

Huws Gray Colchester
Peartree Road
Colchester
Essex
CO3 0JW

2477044

Phone: 01206548001

User Ref: NL

Date and Time, Zone and Restore Time		Event ,Actions Taken, Completion Time and Operator		
17/11/2025 20:24:41	2	11/17 20:24 Intruder Alarm	KO1	17/11/2025 20:33:30
17/11/2025 20:24:41		Intruder Alarm (ADSL) A:1 Z:2 Burglary Alarm Full Set Shop By Handtool		
17/11/2025 20:28:10		Action Started - S1 Huws Gray Template (Home)		SB
17/11/2025 20:30:04		Action in progress: No answer - SO1 Huws Gray Template (Home)		SB
17/11/2025 20:30:04		Outcome : Attempted - SO1 Huws Gray Template (Home)		SB
17/11/2025 20:30:35		Action Started - K1 Keyholding Company (Mobile)		SB
17/11/2025 20:32:39		Action in progress: Contact answered - KO1 Keyholding Company (Mobile)		SB
17/11/2025 20:33:23		Security Dealing ref:J19957046		SB
17/11/2025 20:33:23		Outcome : Contact has taken responsibility for this alarm - KO1 Keyholding Company (Mobile)		SB
17/11/2025 20:33:25		Call recording		SB
17/11/2025 20:33:30		Resolution code (Opr) - Unknown		SB
17/11/2025 20:33:30		Alarm closed (Opr)		SB

Cause of above Intruder Alarm: Unassigend Cause

19/11/2025 21:51:57	2	11/19 21:52 Intruder Alarm	KO1	19/11/2025 21:57:20
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Actions Legend: P = Police, K = Keyholder Group, S = Site, A = Special Action, F = Fire, G = Gen Agency, I = Installer, M = Medical

19/11/2025 21:51:57	Intruder Alarm (ADSL) A:1 Z:2 Burglary Alarm Full Set Shop By Handtool	
19/11/2025 21:54:46	Action Started - K1 Keyholding Company (Mobile)	JON
19/11/2025 21:56:50	aa j19963251	JON
19/11/2025 21:56:54	Call recording	JON
19/11/2025 21:55:43	Action in progress: Contact answered - KO1 Keyholding Company (Mobile)	JON
19/11/2025 21:56:59	Keyholder Contacted & Attending	JON
19/11/2025 21:56:59	Outcome : Contact has taken responsibility for this alarm - KO1 Keyholding Company (Mobile)	JON
19/11/2025 21:57:20	Resolution code (Opr) - Unknown	JON
19/11/2025 21:57:20	Alarm closed (Opr)	JON

Cause of above Intruder Alarm: Unassignend Cause

20/11/2025 01:52:23	2 11/20 01:52 Intruder Alarm	KO1	20/11/2025 01:56:22
20/11/2025 01:52:23	Intruder Alarm (ADSL) A:1 Z:2 Burglary Alarm Full Set Shop By Handtool		
20/11/2025 01:54:31	Alarm confirmed as Intruder Alarm.		IND
20/11/2025 01:54:46	Action Started - K1 Keyholding Company (Mobile)		IND
20/11/2025 01:55:40	Action in progress: Contact answered - KO1 Keyholding Company (Mobile)		IND
20/11/2025 01:55:51	Keyholder Contacted & Attending		IND
20/11/2025 01:55:51	Outcome : Contact has taken responsibility for this alarm - KO1 Keyholding Company (Mobile)		IND
20/11/2025 01:56:11	19963511		IND
20/11/2025 01:56:22	Resolution code (Opr) - Unknown		IND
20/11/2025 01:56:22	Alarm closed (Opr)		IND

Cause of above Intruder Alarm: Unassignend Cause

20/11/2025 01:52:34	Confirmed Intruder	KO1	20/11/2025 01:56:22
20/11/2025 01:52:34	Confirmed Intruder A:1 BS8243 Confirmed Intruder (Rule 4)		
20/11/2025 01:54:46	Action Started - K1 Keyholding Company (Mobile)		IND
20/11/2025 01:55:40	Action in progress: Contact answered - KO1 Keyholding Company (Mobile)		IND
20/11/2025 01:55:51	Keyholder Contacted & Attending		IND
20/11/2025 01:55:51	Outcome : Contact has taken responsibility for this alarm - KO1 Keyholding Company (Mobile)		IND
20/11/2025 01:56:11	19963511		IND
20/11/2025 01:56:22	Resolution code (Opr) - Unknown		IND
20/11/2025 01:56:22	Alarm closed (Opr)		IND

Cause of above Confirmed Intruder: Unassignend Cause

21/11/2025 08:57:57	8002 11/21 10:47 Fire Trouble	21/11/2025 09:03:04
21/11/2025 08:57:57	Fire Trouble T: DualCom L & R(1) (ADSL) A:1 Z:8002 Channel 2 Restore Channel 2 Alarm	
21/11/2025 09:02:56	Stuart Shadbolt - power failure on site - no fire	APJ
21/11/2025 09:03:04	Staff on Site Dealing	APJ
21/11/2025 09:03:04	Resolution code (Opr) - Unknown	APJ
21/11/2025 09:03:04	Operator closed (Opr)	APJ
21/11/2025 08:58:30	8001 11/21 10:56 Fire Alarm	21/11/2025 09:03:04
21/11/2025 08:58:30	Fire Alarm (ADSL) A:1 Z:8001 Fire Alarm Channel 1 Alarm	
21/11/2025 09:02:56	Stuart Shadbolt - power failure on site - no fire	APJ
21/11/2025 09:03:04	Staff on Site Dealing	APJ
21/11/2025 09:03:04	Resolution code (Opr) - Unknown	APJ
21/11/2025 09:03:04	Operator closed (Opr)	APJ

Cause of above Fire Alarm: Unassignend Cause

21/11/2025 10:48:44	8002 11/21 10:49 Fire Trouble
21/11/2025 10:48:44	Fire Trouble T: DualCom L & R(1) (ADSL) A:1 Z:8002 Channel 2 Restore Channel 2 Alarm
21/11/2025 10:55:57	8002 11/21 10:56 Fire Trouble
21/11/2025 10:55:57	Fire Trouble T: DualCom L & R(1) (ADSL) A:1 Z:8002 Channel 2 Restore Channel 2 Alarm
21/11/2025 10:56:28	8002 11/21 10:56 Fire Trouble
21/11/2025 10:56:28	Fire Trouble T: DualCom L & R(1) (ADSL) A:1 Z:8002 Channel 2 Restore Channel 2 Alarm

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

21/11/2025 10:56:36	8001 11/21 10:56 Fire Alarm	AO1SO1	21/11/2025 10:58:50
21/11/2025 10:56:36	Fire Alarm (ADSL) A:1 Z:8001 Fire Alarm Channel 1 Alarm		
21/11/2025 10:57:02	Action Started - A1 (Special Action)		FW
21/11/2025 10:57:05	Action in progress: Done - AO1 (Special Action)		FW
21/11/2025 10:57:11	Ok		FW
21/11/2025 10:57:11	Outcome : Completed - AO1 (Special Action)		FW
21/11/2025 10:57:23	Action Started - S1 Huws Gray Template (Home)		FW
21/11/2025 10:58:23	Call recording		FW
21/11/2025 10:58:03	Action in progress: Contact answered - SO1 Huws Gray Template (Home)		FW
21/11/2025 10:58:40	Cust Ref: Staff on Site Dealing Phil		FW
21/11/2025 10:58:40	Outcome : Contact has taken responsibility for this alarm - SO1 Huws Gray Template (Home)		FW
21/11/2025 10:58:50	Staff on Site Dealing		FW
21/11/2025 10:58:50	Resolution code (Opr) - Operator/Customer Related		FW
21/11/2025 10:58:50	Operator closed (Opr)		FW
<i>Cause of above Fire Alarm: Unassigend Cause</i>			
21/11/2025 10:56:39	8002 11/21 10:56 Fire Trouble	SO1	21/11/2025 10:58:50
21/11/2025 10:56:39	Fire Trouble T:DualCom L & R(1) (ADSL) A:1 Z:8002 Channel 2 Restore Channel 2 Alarm		
21/11/2025 10:57:23	Action Started - S1 Huws Gray Template (Home)		FW
21/11/2025 10:58:03	Action in progress: Contact answered - SO1 Huws Gray Template (Home)		FW
21/11/2025 10:58:40	Cust Ref: Staff on Site Dealing Phil		FW
21/11/2025 10:58:40	Outcome : Contact has taken responsibility for this alarm - SO1 Huws Gray Template (Home)		FW
21/11/2025 10:58:50	Staff on Site Dealing		FW
21/11/2025 10:58:50	Resolution code (Opr) - Operator/Customer Related		FW
21/11/2025 10:58:50	Operator closed (Opr)		FW
23/11/2025 12:32:57	8002 11/23 14:46 Fire Trouble	KO1	23/11/2025 12:51:36
23/11/2025 12:32:57	Fire Trouble T:DualCom L & R(1) (ADSL) A:1 Z:8002 Channel 2 Restore Channel 2 Alarm		
23/11/2025 12:43:25	Action Started - K1 Stuart Shadbolt (Mobile)		WH
23/11/2025 12:43:58	Action in progress: No answer - KO1 Stuart Shadbolt (Mobile)		WH
23/11/2025 12:43:58	Outcome : Attempted - KO1 Stuart Shadbolt (Mobile)		WH
23/11/2025 12:44:01	Action Started - K1 Richard Newland (Mobile)		WH
23/11/2025 12:45:15	Call recording		WH
23/11/2025 12:45:16	Action in progress: Ans Machine. Message left - KO1 Richard Newland (Mobile)		WH
23/11/2025 12:45:16	Outcome : Attempted - KO1 Richard Newland (Mobile)		WH
23/11/2025 12:45:19	Action Started - K1 Joe Paterson (Mobile)		WH
23/11/2025 12:45:35	Action in progress: No answer - KO1 Joe Paterson (Mobile)		WH
23/11/2025 12:45:35	Outcome : Attempted - KO1 Joe Paterson (Mobile)		WH
23/11/2025 12:45:38	Alarm suspended until 12:55 on 23 November 2025		WH
23/11/2025 12:45:38	Released alarm		WH
23/11/2025 12:50:40	Action Started - K1 Stuart Shadbolt (Mobile)		WH
23/11/2025 12:50:40	Action in progress: Incoming call - KO1 Stuart Shadbolt (Mobile)		WH
23/11/2025 12:51:21	Keyholder Informed		WH
23/11/2025 12:51:21	Outcome : Contact has taken responsibility for this alarm - KO1 Stuart Shadbolt (Mobile)		WH
23/11/2025 12:51:36	Keyholder Contacted & Attending		WH
23/11/2025 12:51:36	Resolution code (Opr) - Unknown		WH
23/11/2025 12:51:36	Operator closed (Opr)		WH
23/11/2025 13:32:33	8001 11/23 13:32 Fire Alarm	AO1KO1	23/11/2025 13:38:03

23/11/2025 13:32:33	Fire Alarm (ADSL) A:1 Z:8001 Fire Alarm Channel 1 Alarm	
23/11/2025 13:34:01	Action Started - A1 (Special Action)	SB
23/11/2025 13:34:03	Action in progress: Done - AO1 (Special Action)	SB
23/11/2025 13:34:09	No cameras	SB
23/11/2025 13:34:10	Outcome : Completed - AO1 (Special Action)	SB
23/11/2025 13:34:12	Action Started - S1 Huws Gray Template (Home)	SB
23/11/2025 13:34:28	Action in progress: Unobtainable - SO1 Huws Gray Template (Home)	SB
23/11/2025 13:34:28	Outcome : Attempted - SO1 Huws Gray Template (Home)	SB
23/11/2025 13:34:34	Action Started - K1 Stuart Shadbolt (Mobile)	SB
23/11/2025 13:37:39	Call recording	SB
23/11/2025 13:35:35	Action in progress: Contact answered - KO1 Stuart Shadbolt (Mobile)	SB
23/11/2025 13:37:50	Keyholder Contacted & Will Deal / Contact keys	SB
23/11/2025 13:37:50	Outcome : Contact has taken responsibility for this alarm - KO1 Stuart Shadbolt (Mobile)	SB
23/11/2025 13:38:03	False alarm	SB
23/11/2025 13:38:03	Resolution code (Opr) - Operator/Customer Related	SB
23/11/2025 13:38:03	Operator closed (Opr)	SB

Cause of above Fire Alarm: Unassigend Cause

23/11/2025 14:49:12	8002 11/23 14:49 Fire Trouble	
23/11/2025 14:49:12	Fire Trouble T: DualCom L & R(1) (ADSL) A:1 Z:8002 Channel 2 Restore Channel 2 Alarm	
23/11/2025 14:49:56	8002 11/23 22:31 Fire Trouble	23/11/2025 15:01:20
23/11/2025 14:49:56	Fire Trouble T: DualCom L & R(1) (ADSL) A:1 Z:8002 Channel 2 Restore Channel 2 Alarm	
23/11/2025 15:01:19	False alarm cancelled (Opr)	WH
23/11/2025 15:01:20	Alarm closed (Opr)	WH
23/11/2025 22:31:43	8002 11/23 22:32 Fire Trouble	
23/11/2025 22:31:43	Fire Trouble T: DualCom L & R(1) (GPRS) A:1 Z:8002 Channel 2 Restore Channel 2 Alarm	
