all in order. The electric pump may not activate in the event of a fire.	Please rectify.			
HEALTH & SAFETY INSPECTIONS							
04-07-2007 22-02-2008	Ground Floor, under stairwell	Dangerous liquids being stored	Cleaning liquids are being stored in a dangerous area without adequate signage.	Please rectify.			
04-07-2007 22-02-2008	Window Lower Ground Floor, main lobby, LH wall	Damaged window	Cracked window liable to break risking injury or security.	Please rectify.			
04-07-2007 22-02-2008	Basement, intake room	Exposed wiring		Please rectify.			

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🔔 Metro have been in contact by telephone and/or in writing for this issue / Hazard prior to this report.

🚨 New Issue / Hazard

🔧 Qualified issue. Remains on report until confirmed by Property Manager as resolved.

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PLEASE CONTACT METRO ON 020 7960 3939 TO REMOVE QUALIFIED ISSUES

Multiple Subscribers

Metro allows you the exclusive ability to share information whichever way you want. Every service on every building has its own unique subscriber list. Therefore, if you want a Building Manager or colleague to know what's going on with the Fire Alarm system on a certain building, Metro can automatically distribute a Building Issues Report in addition to your own.

Whether you are sharing information at a service level or building level, this is a tremendous timesaver. No more faxing, photocopying or phone calls are needed to keep everyone in the loop, allowing Metro to make fire safety compliance simpler for all involved.

New Icons

Metro is introducing several new reporting icons to help you evaluate the issues found, at a glance. In addition to the new activation icons (tick, question mark, cross), some issues on the Building Issues Report will have an icon to help you understand whether the issue is new, has been reported directly to you already or whether it's a Qualified issue.

At a service level, there is an icon that indicates whether Metro is managing the maintenance on the service. These quick reference guides help you understand where you or Metro are at with regards to resolving the issue.

Electronic Distribution

Every month, Metro will distribute your Building Issues Report via email in a PDF format. No more mail delays or paper waste. Every nominated subscriber will receive the report straight to their desktop for easy filing or action.

Frequently Asked Questions

Are the new reports being received in addition to our current reports?

The new reporting format will replace your current reports for Fire Alarm, Emergency Lights and Sprinkler Tests, along with Health & Safety Inspection reports.

How often will the reports be sent and when?

The reports are emailed within the first week of every month summarising all the issues found during that last month's testing and inspections. Please contact your account manager to ensure they have your correct email details.

Will I need to change anything on my computer?

It's not anticipated that you will need to change anything on your computer. The files will be sent in Adobe's PDF format, which nearly every computer has installed. If you feel you don't have Acrobat Reader, please ask your IT team to install the free software.

In addition, you may need to talk to your IT team to ensure your reports can be received through your email account and not considered 'junk' mail.

Will we be able to get only one building per page?

Yes, this has been one of our most common requests. Every building has its own page of issues found in the last month, making it much easier to file.

Does a 'tick' mean I don't have to do anything?

Not necessarily. It simply means that the system activated successfully on the last visit. There may well be some outstanding issues or areas of limited cover. These issues should be rectified accordingly.

Will the reports still contain lots of old issues you have discovered?

We will only re-report an issue if we have still found it as part of our regular testing and inspection routine, unless the issue being reported is a Qualified issue. This will reduce the amount of over-reporting that can occur.

What is a Qualified issue?

Qualified issues remain on the report until we have received notification from the Property Manager that the issue has been rectified. These occur where it is:

- 1) either unsafe for our testers or inspectors to revisit the equipment or area after initial detection, or
- 2) an area of the building where we are unable to gain access.

What if there is a major problem on site? Do the new reports affect this?

No. You will still be notified within 24 hours by telephone and confirmed by email. We denote these issues on the report with a telephone icon.

How many people can subscribe to a building report?

As many as you like, for a minimal extra charge. If you would like your colleagues to be kept informed of one or all of your building's safety status, they can be signed up as a subscriber and they will receive an email report in addition to your own.

What if I only want a subscriber to see the Health & Safety issues, not the Fire Alarm issues on a building?

Yes, we can do that. You are able to manage the subscriptions at a service level. Therefore, you may wish for the Building Manager to get a list of issues that only relate to Health & Safety Inspections. You can segment the distribution of information any way you wish.

How do we manage the subscription lists?

Contact your Metro account manager to arrange where you wish the information to go.

What if I lose my reports through a system crash?

Contact your Metro account manager to arrange a new set of reports to be issued to you.



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