



April 2024

# CASE STUDY

SCHLOSS ROXBURGHE HOTEL AVOID  
FURTHER FIRE DAMAGE WITH THE  
HOMELINK GATEWAY



TOGETHER WITH



SCHLOSS ROXBURGHE  
RECENTLY EXPERIENCED A  
FIRE EVENT IN ONE OF  
THEIR COTTAGES, WHERE  
THEY WERE ABLE TO TAKE  
QUICK ACTION WITH THE  
HOMELINK PORTAL

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**SCHLOSS  
ROXBURGHE**

SCHLOSS Roxburghe Hotel, part of Destination by Hyatt, is a premier hotel located in the Scottish Borders. Covering over 300 acres, the golf and spa resort has 78 rooms and suites as part of the main building, along with twenty six self-catering cottages in its woodland, providing a luxurious rural getaway surrounded by wildlife and nature.

## ENHANCING FIRE SAFETY

In November 2022, SCHLOSS' on-site Electrical Contractor installed Aico's 3000 Series Grade D1 fire and Carbon Monoxide (CO) alarms. For a Category LD1 level of protection, these alarms were installed in all key areas, including Ei3016 Optical Smoke Alarms in hallways, landings, bedrooms and living room, our Ei3014 Heat Alarm in kitchens, and Ei3018 Carbon Monoxide Alarms in airing cupboards and meter cupboards.

Using the Ei3000MRF module, the installed systems were then interlinked via radio frequency, for sounding throughout the property on activation.



# KEEPING COMPLIANT

Fire safety regulations for short term lets, including holiday cottages in England and Wales, require specific alarms based on the Regulatory Reform (Fire Safety) Order 2005. This law applies to businesses that offer sleeping accommodation.

## GRADE D1



A system of one or more mains powered detectors, each with a tamper-proof standby supply consisting of a battery or batteries.



The regulations mandate the installation of interconnected smoke and heat alarms in all bedrooms, living areas, and escape routes. To adhere to best practices outlined in British Standard BS 5839-6, it's recommended to use an interlinked system, either hard wired connection or wirelessly using radio frequency, preferably with Grade D1 alarms, meaning the cottages are now in line with British Standards.

## GOING FURTHER WITH IOT TECHNOLOGY

In addition to enhancing their fire protection, SCHLOSS also implemented the HomeLINK Ei1000G Gateway to enable the remote monitoring of alarms, as part of Hyatt's wider fire safety strategy. David Richmond, National Account Manager for Aico, provided a specification with all the component parts required. As they were already installing Aico's 3000 Series as part of the build, it was clear that adding the Gateway would be a beneficial addition and easy to install.

Hyatt hotels and resorts operate 'dedicated fire/life/safety systems and monitoring', and have 'comprehensive emergency response plans that staff are regularly trained on.' With the Gateway, SCHLOSS have access to important information about their fire and CO alarm systems, including any alarm activations, testing, mains power status, alarm head removals, and replacement dates, all remotely accessible via the HomeLINK Portal.



The SCHLOSS Roxburghe is a luxurious country retreat located in the Scottish Borders near Kelso. The resort sits within 300 acres of beautiful Scottish countryside with dispersed accommodation in the form of Self-catered cottages located all over the estate. When the estate was being modernised, we worked closely with the Lundin Homes, who were building the cottages on behalf of the resort to develop a solution that could alert the Front of House staff of any Fire Safety concern in the remote cottages situated through the 300-acre estate. This solution is a perfect fit for the needs of the hotel management and the guests and provides an additional level of Fire Safety to the guests and awareness to the staff. Each cottage now has real-time link to the main house and utilities such as power and internet can now be monitored for service availability, 24 hours day to enhance the guest experience.

*David Richmond, National Accounts Manager, Aico*



# EXPERIENCING THE TECHNOLOGY FIRST HAND

Recently, one of SCHLOSS Roxburghe's cottages experienced a minor fire. Immediately, the HomeLINK Portal notified the resort staff of the incident, giving them enough time to get to the property and remedy the situation and minimise any damage to the cottage or impact on their guests. Michael Johnston, Front of Desk Manager at SCHLOSS Roxburghe, stated that one of the main benefits to HomeLINK technology is its simplicity, and that 'to be made aware of any fire safety concerns in dispersed accommodation, that in some cases are a good half mile from the main house, is fantastic.'

Dave also visited SCHLOSS to train and support staff with installation, and also show the front of house staff how to use the HomeLINK Portal, so that they could understand what is available to them and be prepared in the event of an activation.



Having this system in place allows the staff to understand immediately if any of our guests are at risk from fire or a major event. Having the alerts appear on the computer at the Front of Desk which is manned 24/7, means we can see instantly any issues that may arise.

There are a number of associated benefits of the connected system out with fire safety.



We are able to see instantly if any of our cottages, which are quite a distance from the main hotel, are without mains power or connection. These notifications go straight to our maintenance team, so we can react and ensure the impact to our guests is minimised.

We are planning another 25 cottages in the coming years, all of which will have this solution installed, giving us 50 luxurious cottages with the safest and most luxurious experience for our guests.

*Michael Johnston, Front of Desk Manager, SCHLOSS Roxburghe*



## LOOKING INTO THE FUTURE

In the future, SCHLOSS will be able to expand on their property monitoring and management by adding the HomeLINK Environmental Sensors, making up the full HomeLINK Connected Home Solution.

The addition of these sensors will bring SCHLOSS Roxburghe the ability to monitor the quality of their cottages by looking into their temperature, humidity levels and indoor air quality. Used in conjunction with the Gateway, data from the Environmental Sensors will display actionable insights onto the portal, surrounding issues including damp and mould, fuel poverty, void property, and will also allow them to monitor post-retrofit conditions. Access to these insights will help SCHLOSS to take the appropriate actions and with the portals' 'Super Insight', aid in identifying the cause of the problem.

SCHLOSS Roxburghe is confident that the HomeLINK technology installed in their cottages functions reliably and effectively, providing peace of mind. They remain committed to proactive monitoring of all fire and carbon monoxide devices within their properties.

Find more about Aico's HomeLINK technology at [www.aico.co.uk/homelink](http://www.aico.co.uk/homelink)