

**Freedom of Information request reference number:** 6108.1

**Date of response:** 29 October 2021

**Request:**

*I would like to request (under the Freedom of Information act) a copy / record of the number of call outs you have attended in Chertsey Court (SW14) over the past 10 years.*

**Response:**

The table below shows the number (and type) of incidents attended at Chertsey Court (SW14) by the London Fire Brigade since 01 January 2011:

Financial Year	Type of Incident	Job Type	Description	Number of Incidents Attended
2010/11	Fire	-	Primary Fire	1
2011/12	Fire	-	Primary Fire	1
	Special Service	Release from lift car - To able bodied person not in distress	To able bodied person not in distress	4
	Special Service	Release from lift car - To child	To child (0-9 years)	1
	Special Service	Service not required	Service not required	1
2012/13	False Alarm	-	False alarm - Good intent	1
	Fire	-	Primary Fire	1

	Special Service	Effecting entry/exit - To able bodied person not in distress	To able bodied person not in distress	1
	Special Service	Flooding - Make safe	Make Safe	1
	Special Service	Release from lift car - To able bodied person not in distress	To able bodied person not in distress	4
	Special Service	Service not required	Service not required	1
<b>2013/14</b>	False Alarm	-	False alarm - Good intent	1
	Special Service	Effecting entry - Other action	Other action	1
	Special Service	Effecting entry/exit - To child	To child	1
	Special Service	Release from lift car - To able bodied person not in distress	To able bodied person not in distress	2
	Special Service	Service not required	Service not required	1
<b>2014/15</b>	False Alarm	-	False alarm - Good intent	1
	Fire	-	Primary Fire	2
	Special Service	Release from lift car - No persons involved	No persons involved	1
	Special Service	Release from lift car - To able bodied person not in distress	To able bodied person not in distress	3
	Special Service	Road traffic collision - Wash down road	Wash down road	1
	Special Service	Spills and leaks - Other action	Other action	1
<b>2015/16</b>	False Alarm	-	False alarm - Good intent	1
	Fire	-	Primary Fire	1
	Special Service	Release from lift car - To able bodied person not in distress	To able bodied person not in distress	5
	Special Service	Release from lift car - To person in distress	To person in distress (but not requiring hospital treatment)	1

	Special Service	Weather Related Flooding - Make Safe	Make Safe	1
<b>2016/17</b>	False Alarm	-	False alarm - Good intent	1
	Fire	-	Secondary Fire	1
	Special Service	Animal assistance involving domestic animal - Other action	Other action involving domestic animal	1
	Special Service	Effecting entry/exit - To person in distress	To person in distress	1
	Special Service	Lift release - Other action	Other action	1
	Special Service	Other assistance to police/ambulance	Other assistance to police/ambulance	1
	Special Service	Release from lift car - No persons involved	No persons involved	1
	Special Service	Release from lift car - To able bodied person not in distress	To able bodied person not in distress	2
	Special Service	Road traffic collision - Persons released	Release of persons	1
<b>2017/18</b>	False Alarm	-	False alarm - Good intent	1
	Special Service	Effecting entry/exit - To person in distress	To person in distress	1
	Special Service	Lift release - Other action	Other action	1
	Special Service	Release from lift car - No persons involved	No persons involved	1
	Special Service	Release from lift car - To able bodied person not in distress	To able bodied person not in distress	3
	Special Service	Release from lift car - To child	To child (0-9 years)	1
	Special Service	Water Leak Within Building - Make Safe/Isolate Supply	Make Safe/Isolate Supply	2
<b>2018/19</b>	Fire	-	Secondary Fire	1

	Special Service	Release from lift car - To able bodied person not in distress	To able bodied person not in distress	2
	Special Service	Release from lift car - To person in distress	To person in distress (but not requiring hospital treatment)	1
<b>2019/20</b>	False Alarm	-	False alarm - Good intent	2
	Special Service	Effecting entry/exit - To able bodied person not in distress	To able bodied person not in distress	1
	Special Service	Release from lift car - To able bodied person not in distress	To able bodied person not in distress	7
<b>2020/21</b>	Fire	-	Secondary Fire	1
	Special Service	Release from lift car - No persons involved	No persons involved	2
	Special Service	Release from lift car - To able bodied person not in distress	To able bodied person not in distress	5
	Special Service	Rescue/Release of persons - Trapped in or under machinery or other object	Trapped in or under machinery or other object	1
<b>2021/22</b>	Fire	-	Secondary Fire	1
	Special Service	Release from lift car - To able bodied person not in distress	To able bodied person not in distress	2
<b>Grand Total</b>				<b>87</b>

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#).