

Huws Gray Chingford

Unit 3 Avocet House

Trinity Park

Chingford

Greater London

E4 8TD

2478068

User Ref: NL

Date and Time, Zone and Restore Time

07/11/2025 04:06:56

1016

Event ,Actions Taken, Completion Time and Operator

Fire Trouble

07/11/2025 04:38:38

Actions Legend: P = Police, K = Keyholder Group, S = Site, A = Special Action, F = Fire, G = Gen Agency, I = Installer, M = Medical

07/11/2025 04:06:56	Fire Trouble T: Dualcom Pro R+R(2) (2ND GPRS) A: Intruder Alarm(1) Z: 1016 +LOG FIRE FAULT	
07/11/2025 04:17:07	Alarm suspended until 04:27 on 07 November 2025	GO
07/11/2025 04:17:07	Released alarm	GO
07/11/2025 04:28:21	Action Started - K1 Richard Elazoua (Mobile)	GO
07/11/2025 04:28:37	Action in progress: Unobtainable - KO1 Richard Elazoua (Mobile)	GO
07/11/2025 04:28:37	Outcome : Attempted - KO1 Richard Elazoua (Mobile)	GO
07/11/2025 04:28:49	Action Started - K1 Richard Elazoua (Mobile)	GO
07/11/2025 04:29:36	Call recording	GO
07/11/2025 04:29:38	Action in progress: Ans Machine. Message left - KO1 Richard Elazoua (Mobile)	GO
07/11/2025 04:29:38	Outcome : Attempted - KO1 Richard Elazoua (Mobile)	GO
07/11/2025 04:29:39	Action Started - K1 Cormac Kelly (Mobile)	GO
07/11/2025 04:30:19	Call recording	GO
07/11/2025 04:30:20	Action in progress: Ans Machine. Message left - KO1 Cormac Kelly (Mobile)	GO
07/11/2025 04:30:20	Outcome : Attempted - KO1 Cormac Kelly (Mobile)	GO
07/11/2025 04:30:25	Alarm suspended until 04:40 on 07 November 2025	GO
07/11/2025 04:30:25	Released alarm	GO
07/11/2025 04:36:32	Action Started - K1 Richard Elazoua (Mobile)	GO
07/11/2025 04:36:45	Action in progress: Unobtainable - KO1 Richard Elazoua (Mobile)	GO
07/11/2025 04:36:46	Action Started - K1 Richard Elazoua (Mobile)	GO
07/11/2025 04:37:32	Call recording	GO
07/11/2025 04:37:40	Action in progress: Ans Machine. Message left - KO1 Richard Elazoua (Mobile)	GO
07/11/2025 04:37:42	Action Started - K1 Cormac Kelly (Mobile)	GO
07/11/2025 04:38:23	Call recording	GO
07/11/2025 04:38:29	Action in progress: Ans Machine. Message left - KO1 Cormac Kelly (Mobile)	GO
07/11/2025 04:38:38	Keyholder No contact made	GO
07/11/2025 04:38:38	Resolution code (Opr) - Unknown	GO
07/11/2025 04:38:38	Operator closed (Opr)	GO
08/11/2025 04:04:40	1016 Fire Trouble	08/11/2025 04:16:31
08/11/2025 04:04:40	Fire Trouble T: Dualcom Pro R+R(2) (2ND GPRS) A: Intruder Alarm(1) Z: 1016 +LOG FIRE FAULT	
08/11/2025 04:16:31	Kh advised of fire fault	MKJ
08/11/2025 04:16:31	Resolution code (Opr) - Unknown	MKJ
08/11/2025 04:16:31	Operator closed (Opr)	MKJ
15/11/2025 04:06:13	1016 Fire Trouble	15/11/2025 04:37:27

15/11/2025 04:06:13	Fire Trouble T:Dualcom Pro R+R(2) (GPRS) A:Intruder Alarm(1) Z:1016 +LOG FIRE FAULT	
15/11/2025 04:20:01	Action Started - K1 Richard Elazoua (Mobile)	GO
15/11/2025 04:20:17	Action in progress: Unobtainable - KO1 Richard Elazoua (Mobile)	GO
15/11/2025 04:20:17	Outcome : Attempted - KO1 Richard Elazoua (Mobile)	GO
15/11/2025 04:20:19	Action Started - K1 Richard Elazoua (Mobile)	GO
15/11/2025 04:21:07	Call recording	GO
15/11/2025 04:21:09	Action in progress: Ans Machine. Message left - KO1 Richard Elazoua (Mobile)	GO
15/11/2025 04:21:09	Outcome : Attempted - KO1 Richard Elazoua (Mobile)	GO
15/11/2025 04:21:11	Action Started - K1 Cormac Kelly (Mobile)	GO
15/11/2025 04:21:54	Call recording	GO
15/11/2025 04:21:56	Action in progress: Ans Machine. Message left - KO1 Cormac Kelly (Mobile)	GO
15/11/2025 04:21:56	Outcome : Attempted - KO1 Cormac Kelly (Mobile)	GO
15/11/2025 04:22:00	Alarm suspended until 04:32 on 15 November 2025	GO
15/11/2025 04:22:00	Released alarm	GO
15/11/2025 04:35:16	Action Started - K1 Richard Elazoua (Mobile)	GO
15/11/2025 04:35:34	Action in progress: Unobtainable - KO1 Richard Elazoua (Mobile)	GO
15/11/2025 04:35:36	Action Started - K1 Richard Elazoua (Mobile)	GO
15/11/2025 04:36:26	Call recording	GO
15/11/2025 04:36:29	Action in progress: Ans Machine. Message left - KO1 Richard Elazoua (Mobile)	GO
15/11/2025 04:36:33	Action Started - K1 Cormac Kelly (Mobile)	GO
15/11/2025 04:37:15	Call recording	GO
15/11/2025 04:37:16	Action in progress: Ans Machine. Message left - KO1 Cormac Kelly (Mobile)	GO
15/11/2025 04:37:27	Keyholder No contact made	GO
15/11/2025 04:37:27	Resolution code (Opr) - Unknown	GO
15/11/2025 04:37:27	Operator closed (Opr)	GO
22/11/2025 04:06:20	1016 Fire Trouble	22/11/2025 04:32:23
22/11/2025 04:06:20	Fire Trouble T:Dualcom Pro R+R(2) (GPRS) A:Intruder Alarm(1) Z:1016 +LOG FIRE FAULT	
22/11/2025 04:18:09	Action Started - K1 Richard Elazoua (Mobile)	JON
22/11/2025 04:18:26	Action in progress: No answer - KO1 Richard Elazoua (Mobile)	JON
22/11/2025 04:18:26	Outcome : Attempted - KO1 Richard Elazoua (Mobile)	JON
22/11/2025 04:18:33	Action Started - K1 Richard Elazoua (Mobile)	JON
22/11/2025 04:18:57	Action in progress: Ans Machine. Message left - KO1 Richard Elazoua (Mobile)	JON
22/11/2025 04:18:57	Outcome : Attempted - KO1 Richard Elazoua (Mobile)	JON
22/11/2025 04:19:25	Call recording	JON
22/11/2025 04:19:29	Action Started - K1 Cormac Kelly (Mobile)	JON
22/11/2025 04:19:42	Action in progress: Ans Machine. Message left - KO1 Cormac Kelly (Mobile)	JON
22/11/2025 04:19:42	Outcome : Attempted - KO1 Cormac Kelly (Mobile)	JON
22/11/2025 04:20:12	Call recording	JON
22/11/2025 04:20:17	Alarm suspended until 04:30 on 22 November 2025	JON
22/11/2025 04:20:17	Released alarm	JON
22/11/2025 04:30:32	Action Started - K1 Richard Elazoua (Mobile)	JON
22/11/2025 04:31:21	Call recording	JON
22/11/2025 04:31:24	Action in progress: Ans Machine. Message left - KO1 Richard Elazoua (Mobile)	JON
22/11/2025 04:31:28	Action Started - K1 Cormac Kelly (Mobile)	JON
22/11/2025 04:31:42	Action in progress: Ans Machine. Message left - KO1 Cormac Kelly (Mobile)	JON
22/11/2025 04:32:07	Call recording	JON
22/11/2025 04:32:22	Keyholder No contact made	JON
22/11/2025 04:32:22	Resolution code (Opr) - Operator/Customer Related	JON
22/11/2025 04:32:23	Operator closed (Opr)	JON
25/11/2025 04:06:22	1016 Fire Trouble	25/11/2025 04:46:25

25/11/2025 04:06:22	Fire Trouble T: Dualcom Pro R+R(2) (GPRS) A: Intruder Alarm(1) Z: 1016 +LOG FIRE FAULT	
25/11/2025 04:16:57	Alarm suspended until 04:26 on 25 November 2025	MKJ
25/11/2025 04:16:57	Released alarm	MKJ
25/11/2025 04:32:32	Action Started - K1 Richard Elazoua (Mobile)	APJ
25/11/2025 04:32:35	Action in progress: Unobtainable - KO1 Richard Elazoua (Mobile)	APJ
25/11/2025 04:32:35	Outcome : Attempted - KO1 Richard Elazoua (Mobile)	APJ
25/11/2025 04:33:18	Action Started - K1 Richard Elazoua (Mobile)	APJ
25/11/2025 04:33:21	Action in progress: Ans Machine. Message left - KO1 Richard Elazoua (Mobile)	APJ
25/11/2025 04:33:21	Outcome : Attempted - KO1 Richard Elazoua (Mobile)	APJ
25/11/2025 04:33:36	Action Started - K1 Cormac Kelly (Mobile)	APJ
25/11/2025 04:33:39	Action in progress: Ans Machine. Message left - KO1 Cormac Kelly (Mobile)	APJ
25/11/2025 04:33:39	Outcome : Attempted - KO1 Cormac Kelly (Mobile)	APJ
25/11/2025 04:34:10	Alarm suspended until 04:44 on 25 November 2025	APJ
25/11/2025 04:34:10	Released alarm	APJ
25/11/2025 04:44:37	Action Started - K1 Richard Elazoua (Mobile)	APJ
25/11/2025 04:44:40	Action in progress: Unobtainable - KO1 Richard Elazoua (Mobile)	APJ
25/11/2025 04:45:32	Action Started - K1 Richard Elazoua (Mobile)	APJ
25/11/2025 04:45:35	Action in progress: Ans Machine. Message left - KO1 Richard Elazoua (Mobile)	APJ
25/11/2025 04:46:11	Action Started - K1 Cormac Kelly (Mobile)	APJ
25/11/2025 04:46:14	Action in progress: Ans Machine. Message left - KO1 Cormac Kelly (Mobile)	APJ
25/11/2025 04:46:25	Keyholder No contact made	APJ
25/11/2025 04:46:25	Resolution code (Opr) - Unknown	APJ
25/11/2025 04:46:25	Operator closed (Opr)	APJ
