



Here at the Briton House Retirement Complex it is of the utmost importance to have our fire systems in tip top condition. When dealing with a vulnerable occupancy our number 1 priority is their health and safety! We have 2 buildings comprised of over 230 suites and extensive common areas. For the past 3 years Vital Fire safety has been looking after all aspects of our fire control systems including monthly's/annuals/monitoring/generator/sprinklers/extinguishers and emergency calls.

I can without hesitation recommend them to anyone as a "first class" operation. Their techs are tidy and well spoken which is quite beneficial when making announcements over the voice communication system. I was pleased last year when they implemented the Building Report Canada system that tags all of our devices so they can be tracked and monitored during the annual. This has been a great improvement over the old paper method where devices were being missed. They have always responded professionally and quickly to any emergency calls we have encountered. One recollection I have is a faulty smoke detector in our elevator shaft that sent the building into alarm at around 10pm one evening. The Vital tech was onsite before I arrived and stayed with me most of the night waiting for the elevator service crew to respond and give us access. This in my opinion was above and beyond the call of duty. I expected to get a hefty bill resulting in all the overtime but Vital was extremely fair and understanding about the situation.

It has been, and continues to be a pleasure dealing with a company like Vital that puts customer service at the top of their list of priorities and truly cares about its customers and employees. I know that I can rely on them 24 hours a day!

Ryan Hunwicks

Facilities Manager

The Briton House