

**Freedom of Information request reference number:** 8544.1

**Date of response:** 08/04/2024

**Request:**

You mentioned that there are many special incident reports (over 15 reports) concerning to this address. May I kindly ask you to send me these reports as well, please?

**Response:**

In the last 3 years there has been 9 Special Services and 1 False Alarm at this address. Please see table below.

Type	Address	Incident / Visit ID	Time of call	Description
Special Service	SHURGARD SELF STORAGE, SHURGARD HOUSE, 510 NEASDEN LANE NORTH, NW10 0EA	040907-1203204	12/03 /2024	To able bodied person not in distress
Special Service	SHURGARD SELF STORAGE, SHURGARD HOUSE, 510 NEASDEN LANE NORTH, NW10 0EA	079796-0406203	04/06 /2023	To able bodied person not in distress
Special Service	SHURGARD SELF STORAGE, SHURGARD HOUSE, 510 NEASDEN LANE NORTH, NW10 0EA	064463-0805203	08/05 /2023	Other action
Special Service	SHURGARD SELF STORAGE, SHURGARD HOUSE, 510 NEASDEN LANE NORTH, NW10 0EA	031207-0303203	03/03 /2023	Other action
Special Service	SHURGARD SELF STORAGE, SHURGARD HOUSE, 510 NEASDEN LANE NORTH, NW10 0EA	028271-2502203	25/02 /2023	To able bodied person not in distress
Special Service	SHURGARD SELF STORAGE, SHURGARD HOUSE, 510 NEASDEN LANE NORTH, NW10 0EA	199297-0712202	07/12 /2022	Other action
Special Service	SHURGARD SELF STORAGE, SHURGARD HOUSE, 510 NEASDEN LANE NORTH, NW10 0EA	198775-0612202	06/12 /2022	To able bodied person not in distress
Special Service	SHURGARD SELF STORAGE, SHURGARD HOUSE, 510 NEASDEN LANE NORTH, NW10 0EA	196717-0212202	02/12 /2022	To able bodied person not in distress
Special Service	SHURGARD SELF STORAGE, SHURGARD HOUSE, 510 NEASDEN LANE NORTH, NW10 0EA	187427-1411202	14/11 /2022	To able bodied person not in distress
False Alarm	SHURGARD SELF STORAGE, SHURGARD HOUSE, 510 NEASDEN LANE NORTH, NW10 0EA	125291-1809201	18/09 /2021	AFA

Special Service reports are reasonably available by other means and therefore exempt via [Section 21 of the FOIA - Information accessible to applicant by other means](#).

Following an incident, if you need to obtain a report for official confirmation of an incident these are available outside of the Freedom of Information Act 2000. This is because some of these reports are part of a chargeable service please find further details about how to obtain an incident report here:

<https://www.london-fire.gov.uk/about-us/services-and-facilities/services-we-offer/incident-reports/>

Please note you are only able to request a Special Service report of an incident that relates to you.

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:

<https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>