

Triton Tower



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December 29, 2015

Re. Fire Alarm Incident Report

Dear Residents,

We would like to provide you with an update regarding the fire alarm that went off yesterday evening. At approximately 9:30pm, the alarm went off due to a bad circuit in the pull station on the east side of the 9th floor. Security was dispatched to confirm that this was a false alarm and the building engineer on call was contacted to address the technical issue. The Fire Department came to ensure there was no danger and provided a brief explanation to the group of owners who came down to the lobby. Evidently, while they were attempting to adjust the control panel, it caused a short circuit in the 14th floor meter room sensor. This issue will need to be addressed directly by the Alarm Company to avoid further complications with the system.

We would like to give a special thanks to the following Directors: Tony Atala, Olga Garcia, Nelson Gonzalez and Gustavo Tapanes who took the time, in the middle of the night, to walk through each and every hallway just to ensure that there were no further issues or dangers present.

The Alarm Company was already contacted and they will be here on Monday 1/4/16 to address the 14th floor meter room issue and review the system to confirm that the problem has been completely addressed. Meanwhile, the Security staff will be actively vigilant of that meter room to ensure there's no danger and will be maintaining a log of each inspection as per the Fire Departments instructions.

Your management team is also taking this opportunity to review and define the training and protocols with our staff to improve our response to these types of incidents. While the false alarm was not due to a lack of maintenance, and thus unavoidable, we are always looking to improve our reaction to these incidents as our ongoing commitment to quality improvement.

We would like to thank all the residents for their patience during this incident and we apologize for any inconvenience this may have caused you. If you have any questions or concerns regarding this matter, please feel free to contact us at your convenience.

Respectfully Yours,

Your Management Team