

Freedom of Information request: Reference number FOI2026/00948

Date of request: 26th June

Request:

I am writing on behalf of the Newell & Bravey Tenants Association, which represents residents of The Green Quarter development in Southall (London), to request information regarding an incident attended by the London Fire Brigade at the Phase 1 plant room.

On 16 June 2026, residents received a communication from Pod Management (The Green Quarter Concierge Team) advising that an incident had occurred within the Phase 1 plant room. The communication stated that the incident involved a chemical contamination, that access to the Phase 1 car park had been restricted, and that the London Fire Brigade and specialist teams were in attendance.

Residents were subsequently informed that the area had been assessed by the London Fire Brigade and specialist teams and declared safe, with the Phase 1 car park being reopened.

As the recognised tenants' association representing residents at the development, we are seeking to better understand the nature of the incident, any risks posed to residents, and the measures taken to ensure the ongoing safety of the building.

We would therefore be grateful if you could provide the following information, where possible:

- * The date and time the London Fire Brigade attended the incident.
- * The nature of the incident and the chemical contamination or hazardous substance involved, if identified.
- * Whether there was any risk to residents, the building, or the surrounding area.
- * Whether any evacuation, exclusion zone, or other protective measures were required.
- * Whether the London Fire Brigade produced an incident report, operational debrief, or any recommendations following attendance.
- * If so, whether a copy of the report, or an appropriately redacted version, can be provided.
- * If the report cannot be disclosed in full, whether a summary of the findings and any safety recommendations can be shared.

We appreciate that certain operational or personal information may be exempt from disclosure. However, we would be grateful for any information that can be shared to help reassure residents and provide greater transparency regarding the incident and the actions taken to ensure the safety of the development.

If this request falls within the scope of the Freedom of Information Act 2000, please treat this email as a formal Freedom of Information request.

Thank you for your time and assistance. We look forward to your response.

Kind regards,

On behalf of the Newell & Bravey Tenants Association
The Green Quarter

Response:

Information recorded through the incident reporting process is not produced in a way that is intended to account for the experiences of individuals affected by an incident. Operational crews complete a nationally prescribed reporting form, using broad categories and standardised options designed to enable comparison and analysis across incidents, rather than to provide a detailed narrative of any single event.

The resulting record is held by the Brigade for its operational, prevention, investigation and regulatory functions. As such, there is no entitlement to a personal or bespoke incident report, as no report is created for that purpose. Please find more information on Incident Reports on the Brigades website <https://www.london-fire.gov.uk/about-us/services-and-facilities/services-we-offer/incident-reports/>

However, we are happy to provide a summary of the information recorded that is relevant to your request under the Freedom of Information Act 2000.

The incident record shows that:

- The London Fire Brigade arrived at 11:16 on 16 August 2026.
- The report records: *"Combination of substances - no containment required."*
- No exclusion zone was established.
- No protective measures were required.
- No safety measures were required.

In addition, under our obligations pursuant to the Environmental Information Regulations 2004 (EIR), which apply to environmental information relating to the release, handling or presence of hazardous substances, I can confirm that the hazardous materials identified at the incident were:

- Sodium Hypochlorite
- Sodium Bisulphate

The information recorded indicates that the substances did not require containment and that no exclusion zone, protective measures or additional safety measures were considered necessary by attending

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/>

Kind regards,

Information Access Team
London Fire Brigade

