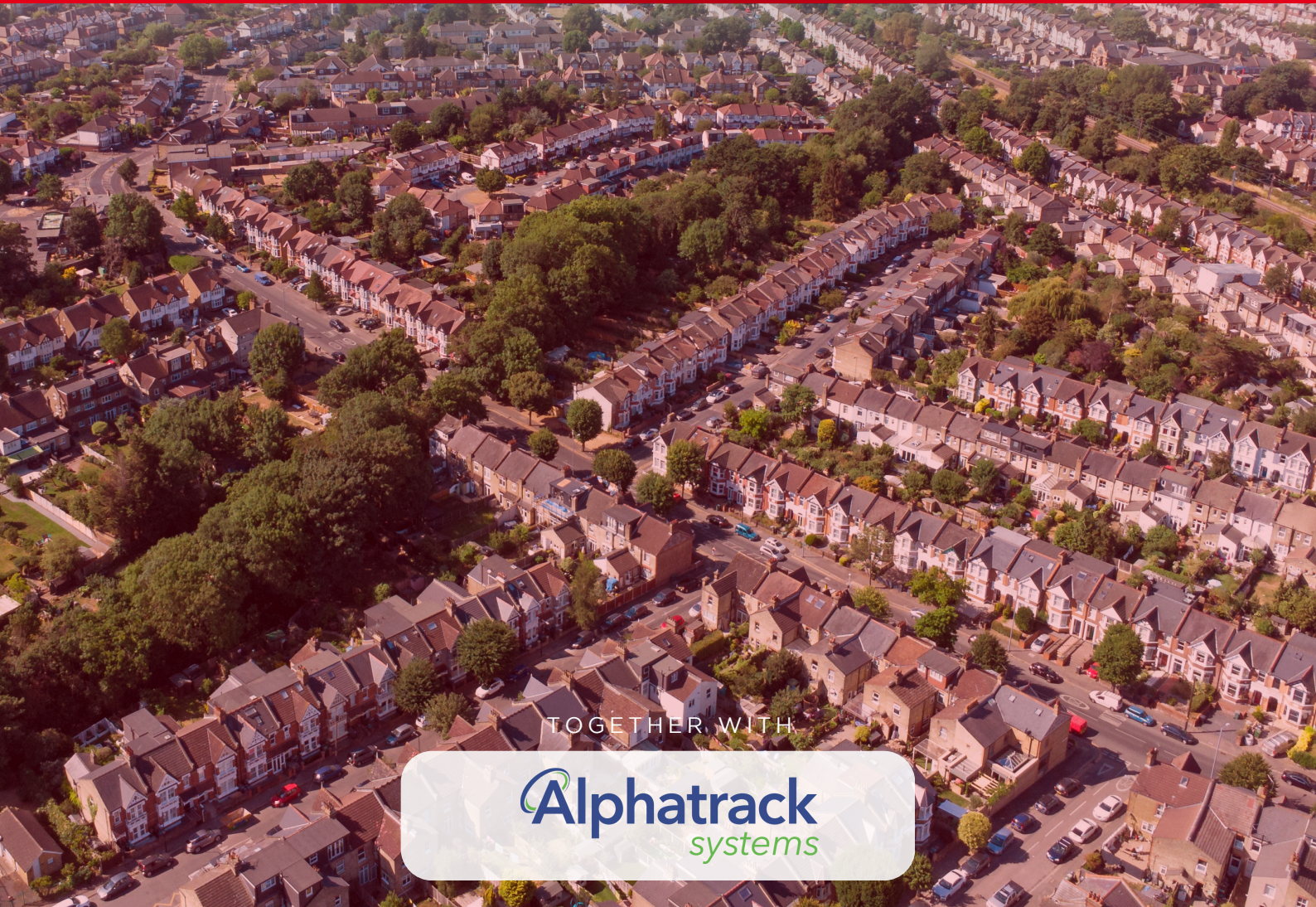




June 2025

# CASE STUDY

ALPHATRACK ENHANCES RESIDENT  
SAFETY WITH AICO'S FIRE SAFETY  
SYSTEMS



TOGETHER WITH



GO BEHIND THE SCENES OF  
A SUCCESSFUL FIRE SAFETY  
UPGRADE WITH AICO,  
ALPHATRACK SYSTEMS, AND  
HYDE HOUSING.

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This case study details a collaborative project between Alphatrack Systems and Aico, aiming to significantly improve domestic fire safety for the residents of 41 dwellings at Hyde Housing's sheltered accommodation block in Peterborough.

## AIM OF THE PROJECT

The primary aim of the project was to enhance the domestic fire safety of 41 dwellings at Snowhill's sheltered accommodation block. This was achieved through the installation of Grade D1, Category LD1 alarm systems using Aico products, which included:

- Ei3016 Optical Smoke Alarm
- Ei3014 Heat Alarm
- Ei3000MRF SmartLINK Module
- Ei414 RadioLINK+ Fire/CO Alarm Interface
- Ei450 RadioLINK Alarm Controller

The systems were wirelessly interconnected using Ei3000MRF SmartLINK Modules and integrated with the newly installed telecare system. The project adhered to BS 5839-6:2019 and BS 7276.



## BACKGROUND



I have personally worked alongside Hyde Housing for over three years. This has been a rewarding and collaborative experience, particularly when it comes to ensuring the fire safety of their properties.

One of the most significant initiatives has been upgrading the fire systems within their buildings. As part of this process, we've worked closely with Alphatrack, a trusted partner, to integrate advanced fire safety technologies into Hyde Housing's portfolio.

The importance of these upgrades cannot be overstated; fire safety is paramount in creating secure living environments for residents. By leveraging Aico's cutting-edge systems, we've been able to modernise the fire detection and alert systems, ensuring they meet the highest standards of safety and compliance. This partnership has not only helped improve the resilience of the buildings but also reinforced Hyde Housing's commitment to the wellbeing of its communities.

*Rachel Wright, Relationship Manager London South, Aico*





Aico and Alphatrack Systems have a long-standing collaborative relationship, working closely on life safety system design and product selection, engaging with customers and end-users on-site. This specific upgrade project took approximately five weeks and is part of a wider, ongoing upgrade program across Hyde Housing's sheltered and supported living blocks.

The project aimed to ensure residents could remain safe and supported in their homes through improved domestic alarm systems and a digitally enabled telecare system. Installations were carried out in tandem to minimise resident disruption, and careful consideration was given to installation methods to minimise aesthetic impact. The site-based scheme manager was involved throughout the process, from planning to handover, ensuring efficient installation and strong resident engagement.



We have a strong and collaborative partnership with Aico, working together on projects of all types, sizes, and complexities. With the continued support of Matt, Rachel, and Mark, every engagement is simple. The D1 LD1 project at Snowhills is a great example of this partnership in action. Throughout the project, our Project Manager, Lee Newson, had access to consistent support and expert guidance on alarm type selection and telecare integration using the Ei414 units. The result was a high-quality installation and outstanding customer feedback.

*Mitchell Rose, Head of Sales, Alphatrack Systems*



## TRAINING & EXECUTION

Alphatrack Systems' engineers were responsible for the installation, testing, commissioning, and certification of the products. Before the work commenced, Aico's Expert Installer training was provided to the engineers to refresh their knowledge on the system, its configuration, and best practices. Additionally, Aico's Relationship Managers, Matt Golding and Rachel Wright, were available for site visits if necessary; however, due to Alphatrack Systems' extensive knowledge, this was not required.

A resident engagement session, in the form of a 'Coffee & Questions' meeting, was held by Alphatrack Systems before installation work began. This session was designed to demonstrate the system, explain its use, and encourage questions from residents, fostering understanding and cooperation for a smooth access process.







“I was really impressed with the team from Alphatrack, Everon and Aico’s Relationship Managers. They were professional and efficient, but also friendly and helpful. They worked hard and got the job done, dealt with issues along the way and worked well with our scheme officers and residents when explaining how to use the new system.

Alphatrack Systems’ Project Manager, Lee Newson, and the Lead Engineer, were very approachable and always available if needed. The whole team were a pleasure to work with, and we look forward to working with them again”.

*Andrea Wilson, Regional Housing Manager, Hyde Housing*



## BENEFITS & RESULTS

The project significantly benefited the customer by improving life safety systems and enabling residents to **remain safe** and supported in their homes through technology. Each dwelling received an LD1 system, providing **early warnings** of fire and enabling fast evacuation and notification to the ARC via the warden call system. The introduction of the Ei450 RadioLINK Alarm Controller assists less mobile residents with routine monthly alarm testing and provides a simple way to silence any nuisance alarms.

The use of SmartLINK interconnection will facilitate the future integration of Aico’s Ei1000G Gateways, Ei1020 and Ei1025 Environmental sensors. The **seamless integration** between the telecare system and Aico’s products was achieved using the Ei414 RadioLINK+ Fire/CO Alarm Interface.

## FUTURE COLLABORATION

Additional installations and upgrade projects are planned for further schemes across the South East of England, utilising similar system configurations and resident engagement methods. These upgrades will be for Hyde Housing and other Registered Social Landlords.



It's great to work with partners who value the importance of installing life safety products to the highest standard, and who are willing to work alongside us to deliver the best possible solutions for the end user. We are committed to helping Alphatrack achieve high standards through training and education, which enabled them to become one of Aico's Gold Standard Installers. Our expertise, support, and strong relationships throughout the supply chain reflect the values we uphold at Aico. Rachel Wright and I are both proud to be part of this project.

*Matt Golding, Relationship Manager,  
Aico*



To find out more about Aico's 3000 Series, visit [www.aico.co.uk](http://www.aico.co.uk)