From: [redacted]
To:
Subject: FW: Fire Safety
Date: 02 July 2021 14:08:27
Attachments:
Fire extinguisher certificate.pdf
Fire risk assessment report 2021.pdf
Water temperature record 22 June.pdf

Hi mate can you please save this to the prem file for Melbourne Ardenlea hotel thanks mate. Have a good weekend speak soon cheers
[redacted]

[redacted]
[redacted] Protection
Fire Safety Officer
[redacted]

Hampshire & Isle of Wight
FIRE & RESCUE SERVICE

Newport Fire Station
South Street
Newport
Isle of Wight
PO30 1JQ

Fro [redacted]
Sent: 02 July 2021 11:22
To [redacted]
Subject: FW: Fire Safety
-- This email has originated from outside HIWFRS. Take extra care when opening links or attachments! Report any suspicious emails to Spam@hantsfire.gov.uk --

Dea [redacted]

The Probation notice has been removed as confirmed in conversation wi [redacted] d Hotel building owner this morning 1st July 2021.

On the first meeting you were keen to get the attached certificates and assessments completed.

The attached certificates (which was sent last week and some prior) relate to all the areas we focused on.

1. Fire doors repaired and checked [redacted] nd his associates belongs to Island Carpentry Ltd who spent more than 8 days by engaging 2 carpenter/joiner and they completed the work on 22 June 2021,I have sent the confimration of the same to you on 30 June 2021,The remaining minor works in the door is carried out by our maintenance person.
2. Fire alarm was tested during the 4 visits paid b [redacted] Guardian Fire Alarm and certificate sent to you on 29 June 2021.
3. Fire Extinguishers were tested and serviced by Wessex Fire & safety on 22 June 2021 and certificate provided by them was also sent to you on 22 June 2021
4. Fire Risk assessments completed by a competent person on 23 June 2021 and it was forwarded to you on 27 June 2021
5. All electrical certification following the safety inspection carried out by an approved contractor were forwarded to you an [redacted] 26 June 2021.
6. Fire safety log book maintained from 23 June and the test of fire alarm is weekly ongoing process.
7. The Hotel Fire File has all departmental fire actions and carry all relevant certificates and policies
8. All the staff are already trained for the fire evacutaion and the referesher courses has been booked and scheduled with Wessex Fire and Safety.

On other important matters :

We have invested considerable sums in the past weeks, that has made the Hotel the safest it has ever been and our commitment is to continue improvements and investments for Guests and staff safety.

However in order to do that we need to trade and earn revenue in order to support the sustainability of the business.

Our motives are not profit focus just purely trying to achieve a break even covering hotel day to day costs and staff wages. We have invested considerable amounts to professional qualified contractors to deliver a safe hotel for guest as well as management time to ensure you receive all the important and relevant compliances and documents.

I understand that you haven't had time to view these important documents,(I am sure support from your colleagues may help you in this matter) this should not prevent us opening hotel tomorrow

On the other hand should we not open tomorrow, it will force Parker Hospitality out of business which will result in staff members employment being terminated and add to negative impact to the UK economy, which has had negative financial impact during covid 19 pandemic.

Kind Regards

[redacted]

2:22 PM (13 minutes ago)

Morning [redacted]

As agreed I will not open hotel until I have supplied you with gas certificate

With regard to the gas services at the hotel, we have had Plumb Part carry out all the gas certification needed at the hotel previously emailed

Covering all gas equipment and meters.

We have worked hard to get the hotel safe and operational.

We have incurred a loss of over £60,000 in revenue to date, with reservations at the hotel this weekend of over £12k .

We have supplied [redacted] e Fire Officer, all info including certificates, fire alarm, extinguishers, emergency lights and confirmation of fire door repairs as well as Fire assessments.

The impact of failing to open will force Parker Hospitality out of business .

We has suffered financial losses during the pandemic over the past 15 months and not being able to trade imminently will close the Hotel with the loss of jobs and impact on the local economy.

By opening we are trying to support the IOW tourism and UK economy and creating jobs.

We feel that we have supplied all your requirements requested any small outstanding items will be addressed promptly by the team.

Kind regards

[redacted]

From [redacted]
Sent: 01 July 2021 09:36
To [redacted]
C
Subject: RE: Melbourne Ardenlea Hotel

Dea [redacted]

Thank you for copying me into this email

I would like to be clear that until I have received the gas certificate fro [redacted] r the work he completed to join the new mains gas meter to the hotels main gas supply that I will NOT be supporting re opening of the Hotel and also you must have satisfied the requirements of the Fire Service as per their previous correspondence and as we discussed at our meetings on site.

From the outset, it was clearly explained that until you had satisfied the 5 main areas of concern, we would not support the re opening of the Hotel and would serve the relevant enforcement notices to ensure these requirements were met. The 5 main areas were Gas Safety, Electrical Safety, Fire Safety, Pest Control and Legionella Management of your water facilities.

There are still outstanding issues with the Gas certificate and the Fire Safety documentation that will need to be addressed prior to the Hotel opening. I will not hesitate to serve a further Prohibition Notice this week if the Hotel opens and I have not received the Gas Certificates that I require.

Regards

[redacted]

> **Fro** [redacted]
> **Da**
> **To** [redacted]
> **C**
> **Su**
>
> Thank you for the documents attached. I shall meet wit [redacted] agreed next week to arrange the joint inspection.
>
> I have not confirmed in any communications that the hotel can open for business, as we agreed at the meeting this is dependant on the documentation being both suitable and sufficient ab the outcome from our inspection.
>
> Get Outlook for Android

Fro [redacted]
Sent:
To [redacted]
Cc
Subject: FW: Melbourne Ardenlea Hotel

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Dea [redacted]

Thanks for your email below and please find my reply in the following paragraphs.

In regard to the fire safety works to the communal doors which have been completed by Island Carpentry Ltd. I have attached the confirmation under the title of "Fire Doors" within this email, additional [redacted] as also carried out the works to the remaining Hotel doors as mentioned in the fire risk assessment.

Following the water ingress in two Hotel room and the rat infestations as p [redacted] commendations, a thorough electrical safety examination was conducted by a professional company based in London who has issued the satisfactory report which has been again attached in this email, furthermore I have forwarded the contents of your email relating to this matter to this electrical company and will forward you their response as soon as it is received.

Please be informed that room 33 and 35 will remain closed until all the refurbishments and other maintenance work is carried out.

Thanks for your confirmation that Hotel can operate its business from now and onward and note that we are aiming to open the Hotel on Friday.

I am looking forward to hear from you about your an [redacted] sit date, be rest assured that my team and I will do our best to stay on top of all the regulatory compliance matters, on the ongoing basis and working with you.

For the purpose of your ease I have attached all the compliance documents again in this email.

Regards

[redacted]

> **Fro** [redacted]
> **Date**
> **To** [redacted]
> **Cc**
> **Sub**
>
> Good afternoo [redacted]
>
> Thank you for providing the new Fire Risk Assessment for the Melbourne Ardenlea Hotel.
>
> You had mentioned in your email accompanying the risk assessment that all the fire doors have been checked or improved, however the fire risk assessor has identified several deficiencies with a number of fire doors either the cross corridor sets or bedroom doors, and detailed them in the findings of the assessment.
>
> The areas of water ingress causing concern regarding fire risk, electric shock risk, or rodent damage, do not seem to have been inspected in the report by the competent person, as the report mentioned no access was made to loft spaces.
>
> Several smaller distribution boards located in various cupboards throughout the hotel seem to have been missed, and have not been identified and tested by the competent person.
>
> On particular area of concern, with a distribution unit installed, we identified the water ingress issues. EICR reports should test the entire electrical installation, as protective devices may be installed on several circuits over a variety of areas within the premises. The electrical circuits that have been isolated will need to be securely locked off for safe isolation, so they cannot be mistakenly reenergised, and warning notices clearly visible.
>
> As we had agreed at the multi agency meeting that on receipt of the requested documentation, we would require several working days to view the documents, to which you had agreed, then a follow up inspection of the premises would be arranged and completed, pending a satisfactory outcome, the hotel could open for business, as we had also previously agreed. I will not be available this week due to other work arrangements, I will be meeting w [redacted] ly next week, to view all the documents you have provided us, before the joint inspection will be arranged.
>
> I look forward to hearing from yourself soon,
>
> Kind regards
>
> [redacted]
> [redacted] Protection
> Fire Safety Officer
> [redacted]
>
> Newport Fire Station
> South Street
> Newport
> Isle of Wight
> PO30 1JQ
>
> **Fro** [redacted]
> **Sen**
> **T** [redacted]
> **C**
> **Subject:** FW: Melbourne Ardenlea FRA 2021
> -- This email has originated from outside HIWFRS. Take extra care when opening links or attachments! Report any suspicious emails to Spam@hantsfire.gov.uk --
>
> Dea [redacted]
>
> Not sure if you got a copy fro [redacted]
>
> I plan to open the hotel this Friday and feel confident we have a safe hotel
>
> We have [redacted] n site who is dealing with the recommendations of the risk assessment as we speak
>
> All the fire doors have been checked and repaired or improved
>
> Any area where we had water ingress has been repaired and we are water tight from the roof
>
> All electrics have been capped off or isolated
>
> Would you be planning to visit before Friday ?
>
> Kind Regards
>
> [redacted]
>
> **Fro** [redacted]
> **Sent:** 26 June 2021 10:42
> **To** [redacted]
> **Cc**
> **Subject:** Melbourne Ardenlea FRA 2021
>
> Good Mornin [redacted]
>
> Please find attached the Fire Risk Assessment for the hotel.
>
> It will need reviewing prior to the hotel opening and the Fire Officers visit. If you could let me know when he is due to visit, I would like to attend.
>
> All the best with the maintenance
>
> Kind regards,
>
> [redacted]
>
> Fire Training International Ltd | Unit 7, Watchmoor Trade Centre, Watchmoor Road, Camberley, Surrey, GU15 3AJ
> T: 0800 158 442 [redacted] 0872 110 4361
>
> This transmission is intended for the named addressee(s) only and may contain material classified as OFFICIAL SENSITIVE and should be handled accordingly. Unless you are the named addressee (or authorised to receive it for the addressee) you may not copy or use it, or disclose it to anyone else. If you have received this transmission in error and / or are uncertain of the implications please notify the sender immediately. This email has been scanned for content and viruses.

Fwd: EICR ,4-6 Queens Road PO37 6AN

Inbox

> **From:** [redacted]
> **Da**
> **T** [redacted]
> **C**
> **Su**
>
> De [redacted]
>
> Thank you for sending me a copy of the EICR for the electrical supply within the Hotel. Whilst I am pleased that everything was found to be satisfactory with the electrical supply, I have to highlight that I was not contacted at any point (as clearly specified in the Prohibition Notice) that works were being undertaken which is in contravention of the Prohibition Notice. I was also contacted on Friday evening to inform me that the electrics within the Hotel were in operation as the lights were switched on in several rooms/corridors and the pool lights and pool plant were operational despite the notice clearly prohibiting the use of the electric until they had been checked.
>
> At this point, I consider that an offence has been committed in that you and your staff have breached the Prohibition Notice Ref: 21/00030/HSPRO that was served on you on the 24th June 2021 and I will discuss further actions wi [redacted] n the meantime, I am still waiting for a copy of the certificate for the gas connection that was completed from the mains meter at the rear of the property over a week ago
>
> Kind regards
>
> [redacted]
>
> **Fro** [redacted]
> **Sent:** 26 June 2021 18:09
> **To** [redacted]
> **Cc**
> **Subject:** FW: EICR ,4-6 Queens Road PO37 6AN
>
> CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Further information can be found here.
>
> Afterno [redacted]
>
> Please see a full report on the electrical installations at the Melbourne Ardenlea
>
> They arrived this morning to conduct and certify that the electrics are safe to use
>
> They also spent time checking areas were the Hotel had water ingress as well as the routes of the rodent infestation
>
> I am pleased to hear there confirmation that the areas are dry and safe as well as no evidence of any rodent damage to electrics
>
> I look forward to discussing this matter on Monday and confirmation that the Prohibition order is removed
>
> Kind Regards
>
> [redacted]

[redacted]

Jun 28, 2021, 6:48 PM (3 days ago)

Dea [redacted]

Thanks for your email and for your expression of pleasure that the Electrical system at Melbourne Ardenlea Hotel is safe as evident in the EICR sent to you last Saturday b [redacted] an you please confirm that the prohibition notice Ref: 21/00030/HSPRO dated 24th June is now complied with.

We conducted an internal probe to find teh reasons for some lights which were on while the Hotel was and continuously remains closed.

I will send you teh paperwork regarding the gas connection work shortly.

I will appreciate your prompt response.

Regards

[redacted]

Parker Hospitality

--

Fwd: Melbourne Ardenlea

Inbox

[redacted]

Wed, Jun 23, 7:14 PM (8 days ago)

Dea [redacted]

Firstly I would like to clarify that Hotel is scheduled to open on friday 25 June not tomorrow 24 June. please also note that we will contact the company carrying out gas installation work as mentioned in your today's visit report and I will forward it to you once it is received.

We have already provided you with all the electrical certificates including the one received in Dec 2019 ,furthermore I understand that you required the Electrical safety inspection to be carried out in room 33-37 ,please advise if it is correct so we can make the necessary arrangement for the same.

In essence we are trying to satisfy all the essential regulatory compliances requirments before reopening the Hotel ,please let me know if I can assist any further.

[redacted]

Parker Hospitality Ltd

On Mon, Jun 21, 2021 at 6:47 PM Cloug [redacted] rote:

> De [redacted]
>
> I am still awaiting copies of the water testing results that were going to be carried out by Aquadition and new Legionella Risk assessment, copies of the updated H&S Risk Assessments, H&S Policy, Staff training records and the final report from Pest Control confirming that the rat and cockroach infestations have been eradicated. I will also need to see records of cleaning and testing of the hot water storage cylinders and the daily temperature monitoring records.
>
> Also, the last EICR report is one that I have already had sight of as it was completed in 2019 prior to the hotel closure. As we are both aware, there has been significant damage to the structure of parts of the hotel and integrity of the electrics due to water ingress whilst the hotel was closed, along with damage from gnawing by rodents and potential further damage due to squatters. What further actions have you taken to ensure that the electrical system is safe, have you had any further electrical checks carried out by a registered and commercially approved company?
>
> Can you please also inform me on which parts of the Hotel you are planning on re opening on Thursday 24th June? Will it be the kitchen and swimming pool and lift too?
>
> Kind regards
>
> [redacted]
>
> **From** [redacted]
> **Se**
> **T** [redacted]
> **C**
> **Su**
>
> CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Further information can be found here.
>
> Mornin [redacted]
>
> I will be on site at the Hotel with bo [redacted] [redacted] o meet with you
>
> Kind regards
>
> [redacted]
>
> **From** [redacted]
> **Sent:** 18 June 2021 15:02
> **T** [redacted]
> **C**
> **Subject:** RE: Melbourne Ardenlea Electric Installation Certificates and visit and Gas certificates

Dear [redacted]

Please find attached all the certificates regarding the full electrical circuits and Gas installations at Melbourne Arderlies.

Please accept this email for the second 7 days' notice, as we are opening the Hotel on the 26th.

After receiving unsatisfactorily investment and bad income.

The Fire panel is fully operational and I will forward the assessment shortly along with water sampling results

The first door impacts have been checked and completed

I plans to be there Wednesday and Thursday of next week

Should you require any further information please do not hesitate to email or telephone me.

Kind regards

[redacted]

From: [redacted]
Sent: [redacted]
To: [redacted]
Cc: [redacted]
Subject: RE: ECVT, 2-4 Queens Road PO27 6AE

Dear [redacted]

Thank you for sending me a copy of the NICEIC for the electrical supply within the Hotel. Whilst I am pleased that everything was found to be satisfactory with the electrical supply, I have to highlight that I was not contacted at any point (as clearly specified in the Prohibition Notice) that works were being undertaken on the electrical supply and therefore I was not present and I am very concerned that the electrician has been working unsupervised on the site without the Fire Risk Assessment being carried out and I was not made aware of any electrical works to install alarms and/or the part of the electrics until they had been completed.

At the event, I consider that any alliance has been committed to that one and I would therefore remind the Prohibition Notice Ref: 21/0700/0400/PRO that was served on site on the 24th June 2021 and still remains further actions are required. For clarification, I am still waiting for a copy of the certificate for the gas connection that was completed from the mains meter at the rear of the property over a week ago.

Kind regards

[redacted]

From: [redacted]
Sent: [redacted]
To: [redacted]
Cc: [redacted]
Subject: RE: ECVT, 2-4 Queens Road PO27 6AE

[redacted] This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Further information about Phishing

Dear [redacted]

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Kind