



Calls to Pandongate House 2023

Data, Intelligence and Safety

Date: January 2024

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1 Request

- 1.1 I'm looking to get all the information possible on call outs (how many etc) to Pandongate House NE1 2AY, City Road, Newcastle over the last year (2023), of which resulted in a faulty alarm and no actual fire/emergency present.

Also any correspondence to/from Heaton Property Block Management about the occurrence of these incidents.

2 Reply

- 2.1 The following incident information is taken from Tyne and Wear Fire and Rescue Service (TWFRS) Incident Recording System (IRS). An IRS incident record is completed by the Officer in Charge for every incident attended.
- 2.2 There was also a search of our Community Fire Risk Management Information System (CFRMIS) for this building and any correspondence relating to the false alarms.

3 Data

- 3.1 From 1st January 2023 to 31st December 2023 there have been a total of 7 incidents recorded in the IRS involving call outs to this building – five of them in December. There was one Special Service incident and 6 false alarms involving the smoke detection over the calendar year.

Date and Time	Building_Name	Postcode	Incident_category	Comments
11/01/2023 21:40	PANDONGATE HOUSE	NE1 2AY	Special Service	Water Leak
29/10/2023 09:16	PANDONGATE HOUSE	NE1 2AY	False Alarm	Faulty Smoke Alarm
10/12/2023 18:13	PANDONGATE HOUSE	NE1 2AY	False Alarm	Faulty Smoke Alarm
25/12/2023 12:07	PANDONGATE HOUSE	NE1 2AY	False Alarm	Smoke Alarm - Poor Maintenance
25/12/2023 15:59	PANDONGATE HOUSE	NE1 2AY	False Alarm	Smoke Alarm - Poor Maintenance
28/12/2023 03:54	PANDONGATE HOUSE	NE1 2AY	False Alarm	Smoke Alarm - Poor Maintenance
28/12/2023 04:33	PANDONGATE HOUSE	NE1 2AY	False Alarm	Smoke Alarm - Poor Maintenance

- 3.2 At present no letters or correspondence have been sent out due to four of the false alarms occurring over the Christmas period. However our Byker fire station has been dealing with this issue and a letter is being prepared to send out to Heaton Property Block Management.