

Hampshire & IOW Fire and Rescue Service					
Regulatory Reform (fire safety) Order 2005					
ALLEGED FIRE RISK					
This form to be used when dealing with complaints against standards of fire safety in premises received by Protection admin or Fire Control					
Date	22/05/2022	Time	22:26	CFRMIS Number:	10432116 (Parent) Log No: 21763
Premises Address				Post Code	
32 Arundel Street Portsmouth				PO1 1NL	
Name of occupier					
Name of Owner (Multi Occ Only):					

Complaint made: (tick box)					
In person	<input type="checkbox"/>	By other	<input type="checkbox"/>	By other authority	<input type="checkbox"/>
By letter	<input type="checkbox"/>	Post incident by Ops	<input checked="" type="checkbox"/>	Incident No	TOC
By telephone	<input type="checkbox"/>	Post visit by Ops	<input type="checkbox"/>		
Name of Complainant	[REDACTED]			Post Code	
Address	Southsea (24) Fire Station Somers Road Southsea			PO5 4LU	
Telephone	[REDACTED]				
To be informed of outcomes (tick box)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	

Details of Complaint Against Fire Safety Standards:
<ul style="list-style-type: none"> <u>Community Safety</u> <u>Alleged Fire Risk (AFR) reporting</u> Arundel House, -2022-05-22
Title Arundel House, -2022-05-22

Email

[REDACTED]

Name

[REDACTED]

Name of the premises

Arundel House,

Address of Premises

32 Arundel Street, Portsmouth

Postcode of premises

PO1 1NL

Premises or Business' phone number

Enter value here

What's the type of premises or business that you are reporting?

Residential flats

Is there an immediate risk of fire or significant risk to life?

No

Is this a Sleeping Risk?

Yes

Responsible person's name

Enter value here

Responsible person's telephone number

Not Known

Responsible person's email address

Not Known

Provide some details of the alleged fire risk

The address from call centre to Control is confusing and not correct.

The Zones on the map do not correspond with zone given on alarm panel.

Residents are not evacuating from premises due to complacency due to amount of false calls and have taken to resetting the panel before the arrival of the fire service.

We are currently attending a high amount of False Alarm Malicious calls to this building which has been going on for about 6 months. The alarm company (I'm Covered 365) [REDACTED] has collected CCTV of [REDACTED]

[See less](#)

What actions have been taken by the operational crew?

Have contacted control to discuss the address and that they need a better URN for the address. There seems to be confusion around the building number and the way it gets reported. Operational crews to walk around Arundel House to clarify correct numbering of the flats.

Offer Safe & well as reassurance to residents.

[See more](#)

Has a Protection Officer been contacted?

No

Who is the Protection Officer

Enter value here

Name of person reporting AFR

[REDACTED]

Which station is reporting the AFR?

24 - Southsea

Which watch is reporting the AFR?

Green

Telephone number of person reporting the AFR

[REDACTED]

Report submitted on

22/05/2022

Person submitting

[REDACTED]

Link to images

Enter value here

Progress

In progress

Person completing the form

[REDACTED]

Date AFR Discovered

22/05/2022

Action Taken by Inspector

Date:	__/__/----		Time		
Name of Inspector					

From: [REDACTED]
Sent: 23 May 2022 12:49
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [EXTERNAL] Fire Safety Concern @ Arundel House, Portsmouth

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Thank you. I will contact [REDACTED] at Portsmouth council [REDACTED] was previously involved and may be able to assist and I have reported this to 101 police – not sure if you have any contacts at the local police station?

[REDACTED]

Would you be willing to write to [REDACTED] just to strengthen the severity of the situation?

I think an audit has only just been carried out.

[REDACTED]



Direct Dial: [REDACTED]
inspiredpropertymanagement.com

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Head office: 6 Malton Way, Adwick-le-Street, Doncaster, DN6 7FE



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Inspired Property Management Ltd is a company registered in England & Wales Registered No: 09196084
Registered address: Inspired Property Management LTD, 6 Malton Way, Adwick-le-Street, Doncaster, DN6 7FE

From: [REDACTED]
Sent: Monday, May 23, 2022 12:32 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [EXTERNAL] Fire Safety Concern @ Arundel House, Portsmouth

Good afternoon [REDACTED]

Thank you for the prompt reply.

I would recommend you contacting the local council and police as the council have statutory power within the private dwelling and the police will deal with any breaking of the law such as antisocial behaviour particularly if you have video evidence.

I would also consider legal action as there is most likely a breach of the tenancy agreement.

According to our records an inspector is scheduled to contact you to carry out a fire safety audit. We will be able to offer further advice at this time.

Kind regards
[REDACTED]



**Hampshire
& Isle of Wight**

FIRE & RESCUE SERVICE

[REDACTED]
[REDACTED]
High Risk Residential Buildings

02380644000
[REDACTED]



Headquarters
Leigh Road, Eastleigh
Hampshire, SO50 9SJ



From: [REDACTED]
Sent: 23 May 2022 11:15
To: [REDACTED]
Subject: RE: [EXTERNAL] Fire Safety Concern @ Arundel House, Portsmouth

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Good morning [REDACTED]

I was actually going to contact yourselves along with the council and police this morning to see how we can tackle this? [REDACTED] unsure what further action to take.

We have contacted [REDACTED], we can instruct a solicitor however legal action will be a lengthy process.

Any suggestions?

I will speak to I'm Covered about the [REDACTED] plans to make sure they correlate with the fire alarms.

[REDACTED]



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Registered address: Inspired Property Management LTD, 6 Malton Way, Adwick-le-Street, Doncaster, DN6 7FE

From: [REDACTED]
Sent: Monday, May 23, 2022 10:37 AM
To: [REDACTED]
Subject: [EXTERNAL] Fire Safety Concern @ Arundel House, Portsmouth

Good morning [REDACTED]

I am investigating a concern raised by an attending officer that I have included below. I am aware this is a reoccurring issue and has been raised to us previously. Can you please update me as to the current strategy for resolving the issues?

"The Zones on the map do not correspond with zone given on alarm panel.

Residents are not evacuating from premises due to complacency due to number of false calls and have taken to resetting the panel before the arrival of the fire service.

We are currently attending a high amount of False Alarm Malicious calls to this building which has been going on for about 6 months. The alarm company (I'm Covered 365) [REDACTED] has collected CCTV of [REDACTED]

I have also left a voice message however an email response is preferred.

Kind regards
[REDACTED]



Hampshire & Isle of Wight

FIRE & RESCUE SERVICE

[Redacted]
[Redacted]
[Redacted]

High Risk Residential Buildings

02380644000

[Redacted]



Headquarters
Leigh Road, Eastleigh
Hampshire, SO50 9SJ



Business webinars

If you're in the dark about business fire safety one of our free fire safety webinars can help.

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Date:	-- / -- / --	Outcome of Action
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Inspection to follow from local office.

From: [Redacted]

Sent: 25 May 2022 11:12

To: [Redacted]

Subject: FW: [EXTERNAL] Fire Safety Concern @ Arundel House, Portsmouth

Good morning [Redacted]

I hope you are well mate,

Please treat this as feedback following your concern raised at Arundel House.

I have forwarded the email chain from the management company so you will see the action they are looking to take. I have also included the local office as a prompt for them to consider an inspection as a means to encourage appropriate action.

I hope this is satisfactory and that the individual is appropriately dealt with.

Kind regards

██████

Further Action? (Tick appropriate box)	None	<input checked="" type="checkbox"/>	EN	<input type="checkbox"/>	Action Plan	<input type="checkbox"/>	Prohibition	<input type="checkbox"/>	<input type="checkbox"/>
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Inspector: ██████████

Signed:

Date:23/05/22.....