

**Freedom of Information request reference number:** 8150.1

**Date of response:** 19/12/2023

**Request:**

We are the managing agents for the building Langham Mansions, Earl's Court Square, London, SW5 9UH Yesterday at 23:50 you attended the building to deal with an issue in the pump room located in the basement of the building. To assist us in advising the maintenance company to resolve what has happened could you advise who called you, what you discovered and what you did.

**Response:**

The Brigade attended a Special Service incident on 23/11/2023 at Langham Mansions SW5 9UH. Special Service reports are reasonably available by other means and therefore exempt under Section 21 of the Freedom of Information Act 2000 [here](#).

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/>

You have also asked for the details of who made the call to us on the 23/11/23 at 23.05, I can confirm that the LFB does not routinely record the contact details of callers and if the details were held we would have to consider if any information held was the personal data of a third party, however I can advise that the LFB do not hold a record of the caller for the incident dated 23/11/23 at 23.05 Langham Mansions SW5 9UH.

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/>