

Freedom of Information request reference number: 8934.1

Date of response: 3 September 2024

Request:

Could you please send me via an FOI request your report of visiting our flatand all reports of floods in Charles Dickens House building over the last 10 years....

Response:

Please see table on page 2 detailing our attendance to Charles Dickens House in the last 10 years. Non-fire related incidents are recorded as Special Services.

I have included the job type as water leak and flooding incidents.

I can confirm a Home Fire Safety Visit was made to your flat in April 2023. Home Fire Safety Visit (HFSVs) are intended to provide residents with personalised advice about fire safety in the home. We record very little information about HFSVs. Any information obtained during a HFSV is recorded on the LFB HFSV database and is considered the personal data of the resident.

As a result, any further information about this visit is exempt under Section 40 (1) – personal information of the requester.

If you would like access to the information on the database about the HFSV this can be obtained by making a Subject Access Request. The request would then be processed in accordance with the Data Protection Act (DPA) 2018.

Should you have any further questions please do let me know.

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](#).

Type	Address	Postcode	Date	Description	Job type
Special Service	CHARLES DICKENS HOUSE, 130 MANSFORD STRE	E2 6LT	10/08/2024	Make Safe/Isolate Suppy	Water Leak Within Building - Make Safe/Isolate Supply
Special Service	CHARLES DICKENS HOUSE, 130 MANSFORD STRE	E2 6LT	10/12/2023	Make Safe/Isolate Suppy	Water Leak Within Building - Make Safe/Isolate Supply
Special Service	CHARLES DICKENS HOUSE, 130 MANSFORD STRE	E2 6LT	26/04/2023	Make Safe/Isolate Suppy	Water Leak Within Building - Make Safe/Isolate Supply
Special Service	CHARLES DICKENS HOUSE, 130 MANSFORD STRE	E2 6LT	23/01/2023	Advice only	Water Leak Within Building - Advice Given Only
Special Service	CHARLES DICKENS HOUSE, 130 MANSFORD STRE	E2 6LT	18/06/2022	Make Safe/Isolate Suppy	Water Leak Within Building - Make Safe/Isolate Supply
Special Service	CHARLES DICKENS HOUSE, 130 MANSFORD STRE	E2 6LT	23/11/2019	Make Safe/Isolate Suppy	Water Leak Within Building - Make Safe/Isolate Supply
Special Service	CHARLES DICKENS HOUSE, 130 MANSFORD STRE	E2 6LT	04/12/2018	Make safe	Weather Related Flooding - Make Safe
Special Service	CHARLES DICKENS HOUSE, 130 MANSFORD STRE	E2 6LT	20/05/2017	Make Safe/Isolate Suppy	Water Leak Within Building - Make Safe/Isolate Supply
Special Service	CHARLES DICKENS HOUSE, 130 MANSFORD STRE	E2 6LT	20/11/2015	Make Safe/Isolate Suppy	Water Leak Within Building - Make Safe/Isolate Supply
Special Service	CHARLES DICKENS HOUSE, 130 MANSFORD STRE	E2 6LT	04/09/2013	Make safe	Flooding - Make safe
Special Service	CHARLES DICKENS HOUSE, 130 MANSFORD STRE	E2 6LT	29/12/2012	Advice only	Flooding - Advice only
Special Service	CHARLES DICKENS HOUSE, 130 MANSFORD STRE	E2 6LT	02/10/2010	Advice only	Flooding - Advice only