



**Fire Systems for SVHOA (located at Highgrove Townhomes & Westend Townhomes)**  
**Frequently Asked Questions**

**Question:**

If there was a fire somewhere in a Southern Village HOA Townhome(s), what would our fire alarms and sprinkler systems do?

**Answer:**

If there is an active fire then the sprinkler system is activated (meaning water will flow out of the sprinkler head or heads); the second water flows, which is triggered by heat (normally 155 degrees) the alarm system sounds, sending a signal to Tyco, who monitors the system; the Fire Department is notified and sent out immediately; note, trucks will roll 100% of the time when water is flowing from a sprinkler system; the sprinkler (water) will continue to flow until the Fire Department turns the system off.

**Question:**

Our systems are reportedly tested regularly. What is the scope of this testing? Do the tests that are done include actually turning on sprinklers in some townhomes? How do we know that every device in every townhome that's supposed to work actually does work? Who maintains these test records?

**Answer:**

The systems are tested by the contracted vendors (ex, Tyco, FLSA) annually; documents associated with these tests are stored at the vendor and shared with HOA management and/or the SVHOA Board as requested; furthermore, any SVHOA resident can make an appointment at the Berkeley office to review these documents; additionally & most importantly the Fire Marshal does spot checks on all systems in Chapel Hill and reviews all documents to ensure they are 100% up to his/her standards; if for any reason there is an issue, the Fire Marshal documents it and gives the property in question 30 days to resolve it; at which time a follow up inspection happens by the Fire Marshal; in the end, residents should know the Fire Marshal is responsible for supervising the inspection of any sprinkler system installed in Chapel Hill.

**Question:**

Is our fire system monitored anywhere? Does a private service provider or the Chapel Hill Fire Department actively monitor our system around the clock?

**Answer:**

Yes. Tyco is the vendor contracted to monitor the fire systems; they provide 24hours per day, 7 days per week, 365 days per year; they use landlines, provided by AT&T for communications; also, the systems are plugged in for power & they all have batteries in case of power loss.



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Frequently Asked Questions (continued)**

Question:

How is the sprinkler system activated? If someone overcooks something on their stove, will smoke or heat from this circumstance set off a sprinkler system? If sprinklers are activated, are they all activated together or only in the room impacted?

Answer:

The sprinkler head is activated by heat, normally when temperatures reach 155 degrees; each sprinkler head is activated individually, so if a fire is only in one unit and in one room (ex, the kitchen) then only that one sprinkler head is activated; if the fire spreads to other rooms, then sprinkler heads in those rooms would be activated & water would flow from them as well.

Question:

Are the ceiling smoke alarms (sometimes called smoke detectors) in the Townhomes ever tested to ensure they are operational? Are these alarms connected to the sprinkler system in any way?

Answer:

There are no HOA provided smoke detectors in any SVHOA Townhomes; if a resident has installed a smoke detector in their own property, it is local and is not in anyway connected to the HOA fire system; additionally, anything a resident installed would be at their own risk & own responsibility to ensure it is working properly.

***Still have questions? Please feel free to e-mail to [manager@southernvillage.org](mailto:manager@southernvillage.org).***