IN THE HIGH COURT OF JUSTICE Claim No:

KINGS BENCH DIVISION

BETWEEN:

(1) QWR Properties NW07 Limited,

(2) Wembley NW07 Investments Limited,

(3) QWR Properties NW09 Limited,

(4) QWR Properties E01 Limited,

(5) QWR Properties E03 Limited,

(6) QWR Properties E05 Limited,

(7) QWR Properties SW03A Limited,

(8) QWR Properties NE02 Limited

(9) QWR Properties NE03 Limited

Claimants

-and-

PERSONS UNKNOWN ENTERING OR REMAINING ON ANY PART OF THE QUINTAIN BTR ESTATE, WEMBLEY PARK WITHOUT THE CONSENT OF THE CLAIMANTS THEIR AGENTS OR ANY LAWFUL OCCUPIER OF THE QUINTAIN BTR ESTATE

Defendant

GB01 EXHIBITS - WITNESS STATEMENT OF GARETH BONE

CLAIM NO: KB-2022-004824

IN THE HIGH COURT OF JUSTICE

KING'S BENCH DIVISION

Before the Hon Mr Justice Cotter

16 December 2022

B E T W E E N:



(1) QUINTAIN (WEMBLEY RETAIL PARK) LIMITED
(2) WEMBLEY NE02 INVESTMENTS LIMITED
(3) WEMBLEY NE03 INVESTMENTS LIMITED
(4) JOHN SISK & SON (HOLDINGS) LIMITED

Claimants

and

PERSONS UNKNOWN ENTERING OR REMAINING AT THE PROPERTY DESCRIBED IN THE DETAILS OF CLAIM WITHOUT THE CLAIMANTS' PERMISSION

Defendants

ORDER FOR AN INJUNCTION

PENAL NOTICE

IF YOU, THE DEFENDANTS DISOBEY THIS ORDER YOU MAY BE HELD TO BE IN CONTEMPT OF COURT AND MAY BE IMPRISONED, FINED OR HAVE YOUR ASSETS SEIZED.

ANY OTHER PERSON WHO KNOWS OF THIS ORDER AND DOES ANYTHING WHICH HELPS OR PERMITS THE DEFENDANTS OR ANY OF THEM TO BREACH THE TERMS OF THIS ORDER MAY ALSO BE HELD TO BE IN CONTEMPT OF COURT AND MAY BE IMPRISONED, FINED OR HAVE THEIR ASSETS SEIZED.

IMPORTANT NOTICE TO THE DEFENDANTS

This Order prohibits you from doing certain acts. You should read this Order very carefully. You are advised to consult a solicitor as soon as possible.

If you disobey this Order you may be found guilty of contempt of court and you may be sent to prison or your assets seized.

You have the right to apply to the court to vary or discharge this order (which is explained below)

RECITALS

UPON the Claimants' application notice dated 13 December 2022;

AND UPON the Claimants not having given 3 clear days' notice of its application to the Defendants and bringing the application on a 'without notice' basis

AND UPON HEARING Counsel for the Claimants and the Defendants not appearing

AND UPON READING the witness statements of Ahmed Barkatali dated 13 December 2022 and of Stuart Sherbrooke Wortley dated 13 December 2022 and 15 December 2022

IT IS ORDERED THAT:

THE INJUNCTION

(1) the Defendants must not until further order, without the consent of the Claimants, enter or remain upon any part of the land as shown edged red on the plan at Schedule 2 to this Order enclosed from time to time by hoarding or security fencing (the "Construction Site").

VARIATION OR DISCHARGE OF THIS ORDER

(2) The Defendants may apply to vary or discharge this Order upon giving 48 hours' notice in writing to the Claimants' solicitors at Eversheds Sutherland (International) LLP, One Wood Street, London, EC2V 7WS (Ref: Stuart Wortley tel: 020 7919 0969; email: stuartwortley@eversheds-sutherland.com).

INTERPRETATION OF THIS ORDER

(3) A Defendant who is ordered not to do something must not do it him/herself or in any other way. He/she must not do it through another acting on his/her behalf or on his/her instructions or with his/her encouragement.

(4) The further continuation of this order will be reconsidered on 16 February 2023.

ISSUE OF CLAIM WITHOUT NAMED DEFENDANTS

(5) For the avoidance of doubt, the Claimants are granted permission (if the same is required) pursuant to CPR 8.2A to issue this claim without naming a defendant.

(6) It is recorded that any person who knowingly breaches the terms of this order shall automatically become a defendant in these proceedings. If the Claimant becomes aware of the identity of any such person, it shall apply to add that person as a defendant to the proceedings.

SERVICE OF DOCUMENTS IN THE PROCEEDINGS

(7) Pursuant to CPR r.6.15, r.6.27 and r. 81.4(2)(c) and (d), the Claimants will take the steps set out in paragraphs (8) to (10) of this order by way of service of the Claim Form, this Order and the statements listed in the First Schedule.

(8) The Claimants shall post notice of the existence of this Order, as soon as reasonably practicable, substantially in the same form as at exhibit SSW6 to the statement of Stuart Sherbrooke Wortley dated 13 December 2022:-

(a) at all main entrances to the Construction Site; and

(b) at not less than 10 prominent locations around the perimeter of the Construction Site.

(9) The said notice shall include a statement that copies of this Order, the Claim Form, the Particulars of Claim, the Claimants' application notice dated 13 December 2022, the Witness Statement of Ahmed Barkatali dated 13 December 2022 and of Stuart Sherbrooke Wortley dated 13 December 2022 and 15 December 2022 submitted to the Court in support of the Claim, may be viewed:

(a) at a website the URL of which is specified in the notice; and

(b) at a physical location which is specified in the notice;

(c) and may be obtained from the Claimants' Solicitor, whose contact details shall be included.

(10) The Claimants shall ensure that:

(i) Copies of the documents referred to in paragraph (9) are placed on the relevant website;

(ii) Copies of the said documents are placed at the Construction Site office and can be viewed on request;

(iii) the solicitor named in the notice referred to at paragraph (9) is instructed to provide copies of the said documents to anyone who reasonably requests the same.

(11) The taking of the steps within paragraphs (8) to (10) above shall constitute good and sufficient service of those documents upon any individual who knowingly breaches the terms of the Order. The deemed effective date of service of the same on that person shall be the date of such breach.

(12) Any further document in the proceedings may be validly served by the Claimants upon the Defendants by:

(i) adding a copy to the website referred to in paragraphs (9) and (10);

(ii) adding a copy to the documents held at the Construction Site office;

(iii) instructing the Claimants' solicitor also to provide copies of that document to any person who has already been sent a set of the proceedings, and any further person who requests the same.

(13) Save as set out above, pursuant to CPR 6.16 service of the Claim Form, Particulars of Claim, Response Pack, Application and Witness Statements in support are dispensed with in respect of any person who shall become a defendant to this Claim as aforesaid. As regards any document served in accordance with paragraphs (8) to (10):

(i) Any time limit for the service of any such document within the CPR is hereby dispensed with;

(ii) Any time limit for the taking of any step in the proceedings which runs from the service of such a document is extended indefinitely, and until further order.

(14) The requirement of any person to file any acknowledgment of service or defence in respect of this claim is dispensed with unless further directed by the Court.

COMMUNICATIONS WITH THE COURT

(15) All communications to the Court about this Order should be sent to:

King's Bench Division, Royal Courts of Justice, Strand WC2A 2LL.

The offices are open between 10.00 a.m. and 4.30 p.m. Monday to Friday (except Bank Holidays).

- The telephone number is 020 7947 6000

SCHEDULE 1

Witness Statements

The Judge read the following Witness Statements before making this Order:

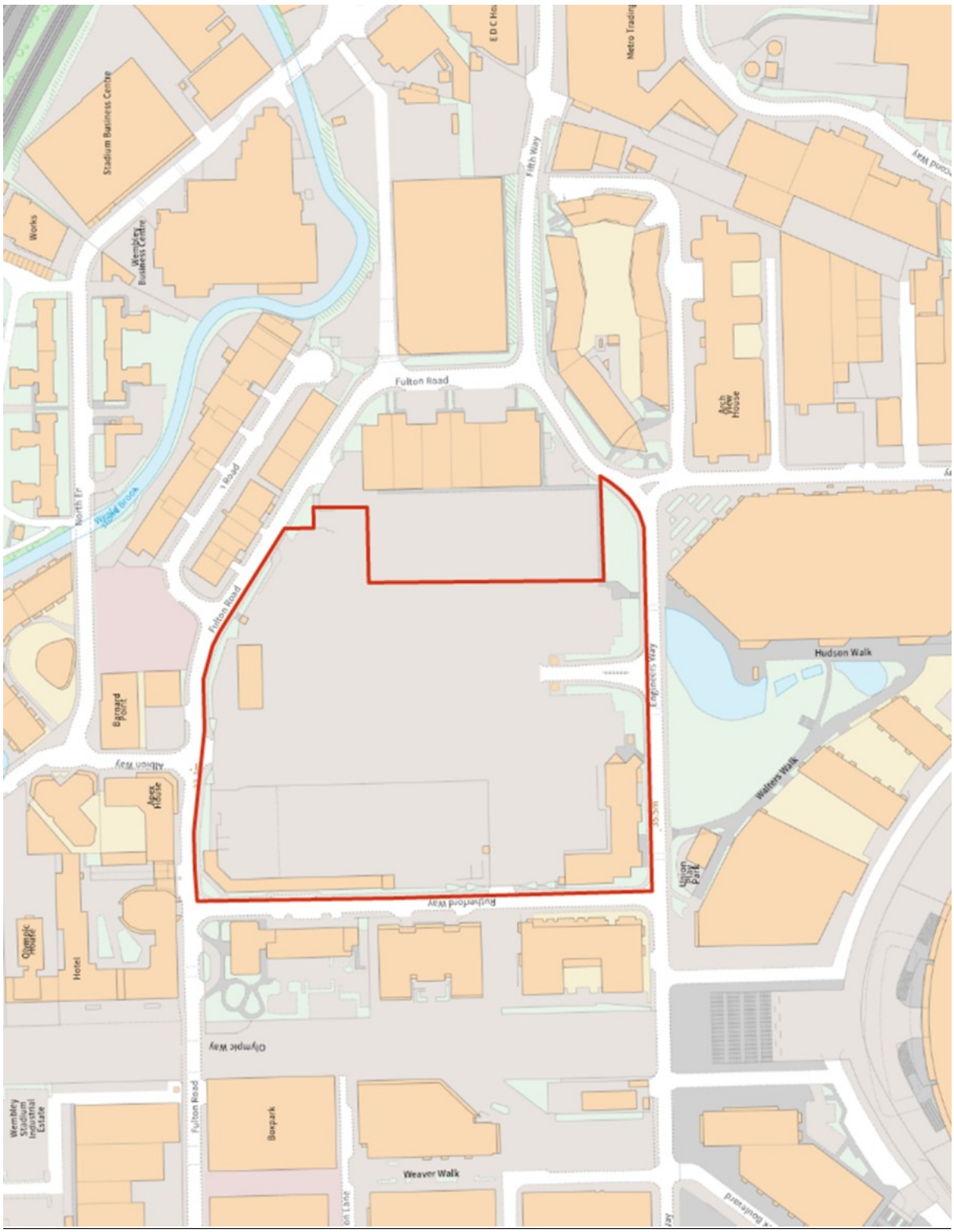
Witness Statement of Ahmed Barkatali dated 13 December 2022 together with the Exhibits marked **“AB1”** - **“AB6”** .

Witness Statement of Stuart Sherbrooke Wortley dated 13 December 2022 together with Exhibits marked **“SSW1”** – **“SSW6”**

Witness Statement of Stuart Sherbrooke Wortley dated 15 December 2022

SCHEDULE 2

The Construction Site – Plan



CLAIM NO: KB-2022-004824

IN THE HIGH COURT OF JUSTICE

KING'S BENCH DIVISION

Before HH Judge Simpkiss sitting as a Judge of the High Court

16 February 2023

B E T W E E N:



(1) QUINTAIN (WEMBLEY RETAIL PARK) LIMITED
(2) WEMBLEY NE02 INVESTMENTS LIMITED
(3) WEMBLEY NE03 INVESTMENTS LIMITED
(4) JOHN SISK & SON (HOLDINGS) LIMITED

Claimants

and

KB-2022-004824

PERSONS UNKNOWN ENTERING OR REMAINING AT THE PROPERTY DESCRIBED IN THE DETAILS OF CLAIM WITHOUT THE CLAIMANTS' PERMISSION

Defendants

ORDER FOR AN INJUNCTION

PENAL NOTICE

IF YOU, THE DEFENDANTS DISOBEY THIS ORDER YOU MAY BE HELD TO BE IN CONTEMPT OF COURT AND MAY BE IMPRISONED, FINED OR HAVE YOUR ASSETS SEIZED.

ANY OTHER PERSON WHO KNOWS OF THIS ORDER AND DOES ANYTHING WHICH HELPS OR PERMITS THE DEFENDANTS OR ANY OF THEM TO BREACH THE TERMS OF THIS ORDER MAY ALSO BE HELD TO BE IN CONTEMPT OF COURT AND MAY BE IMPRISONED, FINED OR HAVE THEIR ASSETS SEIZED.

IMPORTANT NOTICE TO THE DEFENDANTS

This Order prohibits you from doing certain acts. You should read this Order very carefully. You are advised to consult a solicitor as soon as possible.

If you disobey this Order you may be found guilty of contempt of court and you may be sent to prison or your assets seized.

You have the right to apply to the court to vary or discharge this order (which is explained below)

RECITALS

UPON the Claimants' application notice dated 13 December 2022;

AND UPON the Court by order of Cotter J having granted interim relief on 16 December 2022 subject to review on 16 February 2023

AND UPON the review thereby ordered

AND UPON the Claimants' application for permission to amend the Particulars of Claim

AND UPON HEARING Counsel for the Claimants and the Defendants not appearing

AND UPON READING the witness statements of Ahmed Barkatali dated 13 December 2022 and 7 February 2023 and of Stuart Sherbrooke Wortley dated 13 December 2022 and 15 December 2022

IT IS ORDERED THAT: so far as permission be required, the Claimants do have permission to amend the Particulars of Claim in the form appended hereto; and compliance with paragraph (12) below in relation to the amended Particulars of Claim shall be sufficient service thereof

THE INJUNCTION

(1) the Defendants must not until further order, without the consent of the Claimants, enter or remain upon any part of the land as shown edged red on the plan at Schedule 2 to this Order enclosed from time to time by hoarding or security fencing (the "Construction Site").

VARIATION OR DISCHARGE OF THIS ORDER

(2) The Defendants and any interested person may apply to vary or discharge this Order upon giving 48 hours' notice in writing to the Claimants' solicitors at Eversheds Sutherland (International) LLP, One Wood Street, London, EC2V 7WS

(Ref: Stuart Wortley tel: 020 7919 0969; email: stuartwortley@eversheds-sutherland.com).

INTERPRETATION OF THIS ORDER

(3) A Defendant who is ordered not to do something must not do it him/herself or in any other way. He/she must not do it through another acting on his/her behalf or on his/her instructions or with his/her encouragement.

(4) The further continuation of this order will be reconsidered on 31 July 2025. In relation to the review:

i. The Claimant shall file any further evidence and written submissions by no later than 3pm on 3rd July 2025.

ii. Subject to (iii)and (iv) below, unless the Court otherwise directs, the review shall be conducted on the papers without an oral hearing.

iii. Any Defendant or interested person who desires to make representations at the review and who desires that the review shall be conducted at an oral hearing shall by 4pm on 10th July 2025 give notice to that effect in writing (and providing contact details for service) to the Claimants' solicitors at Eversheds Sutherland (International) LLP, One Wood Street, London, EC2V 7WS (Ref: Stuart Wortley tel: 020 7919 0969; email: stuartwortley@eversheds-sutherland.com).

iv. In the event that any such notification is provided, the Claimant shall notify the Court accordingly by 4pm on 12th July 2025 and in that event the review shall be conducted at a hearing.

ISSUE OF CLAIM WITHOUT NAMED DEFENDANTS

(5) For the avoidance of doubt, the Claimants are granted permission (if the same is required) pursuant to CPR 8.2A to issue this claim without naming a defendant.

(6) It is recorded that any person who knowingly breaches the terms of this order shall automatically become a defendant in these proceedings. If the Claimant becomes aware of the identity of any such person, it shall apply to add that person as a defendant to the proceedings.

SERVICE OF DOCUMENTS IN THE PROCEEDINGS

(7) Pursuant to CPR r.6.15, r.6.27 and r. 81.4(2)(c) and (d), the Claimants will take the steps set out in paragraphs (8) to (10) of this order by way of service of this Order.

(8) The Claimants shall post notice of the existence of this Order, as soon as reasonably practicable, substantially in the same form as at exhibit SSW6 to the statement of Stuart Sherbrooke Wortley dated 13 December 2022:-

(a) at all main entrances to the Construction Site; and

(b) at not less than 10 prominent locations around the perimeter of the Construction Site

— BUT it shall be sufficient for this purpose to amend the date of the Order shown in the notices already erected pursuant to the Order of Cotter J dated 16 December 2022, using a high-quality weatherproof sticker.

(9) The Claimants shall ensure that copies of this Order, the Claim Form, the Particulars of Claim, the Claimants' application notice dated 13 December 2022, the Witness Statements of Ahmed Barkatali dated 13 December 2022 and 7 February 2023 and of Stuart Sherbrooke Wortley dated 13 December 2022 and 15 December 2022 submitted to the Court in support of the Claim, may be viewed:

(a) at a website the URL of which is specified in the notice; and

(b) at a physical location which is specified in the notice;

(c) and may be obtained from the Claimants' Solicitor, whose contact details shall be included.

(10) The taking of the steps within paragraphs (8) to (9) above shall constitute good and sufficient service of those documents upon any individual who knowingly breaches the terms of the Order. The deemed effective date of service of the same on that person shall be the date of such breach.

(11) Any further document in the proceedings may be validly served by the Claimants upon the Defendants by:

(i) adding a copy to the website referred to in paragraphs (9) and (10);

(ii) adding a copy to the documents held at the Construction Site office;

(iii) instructing the Claimants' solicitor also to provide copies of that document to any person who has already been sent a set of the proceedings, and any further person who requests the same.

(12) Save as set out above, pursuant to CPR 6.16 service of the Claim Form, Particulars of Claim, Response Pack, Application and Witness Statements in support are dispensed with in respect of any person who shall become a defendant to this Claim as aforesaid. As regards any document served in accordance with paragraphs (8) to (10):

(i) Any time limit for the service of any such document within the CPR is hereby dispensed with;

(ii) Any time limit for the taking of any step in the proceedings which runs from the service of such a document is extended indefinitely, and until further order.

(13) The requirement of any person to file any acknowledgment of service or defence in respect of this claim is dispensed with unless further directed by the Court.

COMMUNICATIONS WITH THE COURT

(14) All communications to the Court about this Order should be sent to:
King's Bench Division, Royal Courts of Justice, Strand WC2A 2LL.

The offices are open between 10.00 a.m. and 4.30 p.m. Monday to Friday (except Bank Holidays).

The telephone number is 020 7947 6000

SCHEDULE 1

Witness Statements

The Judge read the following Witness Statements before making this Order:

Witness Statements of Ahmed Barkatali dated 13 December 2022 and 7 February 2023 together with the Exhibits marked **"AB1"** - **"AB9"** .

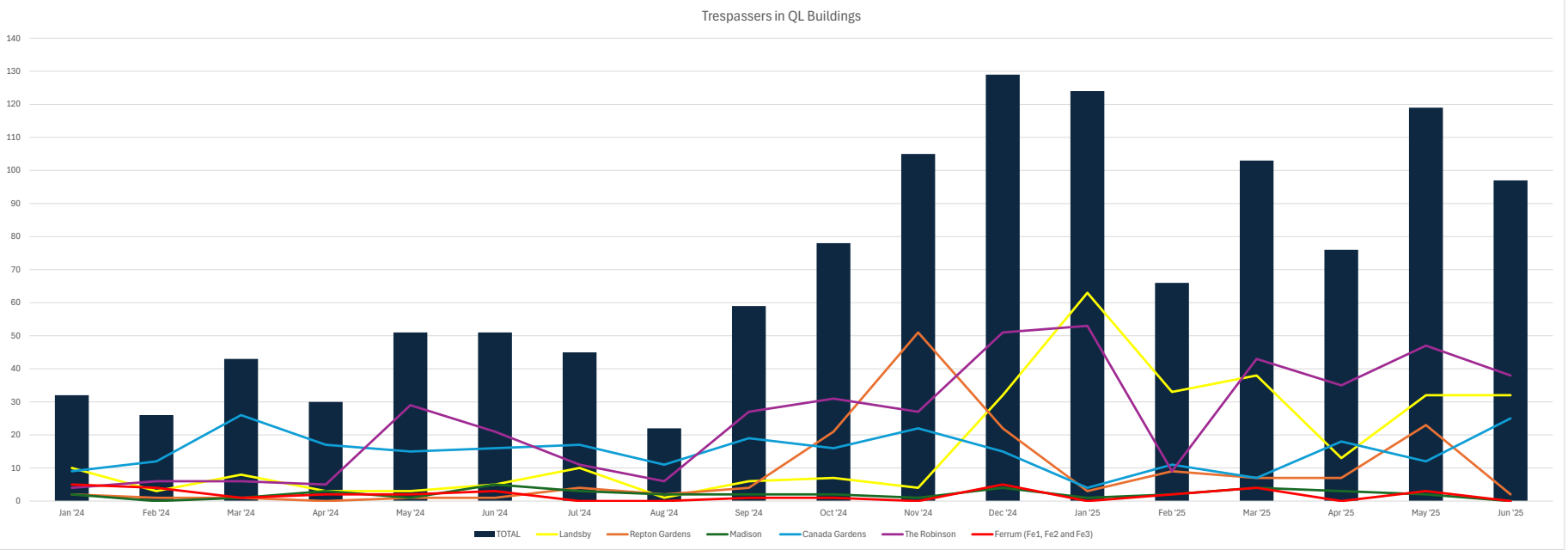
Witness Statement of Stuart Sherbrooke Wortley dated 13 December 2022 together with Exhibits marked **"SSW1"** – **"SSW6"**

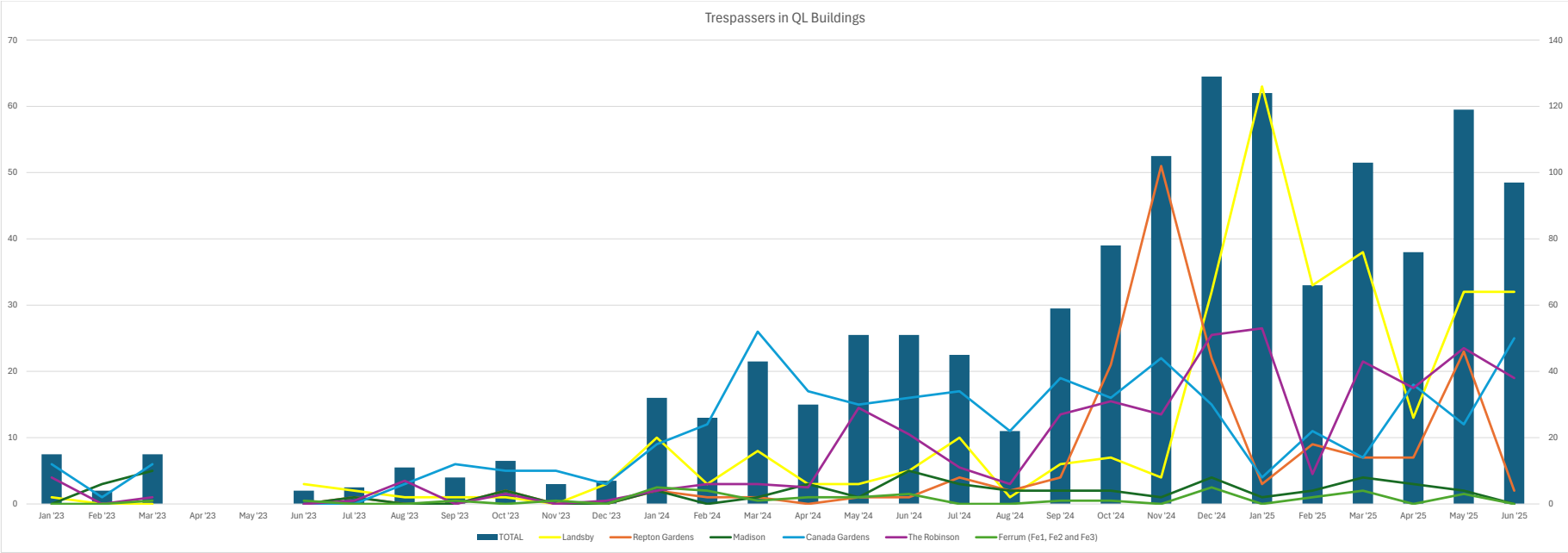
Witness Statement of Stuart Sherbrooke Wortley dated 15 December 2022

SCHEDULE 2

The Construction Site – Plan




Trespassers in QL Buildings
140
130
120
110
100
90
80
70
60
50
40
30
20
10
0
Jan '24
Feb '24
Mar '24
Apr '24
May '24
Jun '24
Jul '24
Aug '24
Sep '24
Oct '24
Nov '24
Dec '24
Jan '25
Feb '25
Mar '25
Apr '25
May '25
Jun '25
TOTAL
Landsby
Repton Gardens
Madison
Canada Gardens
The Robinson
Ferrum (Fe1, Fe2 and Fe3)


Trespassers in QL Buildings
70
60
50
40
30
20
10
0
140
120
100
80
60
40
20
0
Jan '23
Feb '23
Mar '23
Apr '23
May '23
Jun '23
Jul '23
Aug '23
Sep '23
Oct '23
Nov '23
Dec '23
Jan '24
Feb '24
Mar '24
Apr '24
May '24
Jun '24
Jul '24
Aug '24
Sep '24
Oct '24
Nov '24
Dec '24
Jan '25
Feb '25
Mar '25
Apr '25
May '25
Jun '25
TOTAL
Landsby
Repton Gardens
Madison
Canada Gardens
The Robinson
Ferrum (Fe1, Fe2 and Fe3)

QUINTAIN

Job Profile

Name:	
Job Title:	Resident Associate
Department:	Quintain Living - Operations
Responsible to:	Resident Manager
Responsible for:	No direct reports
Date profile last amended:	March 2024

Quintain Overview:

Quintain is an award-winning mixed-use property developer in the UK and most famous for Wembley Park, one of Europe's largest and most exciting transformation projects where we have already delivered thousands of homes, shops, offices, restaurants, hotels and cultural venues as well as supporting a growing community of residents and workers.

This world-famous north west London neighbourhood was named one of the "best places to live in 2025" and will be the UK's largest single site of Build to Rent homes, with over 6,000 apartments to be operated by Quintain Living. Our team already has over 3,500 exceptional Build to Rent homes within its portfolio across several unique developments. The benefits of renting with Quintain Living includes no deposits or fees, utilities set up and ready to go, lifestyle-led amenity spaces, flexible leases, app-based tenancy management, resident events and a 24-hour service.

At Quintain we operate in accordance with our five company values: Creative, People-First, Pioneering, Sustainable and Proud and the associated behaviours foster a sense of respect, awareness and belonging across the business.

QUINTAIN

Job Purpose:

The Resident Associate is responsible for supporting the Resident Manager in ensuring the smooth operation of the buildings and providing an optimal customer experience from move-in, all the way through to move-out. This will involve managing the resolution of all reported issues from residents. This role involves working front of house and will include a lot of resident interaction to enhance resident experience

Key Accountabilities:

Customer service and Team

- Ensure full knowledge of apartment and communal area systems and operation in order to deliver customer service in line with Quintain Living standards.
- Assist the Events team when needed, to set up and present customer social events & activities.
- Work closely with 3rd party suppliers/ in-house departments (i.e. Night concierge, Leasing) supporting the Resident Manager deal with resident requests in line with departmental deadlines escalating more complex customer issues to the Resident Manager as necessary.
- Work closely with the Defects Resolution Team to ensure customer work orders are validated prior to reporting as defects during contractor warranty period, arranging contractor access as required.
- Delivering great customer service while adapting to customer/resident feedback to ensure we consistently strive to deliver on Quintain Living resident engagement targets.

Commercial

- Drive and promote ancillary revenue in line with Quintain Living Targets (i.e. storage pods, lounge hires etc.)
- Network and regularly interact with customers to build customer relations and confidence in order to aid customer renewals and generate referrals.
- Continually work with your Resident Manager to implement cost and time efficiencies to deliver on your P&L targets.

Operational/ Compliance

- Ensure cases received are acknowledged, actioned and closed out within agreed SLA
- Support Resident Manager to collate data for weekly / monthly reports as required by the Operations Manager.

- Carry out daily inspections of development to ensure they are to Quintain Living standard and support the Development Manager with required health and safety compliance.
- Ensure that all move in's & move out's are co-ordinated with the relevant Quintain Living function and third parties.
- Enable all specialist contractor / 3rd party company access to buildings as required in line with departmental procedures.
- Carry out daily and weekly checks keeping records to ensure apartments are always lease ready.
- Attend and carry out all required apartment inspections to deliver the required Quintain Living expectations.
- Ensure post-PC snagging items are kept to a minimum and are dealt with in a timely manner
- Complete all salesforce active related to the customer/ resident journey in line with the operational SOP's.
- Support the Resident Manager in the maintenance and admin of the development assets.

H&S

- Ensure all matters relating to H&S compliance are adhered to and reported where required, including statutory checks as directed by the Resident Manager.

General Accountabilities:

- Undertake additional relevant duties which fall under the general scope of the role, as directed by your Manager, raising any issues with capacity so they can be properly managed.
- Participate in the full year and half year Performance Development Review process as reviewer and reviewee, meeting the standards and timescales required by the Company.
- At all times ensure that your understanding and skill level regarding the Company's IT systems are up to date, as applicable to your role. Undertake IT training as required to ensure full and proper use of the available technology.
- Demonstrate commitment to and align actions with the Company's values: Creative, People-First, Pioneering, Sustainable and Proud.
- Work within the Company's policies and procedures, governance framework and standards, as detailed on the Company's intranet.
- Remain knowledgeable about Group activities, benefiting from all forms of internal communication provided and acting as a positive ambassador for the Company at all times.
- Use materials and resources effectively and efficiently to minimise waste and always consider the impact of potential actions alongside our Sustainability policies and goals before taking business decisions.

Qualifications/Experience/Skills:

- ARLA / AIRPM qualifications or similar – desirable but not essential;
- IT literate with CRM software and Excel experience;
- Excellent communication and people skills;

- Experience in customer facing roles essential, ideally from hotel, retail, student accommodation or residential sectors.

In principle, hours of work are 37.5 hours per week, working five days per week between Monday and Sunday. Daily working hours are 7.5 hours per day. The rota start time and finish time will vary between the office hours of 8am and 8pm.

Please note that working hours may vary due to business demands and availability to assist in resolving problems with customers outside of normal working hours may be required, especially by telephone.

This role may involve an element of lone working or working alone which will be discussed between you and your line manager. Training will be provided, where required.

Monthly security report annual 2023

Key

Specify type of issue	
Trespass	Trespassing
Theft	Vehicle theft
	Theft from vehicle
	Street robbery
	Burglary
ASB	Assault (as this includes physical assault, verbal assault, sexual assault, other sex offences, etc)
	Other - including public disturbance and property damage
Police response:	Called by QL
	Called by resident

Monthly security report annual 2023

Annual Summary

Monthly SECURITY REPORT JANUARY 2023

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton	Total incidents by type
Trespass	Trespass	6	0	8	0	1	1	0	0	**16**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	1	0	0	0	1	0	0	0	**2**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Others								0	**0**
Police response:	Called by QL	1	0	0	0	0	0	0	0	**1**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**8**	**0**	**8**	**0**	**2**	**1**	**0**	**0**	**19**
										0

Monthly SECURITY REPORT FEBRUARY 2023

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton	Total incidents by type
Trespass		1	3	1	3	1	0	0	0	**9**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	1	0	0	**1**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Others									**0**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**1**	**3**	**1**	**3**	**1**	**1**	**0**	**0**	**10**
										0

Monthly SECURITY REPORT MARCH 2023

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespassing	6	5	2	4	1	0	1	1	**20**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Others									**0**
Police response:	Called by QL	2	0	0	0	0	0	0	0	**2**
	Called by resident	0	0	0	0	0	1	0	0	**1**
Total incidents per development		**8**	**5**	**2**	**4**	**1**	**1**	**1**	**1**	**23**
										0

Monthly SECURITY REPORT APRIL 2023

*** Records for this month have been lost.**

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespassing	0	0	0	0	0	0	0	0	**0**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Others									**0**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
										0

Monthly SECURITY REPORT MAY 2023

*** Records for this month have been lost.**

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespassing	0	0	0	0	0	0	0	0	**0**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**

	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Others									**0**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
										0

Monthly SECURITY REPORT JUNE 2023

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespassing	0	1	0	0	0	3	1	0	**5**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	1	0	0	0	0	0	0	**1**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Others									**0**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**0**	**2**	**0**	**0**	**0**	**3**	**1**	**0**	**6**
										0

Monthly SECURITY REPORT JULY 2023

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespassing	0	1	1	0	1	2	1	1	**7**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Others									**0**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**0**	**1**	**1**	**0**	**1**	**2**	**1**	**1**	**7**
										0

Monthly SECURITY REPORT AUGUST 2023

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	3	1	7	1	2	1	1	0	**16**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	1	0	1	0	0	1	0	**3**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Others									**0**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**3**	**2**	**7**	**2**	**2**	**1**	**2**	**0**	**19**
										0

Monthly SECURITY REPORT SEPTEMBER 2023

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	6	0	0	0	0	1	1	0	**8**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Others									**0**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**6**	**0**	**0**	**0**	**0**	**1**	**1**	**0**	**8**
										0

Monthly SECURITY REPORT OCTOBER 2023

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type

Trespass	Trespass	5	2	4	0	0	3	1	3	**18**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Others									**0**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**5**	**2**	**4**	**0**	**0**	**3**	**1**	**3**	**18**
										0

Monthly SECURITY REPORT NOVEMBER 2023

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	5	0	0	1	0	0	1	0	**7**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	0	0	1	0	0	0	0	**1**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Others									**0**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**5**	**0**	**0**	**2**	**0**	**0**	**1**	**0**	**8**
										0

Montlhy SECURITY REPORT DECEMBER 2023

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	4	0	1	0	0	3	0	0	**8**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Others									**0**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**4**	**0**	**1**	**0**	**0**	**3**	**0**	**0**	**8**
										0

Montlhy SECURITY REPORT YEAR 2023 - TOTALS

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	36	13	24	9	6	14	7	5	**114**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	1	0	0	**1**
	Burglary	1	2	0	2	1	0	1	0	**7**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Others	0	0	0	0	0	0	0	0	**0**
Police response:	Called by QL	3	0	0	0	0	0	0	0	**3**
	Called by resident	0	0	0	0	0	1	0	0	**1**
Total incidents per development		**40**	**15**	**24**	**11**	**7**	**16**	**8**	**5**	**126**

Monthly security report annual 2023

Annual Details

DAILY SECURITY REPORT										
Date	**Time**	**Report Made By**	**Type of issue**	**Specify (choose from tab**	**Development**	**Block/Location**	**Details of incident**	**Support Required**	**Refference**	**Remarks**
03/01/2023	15:51:00		Trespass	Trespassers	Robinson	West	2 kids tailgated a resident into the building and up to the lounge. We asked them to leave, they then tried to access the DDA stairwell. Control office was called and they moved to outside the CG gym			
04/01/2023	540pm		Trespass	Trespassers	Beton	12 Floor Lift Lobby	2 teens accessed Beton by tailgating a resident and were found in the lift lobby on the 12th floor, trying unsuccessfully to access the rooftop. They were asked to leave and they did.	Not required		
04/01/2023	13:37:00		Trespass	Trespassers	Robinson	West	3 men tailgated a resident into the building and up to the rooftop. We asked to leave, they said there friend is a resident. We advised there friend needs to be accompany them and if he is not present they need to leave. They left without issue.			
07/01/2023	00:21:00		Trespass	Trespassers	Robinson	Rob West	Ap.1501 R W called at 00:21 saying that someone has been knocking at her door and she is scarred as she was not waiting for anyone. Devansh checked the floors and there was no one there. He informed the resident that he could not find anybody however if it happens again he should contact concierge straight away.			this incident was only possible trespass as concierge did not
10/01/2023			Trespass	Bulglary/theft	Beton	Lobby	At 07:12 I have received a phone call from WPS that they have seen 2 trespassers exiting from Beton with stolen parcels. I called 101 Police and gave them the details of the incident. The 2 trespassers entered after a resident through the gym at 06:40, they proceeded on the mezzanine floor to the lifts on the 12 floor. They have stopped with the lift on a few floors and they have exited at 06:47 through the ground floor main entrance with quite a few parcels in their hands. Police will attend in 24 hr to check CCTV.		CAD1900857/23	
10/01/2023			Trespass	Trespassers	Robinson	Robinson East /12th floor	At 00:31, the fire marshal reported that somebody has been smoking cannabis in RE 12th floor staircase. We went upstairs to investigate and could smell the strong scent of cannabis from 12th floor corridor. We also found empty cannabis bags and gas	Not required		
12/01/2023	N/A				Landsby	Lobby	605: Received hand written letter in the post for the 5th time, says she feels afraid as she has a current stalking case ongoing with the police. She would like to see CCTV footage of when it was placed inside her letter box.	Not required		FYO, this does not fall to any listed category, but it is a
16/01/2023	23:23:00		Trespass	Trespassers	Robinson	12th floor terraces	During my building patrol at 23:23, I caught three males who have been smoking cannabis in RE 12th floor staircase. I recognized them as they were the same people who had trespassed the previous week and smoked in RE 12th floor staircase. I asked them to leave the building and they complied. After they left, I alerted Wembley Park control room and informed them of the incident. I have checked CCTV to find how they gained access and they can be seen tailgating residents at RE main lobby entrance at 21:55, walking up to 1st floor and taking the lift to 12th floor. They left the building at 23:26.	Not required		
17/01/2023	18:10:00		Trespass	Trespassers	Robinson	12th floor terrace	At 21:15, the Fire Marshal reported to me that someone has been smoking cannabis in RE 12th floor staircase. I checked CCTV and found 2 males entering RE main lobby entrance by forcing the door open at 17:21 and taking the lift to 12th floor. They headed to the staircase and stayed there until they left the building at 18:10.	Not required		
22/01/2023	23:29:00		Trespass	Trespassers	Robinson	Block H /West	At 23:29 trespassers tried to gain access to the building and they were stopped by concierge after verifying the Ap. Nr. they told her in the system.	Not required	N/A	
24/01/2023	23:00:00		Trespass	Trespassers	Canada Gardens	Thomson /Roof	At approx. 23:00, agency staff caught 4 males smoking cannabis at Summit rooftop. All males were told to leave the building immediately and they complied. Agency staff could not figure out how they gained access to the building.	Not required		
25/01/2023	18:00:00		Trespass	Trespassers	Landsby	Concierge desk	*Ap.72 Dakota resident came to concierge to complaint about a former resident or potential trespasser with a violent character ,which knocked at his door and inquired about letters on his name. The person then proceeded in going to concierge and damaging the post boxes. Police was not called neither by Dakota concierge nor resident. The resident wants a call from the management team as he believes his family is threatened. The incident took place yesterday around 18:00 pm.	Not required		the incident took place in Dakota, but as it is connected to Landsby , recorded FYI. Not counted in
26/01/2023	23:40:00		Trespass	Trespassers	Canada Gardens	Thomson/Clubhouse	A group of 8 trespassers were in the clubhouse at 23:40. I asked if they are residents of Canada Gardens and if they have a fob. They failed to show any proof so I asked them to leave the premises	Not required		
26/01/2023	20:12:00		Trespass	Police on site	Canada Gardens	Thomson	A theft happened at 20:12. Playstation unit was taken from the TULU unit. Full report has been submitted as an Incident report. Police was contacted on 112. CAD number is 1902394/23. A forensic team will be in touch within 24 hours on the concierge phone	Police	1902394/23	
28/01/2023	02:05:00		Trespass	Suspected trespasser	Robinson	Rboinson/West	At 02:05 resident from Ap.608 R W has complained that someone has knocked at her door a couple of times and whenever she opened the door the person has run. Resident said that she does not feel safe. Concierge went upstairs and checked the corridors and the stairs but there was no one there and nothing suspicious.. Resident was advised not to answer the door to anybody if she does not expect anyone and she should contact concierge straight away instead.	Not required		
28/01/2023					Landsby		*Ap. 513 LW called the concierge and she was extremely scared as she believed that someone has entered her ap. Her belongings were not the way she left them. Resident was extremely upset and asked concierge to accompany her inside to check that nobody is there. There was nobody inside, however the resident requires an investigation to be carried out.			not included in summary. FYI
29/01/2023	20:35:00		Trespass	Trespassers	Canada Gardens	Lismer	At 20:35 a resident on the podium informed me about someone that has wedged the Lismer podium door with a black backpack and	ECR	N/A	
29/01/2023	19:45:00		Trespass	Trespassers	Canada Gardens	Thomson	At 19:45 I noticed th uprooted plant from the hanging plants above, on the ground next to the post box area. While at the office to get the phone to report the issue, i noticed 3 girls that came down the super lobby staircase and out from the main entrance. Yusuf	Not required		
30/01/2023	21:18:00		Trespass	Trespassers	Canada Gardens	Jackson	At approx 21:18, around 15 teenagers tailgated into Lismer behind a resident. The resident asked to see their fob but they refused so he came to reception and told me. I immediately went and found 1 of them in the lift lobby and escorted them from lift lobby and	Not required		
31/01/2023	21:30:00		Trespass	Trespassers	Canada Gardens	Podium	I went to go help a resident in Collyer and I found the same group of 15 people from yesterday on the podium at around 9:30 pm. They again tailgated in through the Lismer building. They left immediately with no fuss	Not required		
31/01/2023			Police response	bulglary/theft	Canada Gardens	Concierge	Sonam saw the guys who stole the PS5 in the play area near the tennis courts. I called the police who advised me to ensure they are still there but they left before i got there. I advised Wembley park security of the situation.	Not required	no	
01/02/2023	21:30:00		Trespass	Trespassers	Madison	Madison West/PRS	QL Resident Manager found a man sleeping in the leasing lounge on Thursday morning 02/02/2023. He asked the fire marshal to attend with him, he gave some attitude but got him to leave. RM have been going through CCTV footage and can see homeless person entered the leasing lounge at around 9:30pm last night, so was there for approx. 11 hours.	Not required		

06/02/2023	22:40:00		Trespass	Trespassers	Canada Gardens	Thomson /Podium /Club House	At 22:35 while looking at the CCTV at the clubhouse area, i noticed a group of 6 guys sitting in the kitchen area. I could not recognise any of them and since they looked suspicious i decided to give a call to the fire marshal and asked him to come to CG. At 22:45 the fire marshal came to Canada Gardens and i showed him on CCTV the group i was suspicious of and asked him to accompany me so i can ask them a few questions. At the club house we approached the group and i asked them if they are residents of canada gardens, i also asked if any of them have a fob/key with them. The guys replied that they are staying with one of the guys's auntie in the building. I asked them which appartment number would that be, to which they could not answer me directly instead they pointed and said at Thomson building. I proceeded to ask them if they can call said resident because i wanted to speak to them, because they were using vapes in the clubhouse. They said that they are staying in apartment 670, to which i replied that we have no such apartment in our buildings and i asked them to leave. The group left from the Thomson main entrance at 22:55.	Not required		
07/02/2023	00:19:35		Trespass	Trespassers	Madison	PRS lobby	Before the agency has started the shift there were trespassers in the social spaces but Peter RA and the Fire Marshall have managed to remove them from the property	Not required		
11/02/2023	23:59:00		Trespass	Trespassers	Alameda	3rd floor /Block B	At 23:59 a group of six teenage tailgaters followed residents in through Alameda Block B after the event on Wembley Arena, they went to the 3rd Floor where they started knocking on people's doors and then run. They came through the fire exit stairs on the ground and exited the premises	Not required		
12/02/2023	20:30:00		Trespass	Trespassers	Beton	Lobby	At around 20:30 pm, 6 teenagers tailgated a resident in Beton building. They did not manage to get too far in the building as we managed to stop them with the help of Igor from Landsby and WPS. It was the third occurrence throughout the day as it has happened previously at 16:00 pm and 17:34 on the day shift.	Ohter		Assistance of WPS
12/02/2023	22:00:00		Trespass	Trespassers	Alameda	Lobby	*At around 22:00 pm a friend of a resident from Ap.504 was stopped trying to tailgate residents to go to Ap. 601 Alameda. I have asked the visitor to call his friend and ask him to come downstairs to pick him up as he refused to call on the intercom. The resident friend became aggressive towards me and raised his voice to intimidate. Ap. 504 resident was working on the Yellow Road Social space when he heard the conversation and jumped in my defense. The resident came to collect his friend from concierge and I tried to explain the situation but he did not speak English.	Not required		
13/02/2023	22:00:00		Trespass	Trespassers	Alameda	Block B/2nd floor Podium.	*At around 22:00 pm I have received a call from Ap. 1016 Alameda that a group of 8 people they knocked on doors in Alameda Block B and then run. I asked for Igor support and we have done a patrol of the building however we could not find them as they kept on going up and down with the lifts. After investigating the CCTV we have found them on the 2nd Floor Podium Terrace entrance corridor by the other side of TULU. They were smoking, listening to music and making noise.. I have requested for WPS help to remove them from the property. WPS came and we escorted them out	ECR		
21/02/2023	23:19:00		Trespass	Trespassers	Madison	Madison West /10th floor	At 23:19 concierge received a complain about a person sleeping on the floor behind the sofa, it was it was difficult to spott it hence the reason it was not acknowledged straight away.Shrukullo had to ask him 3 times to leave and he said he is a resident.The individual took the lift and the Fire Marshall and the concierge have done a full patrol but they could not find him. They believe he must have been a resident. At 07:20 am the concierge has seen the same individual on the cameras taking a pillow from the social space sofa and going on the 10th floor, Concierge informed Fire Marshall and will inform us about the outcome.Update: Fire Marshall and concierge found the individual on the 10th floorstaircase, he was smoking cannabis and he looked and acted dangerous,they managed to escort him out of building but the individual has a fob, he was telling the concierge that he has a friend on the 10th floor but noother info provided.	ECR	Fire Marshal	
26/02/2023	23:26:00		Trespass	Trespassers	Robinson	Robinson West	At 23:26, 2 police officers came to reception to request for video footage in RS 12th floor corridor. They have been called by 1233 who reported a trespasser banging on the apt. door and trying to get inside at 19:37. Trespasser can be seen on CCTV leaving at 19:41. Management contact details given to police to request footage.	Not required		
04/03/2023	20:45:00		Trespass	Trespassers	Canada Gardens	Podium	*20:45 - 2nd Floor terrace found 3 guys sitting down and enjoy the view and smell so strong of Marijuana. Escort them out together with Edison - Fire Marshal.	ECR		
04/03/2023	23:10:00		Trespass	Trespassers	Canada Gardens	Podium	23:10 - 7 youngers found on the Second Floor and escort them out. - They trespass from Collyer in both of the occasions	Not required		
05/03/2023	20:00:00		Trespass	Trespassers	Beton		*At 20:00 a resident from Beton came to reception to report a group of teenagers were on the Mezzanine floor. I went over to check. They were not residents or guests and I asked them to leave and they did. There were no further issues	Not required		
06/03/2023	21:53:00		Trespass	Trespassers	Robinson	Robinson South. 5th floor	At 22:24, resident from 1113 reported a person at the podium climbing over a balcony and taking pictures of the the apartment by RE. I went over to investigate but person has already left by the time I arrived. I checked CCTV and found that it was a previous tenant of 548, can be seen at 22:20 on Block H podium camera. One of the residents from RS has given her access as she can be seen entering through RS lobby by ringing the intercom at 21:53. Can also be seen leaving the building through RW main entrance at 22:27. This person came to reception at 21:41 (before the incident) to raise a complaint regarding her deposit not being returned.	Not required		

07/03/2023			Trespass	Trespassers	Alameda	Alameda Blcok B	At around 21:00 pm, I saw on the CCTV a group of trespassers in Alameda Block B 2nd Floor podium corridor where the TULU box used to be. I have called CG Fire Marshall and asked for assistance to remove them from the property. Fire Marshall attended promptly. there was a group of 10 people who were smoking and left a mess behind them, but they left without creating any issues.	ECR	N/A	
07/03/2023			Trespass	Trespassers	Alameda	16th Floor	At 23:00 pm a homeless lady entered the building to Alameda front door after tailgating a resident, she pretended to visit a resident, however after investigating CCTV I noticed she went to 16th Floor, I immediately followed her and asked her to leave the premises, she did not create any issues.	Not required	N/A	
09/03/2023	20:40:00		Trespass	Trespassers	Canada Gardens	Podium	At 20:40, the fire marshal informed me about a group of teens running and jumping around the podium area. Me and the fire marshal went to have a look around however we could not see them initially. When we checked the clubhouse we saw a group of 9-10 people sneaking and hiding in the clubhouse in the complete dark. Me and the fire marshal immediately escorted them out from Collyer building, since they went in that direction. After this we had a double check around the podium and clubhouse to make sure they've all left.	ECR	N/A	
10/03/2023	22:55:00		Trespass	Trespassers	Madison	Madison West/lobby	at 22:55 two people attempted to trespass, they said they were meeting a friend and they are from Ferrum, after they couldn't get in the social spaces they left.	Not required		
11/03/2023	21:25:00		Trespass	Trespassers	Madison	Madison West	at 21:25 I noticed a trespasser sitting in the study. I asked the trespasser to come to the reception, as I went downstairs to call the fire marshal, the trespasser went to the UG lift lobby at 21:37 and caught it to the 16th floor and then used the stairs. When the fire marshal arrived he checked every floor and was unable to find him. At 02:00 residents in apt812 have come to reception and informed me there is someone who is sleeping outside their apartment. I called the fire marshal and went to check the 8th floor where he wasn't there so we went floor by floor looking for him, we found the trespasser sleeping on the 7th floor by apt712, we then escorted him out of the building.	ECR	N/A	
15/03/2023	20:17:00		Trespass	Trespassers	Robinson	Robinson South	At 20:17, resident from 1927 called reception to report three males trespassing in RS. Three young males can be seen on CCTV tailgating a delivery driver at 20:11 in RS lobby entrance. They went up to 20th floor and were running around the corridor until making their way down and leaving at 20:23.	Not required	N/A	
15/03/2023	19:50:00		Trespass	Trespassers	Madison	Madison West/Screening room	At approx. 19:50, trespasser was found in screen room at MW. Masood (Claibon staff), Greg and Fire marshal went upstairs to escort the trespasser out the building and he started to make a big fuss. Trespasser eventually left the building at approx. 20:12. He was also warned that if he is seen trespassing in the building again then police will be called as this was not the first time.	ECR	N/A	
16/03/2023	12:47:00		Trespass	police response	Landsby	Landsby East/Roof	Teenager girl tailgated a resident at 12.47pm and went too level 12 where she randomly knocked at a resident apartment. Once the resident opened the door, the girl mentioned she lives in the block but she forgot her keys at home and her mom is at work. She asked the resident to open her the rooftop as she would like to take some air. Resident took her up, opened the door and let her stay there. Few minutes later, another resident (205 LE) was outside smoking a cigarette and seen someone on the rooftop, who trespassed the safety glass and was sitting on the roof edge. At the same time the resident who allowed her to go on the roof was outside and seen her as well and called the police. Police arrived around 10.09pm and went to the rooftop with the residents to escort the teenage girl outside of the premises. Tis has been safely done and the QL resident manager provided his details as the person of contact for the incident in the event a follow up is required.	Police		
17/03/2023	00:20:00		Trespass	Trespassers	Canada Gardens	Podium/Club House	At 00:20 while finishing the patrol, passing through the clubhouse i noticed someone sleeping on one of the couches in the kitchen area of the clubhouse. I approached and asked the person if he is a resident and the he shouldnt be sleeping in the social spaces after closing time. He answered me, saying that he is staying with a friend. I asked which apartment is his friend from and does he know if they are sleeping in the clubhouse. The person did not answer me. When i asked him to leave he did not respond. I asked him 2 more times that he needs to leave the social space area and call his friend over to which he replied that he will leave soon. I told him that the social space areas are closed and no one should be sleeping in there. After a minute and with him not leaving the area. I called the Fire Marshal and we went upstairs to speak to him. Me and the fire marshal saw him at the Heward podium door trying to leave. After the fire marshal asked him to wait so we can talk to him, he yanked the podium door and forced opened it. After this the fire marshal pursued him down the stairs and outside the building. Later at the front desk the fire marshal said that the trespasser has been apprehended by Wembley Park Security near Madison. This person apparently has been trespassing before in Madison on a few occasions.	ECR	N/A	
17/03/2023	07:15:00		Trespass	police response	Canada Gardens	Podium/Club House	At 07:15 one of the housekeepers came to the front desk and reported a person sleeping in the clubhouse kitchen. I called the fire marshal on duty and asked him to come so we can investigate. The trespasser was the same person from earlier this evening. I asked him that he needs to leave because he is trespassing on private property. He kept refusing to leave the property and security advised me to dial 999 for the police. I called 999 and asked for the police. In the meantime the person noticed and he wanted to leave the premise. I let him leave the building and the police gave me the CAD number 1261/17 Mar23.	Police	CAD number 1261/17 Mar23.	
18/03/2023	00:50:00		Trespass	Trespassers	Canada Gardens	Thomson/Mezzanine floor	At 00:50, while checking the area above the concierge desk, i noticed an outside person sleeping in the phonebooth. I called the fire marshal on shift and we both approached and asked him that he needs to leave. He left without any other issues.	Not required		

19/03/2023	01:15:00		Trespass	police response	Canada Gardens	Podium	At 01:15 while checking the CCTV in the clubhouse i noticed the person trespassing on our development for the past 1 week, was sleeping on the couch in the lounge area. After i confirmed its him sleeping I called 112 and asked for the police. I gave the details and explained the situation. A police unit arrived at 01:22 and i spoke to the policemen and gave some background about the person and that he is the suspect involved in the theft of the PS5 on 26th of January. Unfortunately the police said unless im willing to go to court to testify about the theft they cannot arrest him. They said what they can do is they can speak to him and give him a ban warning and that next time he is trespassing on our property they can arrest him. After this we went to the clubhouse and the police spoke to him and gave him a warning. End of report. The CAD number for this is 474/19Mar23.	Police	CAD: 474/19Mar23.	
21/03/2023	01:52		Trespass	Trespassers	Madison		Trespassers. At 01:52 I received a call from Wembley Control, and they informed me that 2 young kids 1 male 1 female. Have gained access to Madison east by tailgating a resident. I went to investigate and found the trespassers hiding on the basement level of Madison east under the stairs. I asked them what are the doing? They replied 'chilling', I then told them they need to leave. They trespassers were compliant and left the development at 01:58	ECR	N/A	
21/03/2023	08:00:00		Trespass	Trespassers	Canada Gardens		Group of 5 trespassers found on 2nd floor podium when I started my shift at 8. Escorted them out with the fire Marshal	ECR	N/A	
21/03/2023			Trespass	Trespassers	Ferrum		2 males found smoking weed in fire escape stairs in Fe1 // Core 1 // WPS called to help assist with removing them -- No further issues throughout	ECR	N/A	
21/03/2023	21:30:00		Trespass	Trespassers	Alameda	Podium	Apartment 512A reported that a group of youths were on the Podium. I went to investigate (with Igor) and there were 8 teenagers there. We asked them to leave and they did without fuss. There were no further incidents			
23/03/2023	22:36:00		Trespass	Trespassers	Madison	Madison West/Lobby /PRS	At 22:36:50 some tailgaters came in madison, I would believe that they were East Asian 5'8 – 5'9 around the ages of 25 to 28 no facial hair, head hair length was like to their nose- so not so short. On CCTV you can see the tailgaters were waiting on the seats upstairs for someone to open the common area. I then went upstairs and to ask the gentlemen the reason why they are there. They answered saying they were waiting for their friend to come. After I told the gentlemen that upstairs wasn't the waiting area and that the lobby was, they understood and decided to go down. I followed the gentlemen downstairs to the lobby, and I then monitored their behaviour even more. At 22:48:58 another gentlemen came as I thought it was their friend. For about 3 to 4 minutes, they were talking to one another and decided to go to the upper ground- to the opening of the common area, I then noticed they were speaking to a resident upstairs but while they were speaking- someone was already coming out the bathroom in the communal area and that's when they got in. I quickly went upstairs and explain that without a resident they cannot enter the communal area. They then asked me if they could stay an hour as one of them lives in Canada Gardens, but I kindly refuse and then I explained the policy, rules and safety measures. After explaining and apologizing they all stopped trying to persuade me and said that they understood. I kindly apologize again and escorted the young gentlemen out at 22:57.	Not required		
25/03/2023	22:45:00		Trespass	Trespassers	Alameda	Podium	* At 22:45 group of 6 same known tailgaters found on the 2nd floor podium terrace. Escorted them out of the building no issues raised	Not required		
27/03/2023	20:16:00		Trespass	Trespassers	Repton Gardens	Cherry	IC3 female was caught tailgating a resident through the main entrance of Repton Gardens, when asked if she was a resident she went on to say she was not and that she was meeting a friend on the second floor of cherry house. That is when I proceeded to ask her to leave the premises. I also gave a verbal report to a member of the Wembley park security team around half an hour later.	Not required		
01/04/2023										
01/05/2023										
02/06/2023	9pm		Trespass	Trespassers	Landsby		-Trespassers were escorted out of the building at around 9pm. Spoke to night manager who sent fire marshal and security guard who came to help remove them	ECR	N/A	
17/06/2023	Not listed		Trespass	Trespassers	Landsby	Gym	Gym trespassers, tailgated residents. Not the first time these two individuals have done so	Not required	N/A	
22/06/2023	3.45 am		Trespass	Trespassers	Landsby	Rooftop Landsby East	- Received a call at approx. 03:45 and informed there were 2 males in Landsby East rooftop. Fire marshall was alerted and both headed up to Landsby East rooftop to investigate. 2 young males were found and confirmed they were not residents. Both males were escorted out of the building at approx. 04:00. Incident report completed	ECR	Reported by Ralph Soliman	
24/06/2023			Trespass	Trespassers	Ferrum	Communal area F3	*Tenants reported overnight stranger was in the outdoor area of F3 but when we checked he had left.			
25/06/2023	20:20:00		Trespass	Bulglary/theft	Madison	Gym	*At around 20:20, I received a call about an unknown male in the gym who stole two sets of 10kg dumbbells. I made my way to the gym, but he was not there. There is video evidence of him entering and leaving the gym with the dumbbells.			
03/07/2023	1.40 Am	OKEZIE IJITA	Trespass	Trespassers	Landsby	15th Floor	A call from a resident at Landsby East, about two tenagers who just sneak into the building. i checked and found them on the stairs on 15th floor, escort them out of the building.	Not required		
05/07/2023	7.45 pm	Daniela	Trespass	Trespassers	Beton	12th Floor Terrace	Tresspassers have been spotted in Beton 12th Floor Terrace, one of them had a fob and pretended to be a resident. Handover will be given by the agency team member to Farouk in the morning as he dealt with the resident who reported the tressapsers and the tresspasers themselves.	Not required		
09/07/2023	11.20 pm	Shahnawaz	Trespass	Tresspasser /ASB	Madison	Mad East - Rooftop Toilet	Encountered couples in sexual activity in east building roof toilet. no response after knocking the door, so i called madison concierge and we questioned them about their residence and flat number, they have told residents but we track them and found them tresspassers. checked footage and found they have entered along with residents and no casuality reported	Not required		
12/07/2023	22:15:00	Igor	Trespass	Tresspasser /ASB	Landsby	Dog Park	A group of kids next to dog park - antisocial, WPS called prior actual complain was made, however by the time of actual attendance of security I got resident of 814LW at the front desk demanding for security to deal with the situation as he waited for good 20-30 mins - all sorted at the end.	ECR		

15/07/2023	20:45:00	Abdikarim Mohamed	Trespass	Tresspasser /ASB	Repton Gardens	BBQ Area Garden Cherry House	Resident reported an IC1 male and a IC3 female were smocking cannabis in the barbeque area of the garden Cherry House, I spoken to them they denied smocking but there was strong sme was strong smell of cannabis in the air. They declined to provide their names or apartment number stating they were visiting a friend. They agreed to leave the building and not to smoke in the area again.			
16/07/2023	03:40:00	Hamza Mohamud	Trespass	Trespassers	Ferrum	Lobby	A man slept in the lobby not wanting to leave. fire marshall was notified who notified the police. then he was escorted out of the lobby.	ECR		
22/07/2023	3:20 AM	Shahnawaz	Trespass	Trespassers	Robinson	South Roof	Tresspasser was on south roof, he forcely pushed to open the roof door, I've called fire marshal and move him out. No casuality reported.			
02/08/2023	01:26:15	Antony Urena	Trespass	Tresspass /Burglary	Madison	Cycle Store	**Report made 29/08/2023**: A resident from Apt 1227 was asking about a bike that was stolen in Madison east. Mentioned that he spoked to the residents team and gave a full description of the bike and where it was. An investigation of the cycle room of madison east was made and I found on the 02/08/2023 - 01:26:15, two trespassers/intruders broke into the cycle room and the bike was taken.			
04/08/2023	20:00:00	Shahnawaz	Trespass	Suspected trespasser	Robinson	Not Mentioned	One of them seems to be the resident and moved inside the apartment. Called wembley park security and escorted them from the apartment. No casuality reported.	ECR		
08/08/2023	07:10:00	Hamza Mohamud	Trespass	Tresspass /Burglary	Ferrum	Not mentioned	Tenants says that their bike has been stolen. 4 bikes from Cycle Store Will update the residents team.	Police		
08/08/2023	9pm	Igor	Trespass	Tresspasser /ASB	Landsby	LE Top Floor	6 kids in LE top floor, tailgated, smoking and on drugs yet again, approx. age 12-17, "escorted" out by me on the spot, however they may come back, please keep an eye.			
13/08/2023	02.00 am	Shahnawaz	Trespass	Trespassers	Robinson	Not Specified	He tried to get inside but being questioned he ran away from Robinson. Fire marshal inspected surrounding.	ECR		
13/08/2023	21.30 pm	Hashi	Trespass	Trespassers	Canada Gardens	Thomson / Rooftop	People tried to get into the rooftop from the Thomson side door entrance. Security guard did not allow them to enter	ECR		
13/08/2023	21..10 pm	Shahnawaz	Trespass	Trespassers	Robinson	Not Specified	Escorted them out of building with the help of firemarshal and ABS. Called fire marshal and ABS.	ECR		
13/08/2023	13:12 pm	Amanpreet	Trespass	Trespassers	Beton	Snug on Mezzanine floor	Two boys tailgated in and made their way to the social spaces. They played pool and then moved a table out of the snug to watch a movie and left rubbish behind. They left at 18.33.	Not required		
17/08/2023	23:45:00	Shahnawaz	Trespass	Trespassers	Canada Gardens	2nd floor Garden	I was on patrol and I saw two kids on 2nd floor garden and being question they were hesitate to answer. They have enter back with residents. Escorted them outside the apartment. No casuality reported.	Not required		
17/08/2023	22:45:00	Ralph	Trespass	Trespassers	Robinson	5th floor Podium	Group of 4 males and 1 female seen on CCTV at 5th floor podium smoking. One of the males seen urinating in one of the plant pots. Access gained by tailgating in RW main lobby at 22:45. Fire marshal called. Trespassers escorted offsite at 23:02	ECR		
18/08/2023	21:00:00	Hashi	Trespass	Attempt tresspassing	Canada Gardens	Thomson Main Entrance	3 Teenagers tried to enter Thomson front entrance. Questioned them and told them to leave.	Not required		
18/08/2023	23:00:00	Shahnawaz	Trespass	Trespassers	Robinson	South Lobby	Entered in south lobby and waiting for rain to stop. I've asked them to leave. No casuality to report.	Not required		
19/08/2023	N/A - Daytime	Amanpreet Kaur	Trespass	Trespassers	Beton	Not Mentioned	Reported trespassers in Beton, security sent	ECR		
21/08/2023	23:00:00	Shahnawaz	Trespass	Trespassers	Robinson	Basement - Lexington to Robinson	Trespasser is coming from lexington basement to Robinson. I've called firemarshal. checked CCTV and found he enter from lexington and exit from there. enterning robinson by passing through residents[tailgate] He did nothing. No casuality to report.			
23/08/2023	01:00:00	Daniela	Trespass	Tresspass /Burglary	Alameda	Cycle Store	CCTV footage taken in regards to the bicycle store burglary in Alameda on the concierge phone. Incident happened on Saturday 19th night and probably days prior. Several bikes stolen along with Maintenance Operative's work tools.	Not required		
28/08/2023	18:25	Shahnawaz	Trespass	Trespassers	Robinson	Rooftop / Basement Lexington	He was on roof[entered from basement lexington and took exit from basement]. This is the third time he came inside Robinson. Video is in concierge phone.	Not required		
05/09/2023	21:00:00	Hashi	Trespass	Trespassers	Canada Gardens	Club House	2 trespasser found in club house. Escorted them off the premises. The Thomson podium door needs to be fixed as this is how trespassers exit the podium after they have snuck into the 2nd floor.	Not required		
09/09/2023	00:50:00	Nuno	Trespass	Trespassers	Ferrum	Fe2 Stairwell	Trespasser In Fe2 Stairwell. WPS was called to attacnd and help remove intoxicated trespasser. No further issues.	Other		
09/09/2023	17:38:00	Hamza Ahmad	Trespass	Trespassers	Landsby	Lan West - back door	recevied handovers from the day team the day concierge told me that some people break the back door and try to enter the building the time was 17:38 09/09/2023 i have watched the CCTV footage and saved it in the duty Phone and send it to night duty manager.	Not required		
11/09/2023	21:30:00	Hashi	Trespass	Attempt tresspassing	Canada Gardens	Main Entrance	Two teenagers tried sneaking past concierge desk. Did not allow them access	Not required		
12/09/2023	21:30:00	Hashi	Trespass	Trespassers	Canada Gardens	Podium	Three teenagers found on podium. Removed them	Not required		
13/09/2023	22:17:00	Hashi	Trespass	Attempt tresspassing	Canada Gardens	Podium - via Varley	Two students from the uni accomodation behind Varley tried coming into the podium. Did not allow them access.	Not required		
14/09/2023	22:40:00	Hashi	Trespass	Attempt tresspassing	Canada Gardens	Thomson - entrance	4 teens tried entering Thomson to get to the rooftop. Did not allow them access.	Not required		
28/09/2023	22:20:00	Hashi	Trespass	Trespassers	Canada Gardens	Thomson access / roof	Some students tried entering Thomson to access the roof.Escorted them off the premises.	Not required		
04/10/2023	19:44:00	Ralph	Trespass	Trespassers	Robinson	Rob West	Resident from 1314 came to reception at 23:42 to report 2 females smoking cannabis in RW 11th floor staircase at approx. 20:00. Checked CCTV and found 2 females tailgating a resident in RW move in store at 19:44. Can be seen getting off lift on 14th floor RW at 19:51 and heading towards staircase at 20:00. Trespassers left building at 20:32 through RW main lobby. Photos taken off trespassers on concierge phone. Ashes and signs of smoking found in RW 11th floor staircase. Photos taken.	Not required		
04/10/2023	10:08:00	Grant (PACE Security)	Trespass	Trespassers	Repton Gardens	Birch	Male sleeping in the Envac room. Escorted out of the building	Not required		
06/10/2023	21:05:00	Brandon East	Trespass	Trespassers	Madison	Mad West Social Area	- 5 Teenagers were in the social room, received a call from another resident saying they were vaping . - Unaware of how they got in, I believe they may were here before my shift started or tailgated in when I was giving a residenr acess to there room.- Went upstairs to challenge them, when questioned they mumbled then left. - Recorded them on the CCTV before confronting so we can recognise them for future reference (See Madison phone)			
06/10/2023	13:16:00	Grant (PACE Security)	Trespass	Trespassers	Canada Gardens	Podium	Youth on the podium throwing plants. Escorted out of the building			
09/10/2023	21:30:00	Shahnawaz	Trespass	Trespassers	Canada Gardens	Via Lismer	They enter from lismer and went on second floor garden.I've monitor on CCTV as they entered inside and went to ask their details but failed to proof and escorted them out of the property and later by checking around i found oyster card from one of them and handover to them	Not required		Mentioned on Grant's Report - PACE Security
09/10/2023	21:16:00	Grant (PACE Security)	Trespass	Trespassers	Repton Gardens	Not mentioned	3 tresspassers in RG all three escorted from building. Removed from the building	Not required		
12/10/2023		Grant (PACE Security)	Trespass	Trespassers	Robinson	Not mentioned				

16/10/2023	01:53:00	Leonardo Keane	Trespass	Trespassers	Robinson	Gym	Residents fitness room door open and not locking. During my patrol I noticed that the gym was open and wasn't locking. I discovered tissue paper wedged at the top of the door near the locking mechanism. On review of CCTV I found 3 young males trying to get access to the fitness area by using force to try open the door. They end up knocking on the door and unfortunately a resident opened the door for them at approx 20:24 and it's at approx 20:40 that the young male with a afro can be seen putting the tissue paper at the top of the door so it wouldn't lock.Short video taken on the concierge phone and raised on night handover.	Not required		
20/10/2023	12:47:00	Grant (PACE Security)	Trespass	Trespassers	Canada Gardens	Not mentioned	Not detailed incident. Trespasser escorted from the building	Not required		
20/10/2023	16:37:00	Grant (PACE Security)	Trespass	Trespassers	Landsby	Not mentioned	Not detailed incident. Trespassers escorted from the building	Not required		
22/10/2023	23:28	Leonard	Trespass	Suspected trespasser	Robinson	RS Podium	RS Podium inside emergency door release activated. While on patrol I noticed the RS Podium entrance green emergency door release had been activated. On review of CCTV (22:57) male wearing a black jacket, light grey t-shirt, grey trousers and black trainers pressed the emergency door release switch. Re-locked door. Photo and short video taken on concierge phone and raised on night handover.	Not required		
22/10/2023	23:00	Hashi	Trespass	Trespassers	Canada Gardens	Club House	4 teens found in clubhouse when i was on patrol of communal areas. Removed them from the building	Not required		
24/10/2023	21:27:00	Shahnawaz	Trespass	Trespassers	Madison	Madison East	3 kids enter from East entrance by one of the resident . I've found them on CCTV and escorted them out of the building.	Not required		Also listed on Grant's Report (PACE Security)
24/10/2023	20:45:00	Hashi	Trespass	Trespassers	Canada Gardens	Lismer entrance	4 teenagers tailgated into Lismer building. Removed them from the premises	Not required		
24/10/2023	19:06:00	Grant (PACE Security)	Trespass	Unauthorised door to door sales	Landsby	Lobby and corridors Lan West	2 Youths knocking on doors - from Hello Fresh - escorted from the building.	Not required		
25/10/2023	22:00:00	Nuno	Trespass	Unauthorised door to door sales	Ferrum	All floors	A few residents complained about Lovebox sales reps going around door knocking during the day to try and get reisdents to sign up to monthly plans - Many residents very unhappy that this was allowed to happen.	Not required		
30/10/2023	20:00:00	Abdikarim Mohamed	Trespass	Unauthorised door to door sales	Repton Gardens	Lobby and several floor corridors	Prior to my arrival at 8pm, a resident allowed a guy from Hello Fresh into the building. it was t brought to my attention by resident that there was a guy on the 7th floor asking residents if they were interested in Hello Fresh Fruits and Veg. I escorted him out he apologized and said he did not realize he was trespassing. Residents might need to be reminded not to let advertising companies into the building so as not to bother anyone else.	Not required		
31/10/2023	11:56:00	Grant (PACE Security)	Trespass	Unauthorised door to door sales	Landsby	Lobby and corridors	Hello Fresh sales person. Removed from building			
07/11/2023	22:15:00	Hashi	Trespass	Trespassers	Canada Gardens	Thomson entrance	3 teenagers attempted to entre Thomson building. Denied them access as they were not residents	Not required		
09/11/2023	23:42:00	Hashi	Trespass	Trespassers	Canada Gardens	Club House	Students tried to enter the clubhouse after tailgating in after a resident from Varley. Removed them from building	Not required		
12/11/2023	21:50:00	Jogesh	Trespass	Tresspasser /ASB	Canada Gardens	Thomson - outside plantroom	wembley park security had flagged me down and brought me to an idvidual who was visibly passed out drunk outside the thomson plant room by the inner doors of the loading bay upon approaching wembley park had started recording and we awoke the drunken individual. upon waking up the indivdual he didnt appear to speak much english myself and wembley park officers asked the man if he needed an ambulance or any medical attention however he refused and contuined to walk so i guided him out through the main doors and back out to canada gardens surrounding from there wembley park security took charge and contuined to monitor the indivdual.	Other		
15/11/2023	22:00:00	Abdul Asim	Trespass	Bulglary/theft	Alameda	Cycle Store	resident complained that someone stole his cycle from the cycle store area. we tried to revive the cctv footage but cctv application was not working and i informed the resident team.	Not required		
18/11/2023	22:40:00	Jogesh	Trespass	Suspected trespasser	Canada Gardens	Apt 267	man with a hat entered behind the resident and tried to follow and access the residents apartment she called her husband who callled me to investigate. area was checked however no one was found i will pass this onto day team if CCTV needs to be checked	Not required		
27/11/2023	21:58:00	Jogesh	Trespass	Tresspasser /ASB	Canada Gardens	Podium - Emily's PlayHouse	Resident called and reported two individuals smoking cannabis on the 2nd floor Podium outside Emilys Playhouse. to location, upon arrival Camera was equipped and tresspassers were informed that they cannont be on the premises and they cannont be smoking here and asked for their immdiate removal they complied and were taken and escorted out through thomson main lobby between 21:55-22:02	Not required		
27/11/2023	17:18:00	Robert Galway (REALM)	Trespass	Homeless Trespasser	Ferrum	Retial Bin room	It seems we have had an unwanted visitor in the Ferrum Retail bin room which looks like set up camp and started a small fire to potentially keep warm. No damage to the room. The door doesn't look to be forced and the mag lock is still working and still locks.We continue to investigate with CCTV and key readings etc but in the meantime we have reiterated to the retailers in that block to be extra vigilant and do additional checks on the bin room to ensure door is closed and locked. Could we ask both Wembley Park Security and Ferrum security to support and carry out checks on those doors throughout the night? i.e the door between Black Sheep Coffee and the vacant retail unit on White Horse Square.	Other		
01/12/2023	22:15:00	Hashi	Trespass	Attempt tresspassing	Canada Gardens	Seath	Two teens attempted to enter into Seath. Denied their intercom request and they left the building	Not required		
02/12/2023	00:15:00	Hashi	Trespass	Trespassers	Canada Gardens	Heward / Club House	5 teens attempted to enter into the clubhouse after tailgating in through Heward. Removed them from premises after locating them on cameras	Not required		
02/12/2023	23:45:00		Trespass	Trespassers	Robinson	RE 5th floor hallway.	4 youths I would say between 14-16 years old. At least 2 males and 2 females sitting on the floor When asked to show their fobs they didn't have fobs and couldn't say which apartment they were a resident of. It should be noted that the green emergency door release switch was activated from the podium to festival gardens. I can't review CCTV due to no internet connection on the concierge PC.Escorted trespassers out of RE main lobby. WPS, Madison & Canada Gardens concierges alerted.	Not required		
14/12/2023	21:33:00	Jogesh	Trespass	Suspected trespasser	Canada Gardens	apt 568 (block?)	recived a call from wembley park security they informed me a resdient had called and reported a break in no calls were recived on my end so i went to go investigate. security to location upon arrival i knocked on the door to talk to the resident upon seeing her she begins to explain that someone had tried to enter the apartment while she was inside she said she has many valubales iinside her apartment and is unsure who had tried to get in she said she had not been out and such no one woiuld be able to follow her iniside upon talking futher with the resuident she explained to me that she has multple keys and wishes for me to cancel allo working keys to her apartment and she would come down in the day time and sort it out with the day team as she was very upset and just wanted soemything to be done at the momemnt of time so i accepted her request and have cancelled a;ll keys to her apartment this ionfomation willl bve passed ontio the day team	Other		
20/12/2023	21:50	Igor	Trespass	Attempt tresspassing	Landsby	Landsby East	two tresspasers, 1 male 1 female, approx. 17-18 - both escorted out straight away	Not required		
21/12/2023	20:30:00	Igor	Trespass	Trespassers	Landsby	Landsby East	6 tresspasers, black males,approx. 17-18,escorted out	Not required		
30/12/2023	20:10:00	Igor	Trespass	Trespassers	Landsby	LE lobby	6 trespassers - escorted out straight away	Not required		
31/12/2023	00:20:00	Asim	Trespass	Trespassers	Canada Gardens	Pool area	Two teens were shooting fireworks near the pool area. i engaged with them and stoped them and make them to leave the premises	Not required		

Monthly security report annual 2024

Key

Specify type of issue	
Trespass	Tresspass
	Attempt/Suspected Trespass
	Unauthorised access sales
Theft	Vehicle theft
	Theft from vehicle
	Street robbery
	Burglary
ASB	Assault (as this includes physical assault, verbal assault,
	Public Disturbance
Police response:	Called by QL
	Called by resident

Monthly security report annual 2024

Annual Summary

Monthly SECURITY REPORT JANUARY 2024

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	5	1	1	3	2	10	3	1	**26**
	Attempt/Suspected Trespass	1								**1**
	Unauthorised access sales)	3	2	2	2			2	1	**12**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery									**0**
	Burglary									**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Public Disturbance	0	0	0	0	0	0	0	0	**0**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**9**	**3**	**3**	**5**	**2**	**10**	**5**	**2**	39
										0

Monthly SECURITY REPORT FEBRUARY 2024

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	10	0	4	0	0	1	2	1	**18**
	Attempt/Suspected Trespass	3			2					**5**
	Unauthorised access sales)									**0**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	1	1							**2**
	Burglary									**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Public Disturbance	1	0	0	0	0	0	0	0	**1**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**15**	**1**	**4**	**2**	**0**	**1**	**2**	**1**	26
										0

Monthly SECURITY REPORT MARCH 2024

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	26	1	6	1	3	8	1	1	**47**
	Attempt/Suspected Trespass									**0**
	Unauthorised access sales)			1						**1**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	1	0	0	**1**
	Street robbery	0	1	0	0	0	0	0	0	**1**
	Burglary	0	0	0	1	0	0	0	0	**1**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Public Disturbance	1								**1**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**27**	**2**	**7**	**2**	**3**	**9**	**1**	**1**	52
										0

Monthly SECURITY REPORT APRIL 2024

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	17	3	5	2	5	3	2	1	**38**

	Attempt/Suspected Trespass	2								2
	Unauthorised access sales)									0
Theft	Vehicle theft	0	0	0	0	0	0	0	0	0
	Theft from vehicle	0	0	0	0	0	0	0	0	0
	Street robbery	0	1	0	0	0	0	0	0	1
	Burglary	0	0	0	0	0	1	0	0	1
ASB	Assault	0	0	0	0	0	0	0	0	0
	Public Disturbance		1							1
Police response:	Called by QL	0	0	0	0	0	0	0	0	0
	Called by resident	0	0	0	0	0	0	0	0	0
Total incidents per development		**19**	**5**	**5**	**2**	**5**	**4**	**2**	**1**	43
										0

Monthly SECURITY REPORT MAY 2024

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	14	1	30	8	14	3	1	0	71
	Attempt/Suspected Trespass	1	1			1				3
	Unauthorised access sales)							1	1	2
Theft	Vehicle theft	0	0	0	0	0	0	0	0	0
	Theft from vehicle	0	0	0	0	0	0	0	0	0
	Street robbery	0	0	0	0	0	0	0	0	0
	Burglary	0	0	0	0	0	0	1	0	1
ASB	Assault	0	0	0	0	0	0	0	0	0
	Public Disturbance	2	0	1	0	0	1	0	0	4
Police response:	Called by QL	0	0	0	0	0	0	0	0	0
	Called by resident	0	0	0	0	0	0	0	0	0
Total incidents per development		**17**	**2**	**31**	**8**	**15**	**4**	**3**	**1**	81
										0

Monthly SECURITY REPORT JUNE 2024

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	13	4	19	1	10	3	3	0	53
	Attempt/Suspected Trespass	2		1						3
	Unauthorised access sales)	1	1	1			2		1	6
Theft	Vehicle theft	0	0	0	0	0	0	0	0	0
	Theft from vehicle	0	0	0	0	0	0	0	0	0
	Street robbery	0	0	0	0	0	0	0	0	0
	Burglary	1	0	0	0	0	0	0	0	1
ASB	Assault	0	0	0	0	0	0	0	0	0
	Public Disturbance	0	0	0	0	0	0	0	0	0
Police response:	Called by QL	0	0	0	0	0	0	0	0	0
	Called by resident	0	0	0	0	0	0	0	0	0
Total incidents per development		**17**	**5**	**21**	**1**	**10**	**5**	**3**	**1**	63
										0

Monthly SECURITY REPORT JULY 2024

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	14	3	10	2	8	8	0	3	48
	Attempt/Suspected Trespass	3		2			1		1	7
	Unauthorised access sales)									0
Theft	Vehicle theft	0	0	0	0	0	0	0	0	0
	Theft from vehicle	0	0	0	0	0	0	0	0	0

	Street robbery	0	0	0	0	0	0	0	0	0
	Burglary	0	0	0	1	0	0	0	0	1
ASB	Assault	0	0	0	0	0	0	0	0	0
	Public Disturbance	1	0	0	0	0	1	0	0	2
Police response:	Called by QL	0	0	0	0	0	0	0	0	0
	Called by resident	0	0	0	0	0	0	0	0	0
Total incidents per development		18	3	12	3	8	10	0	4	58
										0

Monthly SECURITY REPORT AUGUST 2024

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	11	2	6	1	6	1	0	2	29
	Attempt/Suspected Trespass	0	1	3	0	0	0	1	1	6
	Unauthorised access sales	4	0	2	1	0	2	1	1	11
Theft	Vehicle theft	0	0	0	0	0	0	0	0	0
	Theft from vehicle	0	0	0	0	0	1	0	0	1
	Street robbery	0	0	0	0	0	0	0	0	0
	Burglary	0	0	0	3	0	0	1	0	4
ASB	Assault	0	0	0	0	0	0	0	0	0
	Public Disturbance	0	0	0	0	0	0	0	0	0
Police response:	Called by QL	0	0	0	0	0	0	0	0	0
	Called by resident	0	0	0	0	0	0	0	0	0
Total incidents per development		15	3	11	5	6	4	3	4	51
										0

Monthly SECURITY REPORT SEPTEMBER 2024

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	19	2	27	14	14	6	1	4	87
	Attempt/Suspected Trespass	4	0	3	2	5	0	0	0	14
	Unauthorised access sales)	0	0	0	0	0	0	1	0	1
Theft	Vehicle theft	0	0	0	0	0	0	0	0	0
	Theft from vehicle	0	0	0	0	0	0	0	0	0
	Street robbery	0	0	0	0	0	0	0	0	0
	Burglary	0	0	0	2	0	0	0	0	2
ASB	Assault	0	0	0	0	0	0	0	0	0
	Public Disturbance	0	0	0	0	0	0	0	0	0
Police response:	Called by QL	0	0	0	0	0	0	0	0	0
	Called by resident	0	0	0	0	0	0	0	0	0
Total incidents per development		23	2	30	18	19	6	2	4	104
										0

Monthly SECURITY REPORT OCTOBER 2024

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	15	2	33	12	9	7	1	20	99
	Attempt/Suspected Trespass	7	0	6	3	14	2	0	0	32
	Unauthorised access sales)	0	0	0	0	0	0	0	0	0
Theft	Vehicle theft	0	0	0	0	0	0	0	0	0
	Theft from vehicle	0	0	0	0	0	0	0	0	0
	Street robbery	0	0	0	0	0	0	0	0	0
	Burglary	0	0	0	0	0	0	0	0	0
ASB	Assault	0	0	0	0	0	0	0	0	0

	Public Disturbance	1	0	0	1	0	0	0	0	**2**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**23**	**2**	**39**	**16**	**23**	**9**	**1**	**20**	133
										0

Monthly SECURITY REPORT NOVEMBER 2024

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	22	1	27	0	7	4	0	51	**112**
	Attempt/Suspected Trespass	3	0	3	7	7	1	0	2	**23**
	Unauthorised access sales)	0	0	0	0	0	0	0	0	**0**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	1	0	0	0	0	0	0	0	**1**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Public Disturbance	0	0	0	0	0	0	0	0	**0**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**26**	**1**	**30**	**7**	**14**	**5**	**0**	**53**	136
										0

Monthly SECURITY REPORT DECEMBER 2024

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	15	4	51	3	12	30	5	22	**142**
	Attempt/Suspected Trespass	0	0	0	1	2	0	0	1	**4**
	Unauthorised access sales)	0	0	0	0	0	0	0	0	**0**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	1	0	0	0	1	0	**2**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	1	0	0	0	0	**1**
	Public Disturbance	0	0	0	0	0	2	0	1	**3**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**15**	**4**	**52**	**5**	**14**	**32**	**6**	**24**	152
										0

Monthly SECURITY REPORT YEAR 2024 - TOTALS

Type of issue	Specification	QT Canada Gardens	QT Madison	QT Robinson	QT Alameda	QT Beton	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	181	24	219	47	90	84	19	106	**770**
	Attempt/Suspected Trespass	26	2	18	15	29	4	1	5	**100**
	Unauthorised access sales)	8	3	6	3	0	4	5	4	**33**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	2	0	0	**2**
	Street robbery	1	3	1	0	0	0	1	0	**6**
	Burglary	2	0	0	7	0	1	2	0	**12**
ASB	Assault	0	0	0	1	0	0	0	0	**1**
	Public Disturbance	6	1	1	1	0	4	0	1	**14**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**

	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**224**	**33**	**245**	42 **74**	**119**	**99**	**28**	**116**	**938**
										0

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Annual Details

SECURITY REPORT - Sumary Details

Date	Time	Report Made By	Type of issue	Specify (choose from tab	Development	Block/Location	Details of incident	Support Required	Reference	Remarks
31/12/2024	14:10	Concierge	Trespass	Trespassers	Landsby	LE lobby	I just saw two kids enter Landsby East	Other		
28/12/2024	19:35	Concierge	Trespass	Trespassers	Landsby	15th floor LE	Trespassers LE 15	Other		
06/01/2024		*Greg Arabian	Trespass	Trespassers	Beton		3 Trespassers			
07/01/2024	21:15:00	Hamza Ahmad	Trespass	Trespassers	Repton Gardens	Birch House	there was a homeless guy in the birch house in stairs. he was in the stairs yesrterday as well. I escorted him out.	Not required		
08/01/2024		*Greg Arabian	Trespass	Unauthorised sales	Robinson		Unauthorised sales - Hello Fresh x 2			
27/12/2024	17:17	Milton	Trespass	Trespassers	Landsby	6th floor LE	please attend 6th floor Landsby east . Probably trespassers smoking about the stairs	Other		
23/12/2024	20:00:00	Malia	Trespass	Trespassers	Canada Gardens	Car park	There's a group of teens in our coach park smoking - I'm calling WPS now	ECR		
26/12/2024	19:15	Daniel	Trespass	Trespassers	Ferrum	FE3 14th floor	Tresspassers found in Fe3 smoking weed and removed - Vantage residents	Other		
20/12/2024	16:13:00	Concierge	Trespass	Trespassers	Canada Gardens	Loading bay	Just had a resident of CG say there are a large number of youths attempting to get into the car park/loading bay there. Police should be dispatched in 15 mins to remove them from the area	Police	5070/20DEC24	
09/01/2024		*Greg Arabian	Trespass	Unauthorised sales	Madison		Unauthorised sales - Hello Fresh			
24/12/2024	23:30	Night Staff	Trespass	Trespassers	Ferrum	Gym	Same teens who assault me last time came again through car park to gym. As i saw duo on CCTV at gym I called the police.	Police	CAD 6971/24Dec24	
21/12/2024	15:45:00	Concierge	Trespass	Trespassers	Ferrum	Front of Ferrum	Can someone please come and remove these boys they are hassling residents and uber drivers	ECR		WPS
11/01/2024	23:00:00	Brandon East	Trespass	Trespassers	Madison	Mad / CG / Robinson	- Received a call from the concierge at CG who requested some asisstance removing a tresspasser, the tresspasser would not leave, was verbally abusive to us & made threats of violence. The CG concierge called wembley park security & police as it became more serious.Please see Incident form for more information	Police	Police Call Reference: CAD 7705/11Jan24	
12/01/2024		*Greg Arabian	Trespass	Homeless Trespasser	Alameda		Homeless man trespasser			
12/01/2024		*Greg Arabian	Trespass	Unauthorised sales	Repton Gardens		Unauthorised sales - Hello Fresh			
23/12/2024	13:09:00	Emilia	Trespass	Trespassers	Landsby	LE 6th floor	please attend Landsby east 6th floor . Kids smoking in the stairs	Other		
12/01/2024		*Greg Arabian	Trespass	Unauthorised sales	Alameda		Unauthorised sales - Hello Fresh			
12/01/2024		*Greg Arabian	Trespass	Unauthorised sales	Madison		Unauthorised sales - Hello Fresh			
12/01/2024		*Greg Arabian	Trespass	Trespassers	Beton		Trespassers			
23/12/2024	20:26:00	Daniel	Trespass	Trespassers	Landsby	LE 15th floor	Trespassers floor 14/15 Landsby east	Other		
13/12/2024	18:49:00	Concierge	Trespass	Trespassers	Ferrum	Gym	There is 4 trespasser in the ferrum gym , ive told them to leave but they have ignored	Police	6238/13Dec24	
15/01/2024		*Greg Arabian	Trespass	Unauthorised sales	Alameda		Unauthorised sales - Hello Fresh			
20/12/2024	17:38:00	Concierge	Trespass	Trespassers	Canada Gardens	Loading bay	respassers in the loading bay by Heward entrance	Other		
19/12/2024	11:13:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Podium	Tresspasspers on level 2 podium garden now trying to get into Thomson	Other		
18/01/2024		*Greg Arabian	Trespass	Unauthorised sales	Robinson		Unauthorised sales - Hello Fresh			
22/12/2024	15:26:00	Milton	Trespass	Trespassers	Landsby	LE 6th floor	please attend Landsby east 6th floor . Kids smoking in the stairs	Other		
22/12/2024	15:39:00	Emilia	Trespass	Trespassers	Landsby	Car park	a group of teens was spotted just now by residents entering the car park in Landsby	Other		
18/12/2024	18:47:00	Fire Marshall	Trespass	Trespassers	Canada Gardens	Lismer	Just removed tresspasser from Lismer.	Other		
22/12/2024	19:01:00	Daniel	Trespass	Trespassers	Landsby	LE 15th floor	Trespassers landsby east. Floor 15	Other		
17/12/2024	15:13:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Clubhouse	trespassers in clubhouse	Other		
21/12/2024	12:25:00	Concierge	Trespass	Trespassers	Landsby	LE 15th floor	Trespassers in Landsby East staircase	Other		
17/12/2024	17:14:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Clubhouse	residents have reported trespassers on level 2 podium garden in the clubhouse again	Other		
28/01/2024		*Greg Arabian	Trespass	Trespassers	Alameda		Trespassers			
29/01/2024		*Greg Arabian	Trespass	Trespassers	Robinson		Trespassers			
21/12/2024	16:05:00	Concierge	Trespass	Trespassers	Landsby	LE lobby	Trespassers in landsby East	Other		
30/01/2024	n/a	Hamza	Trespass	Homeless Trespasser	Alameda	15Th Floor stairwell	Homeless man found on the 15th floor stairwell sleeping. Called 101 and stated CAD number however was told police will not attend for another hour. Approached homeless man with Canada Garden concierge and escorted him off the premises. Police gave a new CAD number : CAD2272 31/01/24. Footage was recorded on bodycam.	Other		
15/12/2024	17:34:00	Concierge	Trespass	Trespassers	Canada Gardens	Thomson	Hey trespasser in garden Thomson	Other		
13/12/2024	17:30:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Lobby	Just escorted these two out of the lobby	Other		
07/12/2024	20:02:00	Karolina Z	Trespass	Trespassers	Ferrum	Dog Run	Trespassers in Ferrum, podium garden heading towards the dog run/train tracks way. Looks like the same group that was in Repton. Escorted out by police	Police		
07/02/2024	17:25	Liane Evans	Trespass	Trespassers	Robinson	DDA Rob West	2 kids hanging out in the DDA stairwell trying to get into the residents car park. Last seen going up in the lift. This is Robinson West DDA lifts. Assisted by Jermaine	Other		
12/12/2024	17:35:00	Fire Marshall	Trespass	Trespassers	Canada Gardens	Lismer	Just removed 5 trespassers from Lismer.	Other		
12/12/2024	18:39:00	Fire Marshall	Trespass	Trespassers	Canada Gardens	Podium	Trespassers caught on Podium in CG. Removed	Other		

20/12/2024	14:46:00	Concierge	Trespass	Trespassers	Landsby	LE 15th floor	Trespassers in Landsby East staircase	Other		
10/02/2024	18:24:00	Cocierge	Trespass	Attempt Trespassers	Alameda	Outside	There's 2 boys outside alameda. They looked like they wanted to come in but then walked away when i saw them. Now their messing with the trolly. Removed by Moin	Other		
11/02/2024	18:44:00	Cocierge	Trespass	Attempt Trespassers	Alameda	Outside	There's 2 boys outside alameda. The to boys trespassers are back. They saw me and now are heading up to Madison and further up. These guys left from surroundings (Fire Marshall)	Other		
07/12/2024	14:48:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Heward	an unstable man has accessed Heward. called the police CAD3836/07Dec24 - WPS are on standby. Fire marshal found him on the 7th floor standing outside someones door. Escorted him out. but he's trying to re enter. Very unstable and seems to be mentally ill and very aggressive.He's tried to assault both fire marshal and WPS. He's now by the lift shouting at residents. Called police again. CAD3998/07Dec24. Hes on the 6th floor. Trying to open an apartment door. Police arrived at 16.15	Police		
07/12/2024	17:53:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	26th floor Thomson	x2 boys on the 26th floor - Summit Thomson. Removed by Fire Marshal.	Other		
30/10/2024	20:17	Shahnawaz	Trespass	Trespassers	Ferrum	Main Lobby	Group of 5 removed from the building. CCTV on group whatsapp.	Not required		
06/12/2024	18:42:00	Concierge	Trespass	Trespassers	Canada Gardens	Heward	2 just tailgated into Heward went into the staircase then smoking in front of the podium play house. Rwmoved by Fire Marshal	Other		
01/12/2024	17:00:00	Concierge	Trespass	Trespassers	Canada Gardens	Thomson	trespassers in thomson Canada gardens. 26th Floor Thomson Rooftop - either Peak or Summit. Escorted out by Fire Marshal.	Other		
25/11/2024	17:02:00	SonamRajal	Trespass	Attempt Trespassers	Canada Gardens	Heward	teenage boys trying to access Heward . WPS standing outside so all good they've gone.	Not required		
24/11/2024	15:09:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Heward podium	just had 4 teenagers try to enter Thomson through the main door. I've asked them to leave. X2 girls and x2 boys. Currently outside sitting by the fountain. they've just entered through Heward heading towards the podium. Seen On level 2 in Heward. Fire Marshal escorted them out.	Other		
22/02/2024	13:24	Liane Evans	Trespass	Trespassers	Robinson	DDA Rob West	we got some kids hanging out and playing music in the DDA stairwell in Robinson West. Removed by Jermaine - Security	Other		
24/11/2024	15:20:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Collyer	three have just entered collyer on the lobby floor. Escorted out by Fire Marshal.	Other		
23/02/2024	17:26:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Rob West	we have some kids hanging out in the DDA Stairwell and blue car in Robinson West. Checked by Fire Marshall. All clearChecked all staircase, Blue CP and surroundings.	Other		
24/11/2024	15:34:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Thomson	Group of boys waiting to get into Thomson I've asked them to leave as they tried to come into Thomson but they are now sat outside staring at me because I wouldn't let them in - usual boys. Wembley Park Security called. They left.	ECR		
23/11/2024	17:42:00	Concierge	Trespass	Trespassers	Canada Gardens	Club House	resident has reported trespassers near the lounge and kitchen in the clubhouse. Fire Marshal escorted them out	Other		
26/02/2024	13:43:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Rob West	group of 6 teens just entered the DDA stairwell in Robinson West. All clear by fire marshall	Other		
22/11/2024	23:45:00	Asad Khalid	Trespass	Trespassers - Attempt robl	Canada Gardens	Apt 1145	A lady gave me call and told me a trespasser entered into the building by following them and he tried to snatch her mobile phone. I went there on level 2 and escorted that IC2 male out of the building.	Not required		
20/11/2024	11:11:00	Concierge	Trespass	Trespassers	Canada Gardens	Lismer Podium	Trespassers spotted in the bbq area. Coming through the Lismer door. Fire Marshal removed them	Other		
18/11/2024	12:08:00	Malia Alphonso	Trespass	Trespassers	Canada Gardens	Club house	reports of trespassers in our clubhouse. Escorted out by Fire Marshal	Other		
16/11/2024	18:51:00	Concierge	Trespass	Trespassers	Canada Gardens	Heward	Trespassers in the Heward staircase reported by residence smoking. Escorted out by Fire Marshal	Other		
14/11/2024	17:46:00	Malia Alphonso	Trespass	Trespassers	Canada Gardens	Club House	Lismer building -trespassers enter. one has a full black balaclava on. They are in the clubhouse. Removed by Fire marshal	Other		
13/11/2024	11:14:00	Malia Alphonso	Trespass	Suspected Trespasssers	Canada Gardens	Podium	Rresident has just reported trespassers on our podium. Fire Marshal called. All clear	Other		
13/11/2024	17:45:00	sonam Rajal	Trespass	Trespassers	Canada Gardens	Podium	trespassers spotted on podium Garden CG. Removed by Fire Marshal but later seen Standing outside the lobby doors in Thomson. asked them to leave as they tried to come in, they've left	Other		
12/11/2024	15:25:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Collyer	reports of these two trespassers entering Collyer. Fire marshal to scope stair case / level 2. all cleae	Other		
09/11/2024	17:31:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Heward	Trespassers in Heward heading to 2nd floor. See them around Club House. There's lots of them. Fire Marshal found them. Refused to leave. Informed WPS also. They've left now. But were refusing to leave until they finished their drugs, Fire Marshal spoken to the estate team, theres 2 guys patrolling the area, they've spoken to the trespassers and they've now left the area	ECR		
09/03/2024	22:06:00	Hamza Ahmad	Trespass	Trespassers - False Fire Alarm	Repton Gardens	Cherry House Podium / Aspen Garden door	the resident just informed that there is a group of teenager and they just followed us to the podium after that i checked CCTV and they were in the podium near the cherry House podium door i was about to leave the desk and the fire alarm went off i check the panel it was Zone 13 and level 1 i checked that floor and called my night manager Cheetan he helped me they pressed and damage the fire exit button we were unable to reset it Picture and video of that point is in the Concierge phone I reset the panel but the alarm goes off again and again and than i called OOH they helped me to disable that point after that i checked all the areas and could not find anyone and one of the resident told me that the group of teenager left the Building through Aspen garden.	Other		
09/03/2024	20:20:00		Trespass	Trespassers - False Fire Alarm	Robinson	Coach Car Park / Canada Gardens	The fire alarm went off showing an activation in the DDA Car park level 3. WP parking team were already investigating but after they reset the panel it went off again a few more times straight away as a fire alarm call point had be activated.I went to help them investigate but there were no signs of fire or smell of smoke. The call point activated was the one just outside the parking team office. While I was talking to the WP parking team staff member I saw the teens from the QL tresspasser group climing over a fence coming from Wembley stadium. I called WPS control room to inform them and I watched them run into the coach car park on the ground level then run off towards CG and for them to be monitored via CCTV. I called the CG concierge to let him know that the teens were heading in his direction. When they were in the coach car park they had activated a fire alarm call point. WP parking team reset the call point then the fire panel.	Other		
20/12/2024	15:34:00	Daniel	Trespass	Trespassers	Landsby	LE 15th floor	Trespassers landsby east 15th floor fire exit. Just gone into rooftop.	Other		
20/12/2024	16:47:00	Concierge	Trespass	Trespassers	Landsby	Lobby	Trespassers waiting to go in	Other		
08/11/2024	16:51:00	Maria Alphonso	Trespass	Trespassers	Canada Gardens	The Peak rooftop Thomsor	26th floor - Peak side - we're unsure whether they are residents, smoking. Fire Marshal called. They're claiming to live here but refusing to show any proof. They were asked to leave.one of them was very aggressive and was refusing to put the cigarette down but I've managed to escort them out. WPS called to attend as well.	ECR		
17/12/2024	18:42:00	Daniel	Trespass	Trespassers	Landsby	LE lobby	Potential trespassers landsby east lobby. 3 males	Other		
17/09/2024	18:49:00	Concierge	Trespass	Trespassers	Ferrum	Car Park	Trespassers in ferrum car park. But left			
07/11/2024	18:25	Malia Alphonso	Trespass	Trespassers	Canada Gardens	Club house	I've had reports of trespassers entering Heward building. They're in the clubhouse. Fire Marshal removed them. but they're later trying to yank the Lismer door open. A resident just challenged them after witnessing it.. We called WPS, they're sending guards dow	ECR		
05/11/2024	19:32	Fire Marshal	Trespass	Trespassers	Canada Gardens	Lobby Thomson	2 trespassers removed from CG, but The same group is still circling CG, please keep an eye out	Not required		
04/11/2024	04:55:00	Shaheryar Saghir	Trespass	Trespassers	Canada Gardens	Club House	two tresspassers teenagers boys entered in a club house through a window. I told them leave the building so they argue and try to threaten me so I informed the duty manager and he said to call the police. so I called the police at 05:03 and within 10 minuets police arrived and they just said to tresspassers to leave the building. last week same boys eneterd in a ferrum building and attacked to our colleague and threaten him also and damaged a building property. the police complained reference number is CAD 823/04 NOV 24 The cleared picture and video in concierge mobile	Police		
17/12/2024	18:57:00	Emilia	Trespass	Trespassers	Landsby	LE 15th floor	Trespassers spotted on their way to 15th floor Lndsby East. We received a call from the residents that just spotted them	Other		

04/11/2024	10:57:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Club House	disturbed trespasser is in Thomson again he claims he's left his charger in the clubhouse. In Thomson Mez level now. he's left now but he's walking outside our building. He's left on a lime bike	Not required		
15/03/2024	20:48:00	Leonard Keane	Trespass	Trespassers	Robinson	Residents gym	Viewing the gym CCTV I noticed three male teens in the gym that did not behave like resident's by the way they were sparing with boxing gloves. reviewing the CCTV the three male teens approx between 18-23 years old entered the gym. They were of Arabic ethnicity. Male A has a short afro hairstyle. He was wearing a black hooded jacket, black addias cargo trousers and black Nike slippers. Male B was wearing a blue hat, blue jumper with the top of a white t-shirt showing. He was also wearing white trainers. Male C also has a short afro. He was wearing a black jacket with a grey jumper visible, grey trousers and white trainers.I went over to the gym & asked them to show me their fobs which they did not have. They then clamied to be Robinson resident's but could not give an apartment number. I escorted them out of the gym. They then claimed to be Lexington resident's so I escorted them through the car park to Lexington but I did not belive them so I escorted them out of Lexington building. I reported them to WPS control room. I updated the QL Pace group chat to make the other concierges aware. Reviewing gym entrance CCTV they enter the gym at 20:23 because a resident had opened the door on their way out and the door did not have time to close properly. At 20:46 the male wearing a black t-shirt with no sleeves, black addidas cargo trousers and nike sliders put a tissue on the entrance door so it would not lock. I went back to the gym to remove it and I made sure the door would lock. CCTV shows they came from the Madison + Lexington & Bowery section of the car park. It's not visible on our CCTV cameras beyond this but my guess is they entered via either Lexington or Bowery building.	Not required		
16/03/2024	20:44:00	Ralph	Trespass	Trespassers	Robinson	RW - DDA car park	At 20:44, CG security raised that residents reported suspicious looking males around RW 2nd floor storage area. Investigated and found 4 young males who were not residents. Asked them to leave and they complied. All trespassers escorted out and offsite at 20:51.Trespassers gained entry using DDA car park door at 20:28 and forcing the 2nd floor storage door open.Photos of trespassers sent to WPS	Not required		
16/12/2024	12:37:00	Maria	Trespass	Trespassers	Landsby	LE lobby	3 Trespassers trying to enter to Landsby east	Other		
04/11/2024	16:45:00	Concierge	Trespass	Trespassers	Canada Gardens	Heward	Resident has reported that trespassers have tailgated into Heward. Fire Marshal called. Escorted them out.	Other		
16/12/2024	13:33:00	Maria	Trespass	Trespassers	Landsby	LE 9th floor	Trespassers on the staircase by 9th floor smoking weed	Other		
03/11/2024	19:16:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Club House	Trespassers in CG clubhouse 3/4 boys. I've escorted them out of the building myself	Not required		
02/11/2024	13:52:00	Fire Marshal	Trespass	Trespassers	Canada Gardens	Car Park	Trespassers inside the car park in CG. I've escorted them out	Not required		
02/11/2024	15:41:00	Yusuf Khalifa	Trespass	Trespassers	Canada Gardens	Lismer podium area	Reports of trespassers near Lismer podium area from a resident. Removed by Fire Marshal.	Other		
01/11/2024	09:59:00	Malia Alphonso - Greg Arabian	Trespass	Trespassers	Canada Gardens	Thomson lifts	just had a known trespasser in a full grey tracksuit get in Thomson lift to floor 2. he's off to our podium as previously he's been removed from Clubhouse. Fire Marshal called. Hes left now but was refusing to leave and is very troubled. called estate team and they'll send someone to help as well. Greg Arabian spoke to him and he seems quite disturbed and as has a handful of fireworks. He almost let one off in Thomson reception. ECR Sent x2 EPO's to assist however on arrival FM informed us he had already left the area.	Other		
31/10/2024	18:56:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Thomson roof Summit	girls on the roof terrace in Thomson. Assistance called to remove.one girl is claiming she's lost her fob but I do not recognise her and they all look very young. Resident also confirmed they were knocking on the summit door asking to come in. Removed by Fire Marshal Siaf. Later same group of girls have been calling all of CGs outside intercoms. Other buildings please keep an eye out!	Other		
27/10/2024	18:15:00	Concierge	Trespass	Suspected Trespasssers	Canada Gardens	Podium	podium level - reported trespassers call made by resident. Fire Marshal attended but no signs of trespassers.	Other		
25/10/2024	18:01:00	Jonathan Abraha	Trespass	Trespassers	Canada Gardens	Club House	Usual boys seen outside Heward , then inside Club house.Removed by Fire Marshal.	Other		
16/12/2024	13:34:00	Maria	Trespass	Trespassers	Landsby	LE lobby	Other 3 teens entering right now to the Landsby east	Other		
20/03/2024	14:10:00	Concierge	Trespass	Trespassers	Madison	Mad East	Trespasser has entered from madison east garden entrance/ podium blue tracksuit. Ethnicity: white, male.He is standing outside of Madison west entrance - removed by Fire Marshall	Other		
17/10/2024	16:48:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Heward	lads are outside Heward. Usual trespasser group. They've gone into CG loading bay, can see them opening the door waiting for Fire Marhsal to leave. WPS have been called they are sending some assistance. Removed	ECR		
16/12/2024	13:49:00	Emilia	Trespass	Trespassers	Landsby	LE 15th floor	Trespassers on 15th floor Landsby East	Other		
15/12/2024	19:08:00	Concierge	Trespass	Trespassers	Landsby	LE lobby	Same group of boys in Landsby East lobby	Other		
23/03/2024	22:02:00	Leonard Keane	Trespass	Trespassers	Robinson	RW Entrance / DDA / RE 2nd floor	Five IC3 males were seen from outside the RW main entrance they were heading towards the DDA ground floor entrance door. They entrered via this entrance at approx 22:01. I switched to the CCTV camera H-2 storage corridor (RW floor 2 just near the resident team office) At 22:02 I could see two of the males who I will refer to as male A & male B walking past the resident team office towards the RE side of the 2nd floor storage area. Male A has a short hairstyle, is wearing a black jacket, black tracksuit bottoms & black and white trainers. Male B was wearing a navy jacket with his hood up, Navy tracksuit bottoms & black trainers. Another male which we will call Male C walks behind 30 seconds later. He is wearing a black hoodie with his hood up & has a mask covering the bottom part of his face. He is also wearing black tracksuit bottoms & black and white trainers. Two more males walk in 30 seconds after this who I will refer to as Male D & Male E. Male D has short dreads, is wearing a black hoodie with a red logo on the left side of it. He is wearing black tracksuit bottoms & black trainers. Male E is wearing a black sports hat, black puffer jacket, blue jeans and black and white trainers.I was speaking to the CG concierge who offered to come help to remove them with the Alameda concierge as I had a resident who needed to be let back into their apartment. The CG concierge called me to say that the tresspassers have been removed from the building. At 22:24 I could confirm this via CCTV. The door they originally entered via is not directly visible on our CCTV cameras, I checked the door in person the door lock was in place. I guessing that they used force to pull the door open to gain entry as the door handle from the top was a little bit loose. Or the door for whatever reason did not lock properly after the previous resident who used it. I did review salto audit trail in case a fob was used but I could not see any fobs been used on that door at that time or close to the time they entered. Photos and short video of trespassers shared with WPS control room & Pace QL group chat.	Other		
17/10/2024	17:55:00	Sonam Rajal	Trespass	Attempt Trespassers	Canada Gardens	Collyer	teenagers outside collyer, I have eyes on them (CCTV) these are regulars trespassers.	Not required		
24/03/2024	n/a	Hamza Mahi	Trespass	Trespassers	Beton	Entrance	The alarms were triggered by three younger indivduals who then ran out of beton after activating both alarms. CCTV footage saved to computer. File name "Fire alarm activation 24.03.24".Fire and emergency door open alarms were activated in the entrance lobby to Beton. Reset emergency door alarm, however the fire alarm couldnt be reset as the reset mechanism was jammed. Due to this the fire alarm console couldnt be reset. Contacted OH maintenance who advised to silence the alarm and wait till the day. Also contacted the night manager on duty to inform them of the situation to which he attended as well as the Repton concierge however couldnt reset the alarm.	Not required		
24/03/2024	17:39:00	Emilia	Trespass	Unauthorised sales	Robinson	Rob East / South	residents from Rob East and South have reported that someone has left leaflets underneath their apartment doors.I have checked CCTV and it's a gentleman with an orange hat. He has left the building a while ago.He lets himself in after residents. Fire Marshall escorted him out and let him know he's not allowed in these buildings. He was also spotted at CG - according to Piotr W.	Other		

16/10/2024	18:57:00	Concierge	Trespass	Trespassers	Canada Gardens	Podium	Trespassers reported entering the Lismer Building tailgating a resident and have now gone in - around 3-5 people 2 girls and 3 guys according to resident. 4 trespassers removed by fire Marshal.	Other		
13/10/2024	15:00:00	Ifty / Yusuf	Trespass	Trespassers	Canada Gardens	Collyer	Known Tresspassers opposite Lismer hanging abouy, Trying to get in to Collyer. Resident also just reported at front desk. Removed by fire Marshal. one of them was in the toilet but they've all left now.	Other		
26/03/2024	00:55:00	Ralph	Trespass	Trespassers	Robinson	RW DDA car park	At 00:55, I spotted two males hanging around RW 2nd floor storage area on CCTV. Investigated and found 7 males by the storage cages. I recognised 4 of the males as they have previously been caught trespassing. I asked them to leave the building and they complied. All trespassers offsite at 00:59.Checked CCTV and found 4 of the males gained access through RW DDA car park door at 22:56 and forcing the 2nd floor storage door open. 3 of the males arrived at 23:53. Photos of trespassers sent to WPS	Not required		
11/10/2024	19:07:00	Sonam	Trespass	Trespassers	Canada Gardens	Heward	Reports of trespassers entering through Heward. Removed by Fire Marshal	Other		
27/03/2024	19:52:00	Concierge	Trespass	Trespassers	Beton	n/a	trespassers in Beton. Removed by Fire marshall	Other		
28/03/2024	12:41:00	Brunel B	Trespass	Trespassers	Beton	Entrance	trespassers outside Beton trying to get into the building . Removed by Fire marshall Jermaine	Other		
28/03/2024	12:42:00	Concierge	Trespass	Trespassers	Robinson	Rob West 3rd floor	trespassers smoking weed at Robinson West 3rd floor by the fire exit opposite the carpark. Fire marshall all clear	Other		
29/03/2024	16:03:00	Brunel Basunda	Trespass	Trespassers	Alameda	Entrance	Trespassers in alameda. Later left	Not required		
10/10/2024	17:59:00	Sonam R / Yusuf K	Trespass	Trespassers	Canada Gardens	Club House	reports of trespassers on level 2 podium garden CG. In Club House. Same guys that set the fireworks off outside HewardRemoved by Fire Marshal.	Other		
10/10/2024	18:33:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Club House	reports of trespassers in clubhouse lounge area. they are sitting in the lounge area. Same boys. Removed by Fire Marshal	Other		
09/10/2024	16:54:00	Jonathan Abraha	Trespass	Trespassers	Canada Gardens	Club House	Trespassers in clubhouse - Dinning Section. Removwd by Fire Marshal.	Other		
07/10/2024	13:50:00	Malia	Trespass	Attempt Trespassers	Canada Gardens	Thomson	just had a group of teens try and enter via Thomson lobby - they're now circling the building	Not required		
07/10/2024	18:31:00	Malia	Trespass	Trespassers	Canada Gardens	Podium	Trespassers are currently on our podium. Removed by Fire Marshal. The same group of trespassers are still circling CG - WPS are sending over some people.	Other		
06/10/2024	08:35:00	Yusuf Khalifa	Trespass	Trespassers	Canada Gardens	Club House	2 guys asleep in clubhouse. Trespassers removed	Not required		
03/04/2024	16:09:00	Fire Marshall	Trespass	Trespassers	Madison	hall way fire exit	Just escorted 3 IC5s off Madison. Caught them in the hall way fire exit	Other		
05/10/2024	15:47:00	Liane Evans	Trespass	Suspected Trespasssers	Canada Gardens	n/a	Trespassers found by Wembley security with a fob for 466 Jackson. They said they found it on the floor. Fob has been cancelled. 466 Jackson is all clear and looks untouched - fob was likely deactivated. No profiles active at the moment and the apartment is clean.	Not required		
05/10/2024	17:15	Concierge	Trespass	Trespassers	Canada Gardens	Green Car Pak	resident reported two guys at green car park entrance and said entrance gate is open. Removed by Fire Marshal	Other		
03/04/2024	18:45:00	Concierge	Trespass	Trespassers	Alameda		Residents reported trespassers entering Alameda through the back entrance. entrance near the restaurants at the back. CCTV checked. They ran out and left	Not required		
04/10/2024	15:45:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Club House	Same kid who always trespasses is loitering around Eastern lands just a heads up. We locked eyes when he entered the DDA stairway then walked out. Later entered Lismer. trespassers in CG Clubhouse. Removed by Fire Marshal.	Other		
14/12/2024	20:28:00	Daniel	Trespass	Trespassers	Landsby	LE - lobby	Trespassers in landsby east lobby. Have called landsby concierge and advised them but just putting it here so we have a record. Same guys I reported a few days ago	Other		
06/04/2024	17:35:00	Concierge	Trespass	Trespassers	Beton	Mezzanine PRS Lounge	A resident called and reported trespassers in beton. 4 kids escorted out by Fire Marshall	Other		
06/04/2024	18:26:00	Shane Hazarika	Trespass	Trespassers	Madison	social space	Just escorted 3 gents out of Madison social space. Their in front of the Stadium steps now	Not required		
03/10/2024	18:21	Liane Evans	Trespass	Trespassers	Canada Gardens	Collyer	Group of kids just tailgated a resident into Collyer, left later and ran towards Thomson	Not required		
08/04/2024	17:07:00	Fire Marshall	Trespass	Trespassers	Repton Gardens	n/a ?	2 kids escorted out.	Not required		
09/04/2024	17:49:00	Brunel Basunda	Trespass	Trespassers	Beton	11th floor rooftop	5-6 people trespassers knocking on residents doors, 11th floor then rooftop 12th floor. CCTV checked. Assistance by Fire Marhall to remove	Other		
10/04/2024	16:23:00	Farouk O.	Trespass	Trespassers	Beton	Lobby	3 young children Trespsssers in Beton lobby throw in pool balls on the floor. Assitance to remove by Fire Marshall	Other		
13/12/2024	20:47:00	Fire Marshall	Trespass	Trespassers	Landsby	LE	Now they are in Lands by east	Other		
10/04/2024	22:30:00	Fahad Ahsan	Trespass	Trespassers	Alameda	Terrace	Around 10:30 PM Recieved a call from resident of Aprt no.426 "Almeda Back" that some non-resident came inside the building along him when he entered the building.I immediately went there and also inform my colleague at Madison,When I checked 11th floor of Alameda Back Building they were siting at Terrace.Remove the Non-Resident Under 18 four Boys from Alameda Back Building and Inform Wembley Control.	Other		
03/10/2024	19:18	Concierge	Trespass	Trespassers	Canada Gardens	Club House	Teenagers in the clubhouse (Canada Gardens), resident has complained that there is a cannabis smell. Removed by Fire Marshal	Other		
02/10/2024	14:55:00	Malia Cotton	Trespass	Suspected Trespasssers	Canada Gardens	Lismer	Trespassers in the Lismer stairwell. Fire Marshal called. All clear.	Other		
02/10/2024	15:54:00	Malia	Trespass	Suspected Trespasssers	Canada Gardens	Club House	Received an email from a resident regarding trespassers that are currently in our Clubhouse smoking. Fire Marshal called. No trespassers found in club house. Later been advised again that they're up on our podium smoking. They just left Heward - WPS called.	Other		
11/12/2024	20:34:00	Concierge	Trespass	Trespassers	Landsby	LE lobby	trespassers in landsby east lobby	Other		
17/04/2024	00:42:00	Leonard Keane	Trespass	Trespassers	Robinson	RW Main lobby	At 00:42 while on patrol I received a call from WPS control room to say there are three teenage trespassers in the RW main lobby messing around at the concierge desk taking photos. All three trespassers are IC3 male teens who I will refer to as Male A, B & C. Male A was wearing a grey jumper with his hood up, grey tracksuit bottoms and grey trainers. Male B had short hair, wearing a black puffer jacket, black tracksuit bottoms, black socks and yellow sliders. Male C was wearing a grey hat, black jacket, black tracksuit bottoms and grey trainers.I returned to the RW main lobby with my BWC activated where I found the teens with Male B sitting on the concierge chair. They said the lady let us in, I informed them they are trespassing and must leave straight away which they did. Reviewing RW lobby CCTV shows the residents of 710 RW in the lobby with the male resident at the parcel room tablet and the female resident sitting on one of the lobby chairs. A combination of external and the lobby CCTV shows male A knocking on the lobby door with the female resident opening the door to let him in. The residents of 710 RW leave the lobby via the internal door. Male A begins taking pictures and moving the signs on the desktop. approx 30 secs later Male A lets in Males B & C. They all take pictures on their mobiles & take turns sitting on the desk chair. The concierge PC was locked so they could not use that and they did not enter the backroom at all. Salto audit trail at 00:36 shows that the residents who let the teens in belong to 710 RW with the males fob being used to enter the lobby initals (BC). Video on the concierge phone. Pictures sent to WPS control room.	Other		
16/04/2024	12:32:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Rob West	3 kids just entered the DDA stairwell in Robinson West. 3rd floor. Removed by fire marshall.	Other		
01/10/2024	16:33:00	Fire Marhsal	Trespass	Attempt Trespassers	Canada Gardens	?	Just tried to get in CG. Detered	Not required		
29/09/2024	19:22	Concierge	Trespass	Attempt Trespassers	Canada Gardens	Heward	Trespassers in front of Heward building - please assist as they tried to tailgate a resident			
27/09/2024	19:35:00	Jonthan Abraha	Trespass	Suspected Trespasssers	Canada Gardens	Lismer	trespassers reported in the Lismer building. Removed by CG	Other		
26/09/2024	14:21:00	Piotr W	Trespass	Trespassers	Canada Gardens	Club House	some teenagers loitering by the clubhouse in CG. Removed by Fire Marshal	Other		
20/04/2024	16:25:00	Sonam Rajal	Trespass	Trespassers	Robinson	Coach Car park	5 young males dressed in all black were seen trying to enter heward they've run into the coach park. Fire Marshall mentioned that There's security standing outside the coach now. He'll escort any trespassers out of the area.	ECR		

20/04/2024	19:05:00	Shane Hazarika	Trespass	Trespassers	Madison	Mad West	Trespassser on the 16th floor terrace in Madison west. Lift stopped on 1st floor so he might be in the podium. He's let his friends in. They've gone back up the 16th floor. Fire Marshall escorted them out	Other		
05/09/2024	20:39	Concierge	Trespass	Unauthorised sales	Ferrum	Reception	Escorted hello fresh guys from ferrum... went towards LDO	Not required		
26/08/2024	20:25:00	Shahnawaz.	Trespass	Attempt Trespassers	Ferrum	Fe1 Entrance	Trespassers entered by tailgating from Fe1 entrance but ecorted them out at the same time	Not required		
26/09/2024	18:02:00	Fire Marshal	Trespass	Trespassers	Canada Gardens	Lismer	Trespassers removed from Lismer.	Not required		
26/09/2024	19:13:00	Piotr W	Trespass	Trespassers	Canada Gardens	Club House	Trespassers in the club house. Removed by Fire Marshal	Other		
25/09/2024	18:10:00	Malia Alphonso	Trespass	Trespassers	Canada Gardens	Heward podium	there's kids in the Heward stairwell, there might be up on the podium now. Fire Marshal callled. All found clear.	Other		
23/09/2024	18:28:00	Concierge	Trespass	Trespassers	Canada Gardens	Club House	group of 5+ teens in CG clubhouse. Fire Marshal called. The club house guys just left the building via Lismer.	Other		
23/09/2024	18:34:00	Concierge	Trespass	Trespassers	Canada Gardens	Lismer	received another call, of some more teens in black coats tailgating into Lismer building. Removed by Fire Marshal. Later tried to tailgate Collyer. Removed.	Other		
29/04/2024	03:00:00	Ralph	Trespass	Trespassers	Robinson	RS rooftop	Trespassers seen on CCTV at RS rooftop entering pink caravan. Investigated and found rooftop door forced open and four males smoking cannabis inside caravan. Trespassers told to leave building and theycomplied. Trespassers offsite at 03:14. Photos sent to WPS control room	Other		
30/04/2024	00:48:00	Ralph	Trespass	Trespassers	Robinson	RW DDA / 2nd floor lobby	Trespassers seen on CCTV entering 2nd floor lift lobby at 00:48. They gained access using RW DDA door and forcing 2nd floor storage area door open.Trespassers escorted out. All offsite at 00:50	Not required		
29/04/2024	17:38:00	Cocierge	Trespass	Trespassers	Beton		Kids at Beton took lift going 12th floor. Escorted out. By Fire Marshall	Other		
11/12/2024	21:42:00	Concierge	Trespass	Trespassers	Landsby	LE 15th floor	There is the trespassers in Landsby East please can send security. Please.	Other		
30/04/2024	19:29:00	Concierge	Trespass	Trespassers	Beton	Rooftop	There are four young men who are exhibiting antisocial behaviour on the Beton rooftop 12th floor. Escorted out by fire Marshall	Other		
01/05/2024	18:23:00	Concierge	Trespass	Trespassers	Beton	Entrance	A group of youths were ringing people's doors , the door next to the restaurant near Amazon fresh. And I just got a call from one of the residents from Beton saying that the youths managed to get into the building. Removed by Fire Marshall	Other		
01/05/2024	19:56:00	Concierge	Trespass	Trespassers	Alameda	Rooftop	Another resident reported that the youths were in the rooftop of alameda vaping. They left	Not required		
09/08/2024	15:56:00	Rodrigues R	Trespass	Unauthorised sales	Ferrum	FE 2 4th floor	HelloFresh people are back. FE 2 4th floor.	Other		
02/05/2024	17:37:00	Brunel Basunda	Trespass	Trespassers	Alameda	11th floor	Trespassers trying to get into the building Alameda block b entrance. They are goin on the 11th floor terrace. Left, but then headed to Beton	Other		
02/05/2024	18:19:00	Brunel Basunda	Trespass	Trespassers	Beton	The Snug Room	Same Trespassers. They are now in Beton mezzanine floor. The Snug room. Two extra kids joined them later. Resident have given access to them.Looks like they were trying to threaten her with a walking stick later for trying to kicking them out. Removed by Fire Marhall. Estate Control Room given heads up.	Other		
02/05/2024	19:09:00	Brunel Basunda	Trespass	Trespassers	Beton	12th floor rooftop	Same Trespasser entered again. Beton middle lift. going on 12th floor rooftop. Removed by Fire Marshall again, but after 30 min.	Other		
03/05/2024	16:15:00	Yasmin	Trespass	Trespassers	Alameda	11th floor rooftop	Trespassers - 11th floor rooftop - 3 teenagers - left the building	Not required		
03/05/2024	17:21:00	Yasmin	Trespass	Trespassers	Alameda	11th floor rooftop	Trespassers - 5 girls - also going to 11th floor rooftop - left building	Not required		
22/09/2024	16:15:00	Concierge	Trespass	Trespassers	Canada Gardens		The same group of trespassers are currently waiting to tailgate outside of Lismer building. A resident just reported a group of 15 teens in the Heward staircase, most likely making their way to the podium. Removed by Fire Marshal.			
05/05/2024	13:38:00	Yasmin	Trespass	Trespassers	Alameda	n/a	Removed 2 transpassers from Alameda - same 2 boys - teenagers from the other day. Please keep an eye out	Not required		
20/09/2024	17:33:00	Malia	Trespass	Trespassers	Canada Gardens	Gym	A resident just reported a trespasser tailgating into the the CG gym. Fire Marshal called. He lied that he is resident . So I asked him to leave the gym.	Other		
20/09/2024	18:04:00	Malia	Trespass	Trespassers	Canada Gardens	Loading Bay area	Trespassers at Loading bay area. Fire Marshal called and removed them.	Other		
07/05/2024	16:31:00	Petra S.	Trespass	Unauthorised sales	Repton Gardens	8th floor Birch	Hello fresh in Repton, 8th floor Birch. Got them out	Not required		
07/05/2024	17:15:00	Brunel B.	Trespass	Trespassers	Alameda	11th floor rooftop	Trespassers in Alameda block B Making their way to 11th floor rooftop. Removed by Fire Marshall	Other		
09/05/2024	13:00:00	Concierge	Trespass	Trespassers	Robinson	RS Gym	2 young trespassers ringing the intercom to get in to the Robinson South Gym. Managed to get in but They have just left the Gym after 45 min. No Fire Marshall arrived	Other		
09/05/2024	15:20:00	Sonam Rajal	Trespass	Trespassers	Robinson	DDA lift lobby	3 trespassing just gone into the DDA lift lobby. entered through the side entrance to Robinson, then went to the carpark Heading towards Madison. Reported to WPS. Trespassers left, not CCTV afterwards.	Other		
09/05/2024	16:25:00	Amma	Trespass	Trespassers		LEXINGTON rooftop	Lexington rooftop school kids. Removed by Fire Marshall	Other		
09/05/2024	16:38:00	Sonam Rajal	Trespass	Trespassers	Robinson	DDA lift lobby	Group of 4 males (school kids) have entered the DDA lift lobby , Making way over towards Madison.	Other		
09/05/2024	17:27:00	Brunel B	Trespass	Trespassers	Alameda		Alameda block B main entrance. We have an issue with the door and few kids been going in and out. Just removed about 7 of them that I came across. Then saw them making their way towards Landsby. Assistance for Fire Marshall to station for a while.	Other		
09/05/2024	17:33:00	Ifthikar Ziyahudeen	Trespass	Trespassers	Robinson	n/a	CG & Madison watch out for one guy Been kicked out of Robinson that said his mum lives there.	Other		
10/12/2024	19:22:00	Concierge	Trespass	Trespassers	Landsby	LE 14th floor	please can you check Landsby east 14th floor. Resident reported potential trespassers	Other		
20/09/2024	19:04:00	Malia	Trespass	Attempt Trespassers	Canada Gardens	Heward	there's a massive group, they're going up to residents pretending their friend has been injured to try and gain access - called WPS as they're still sat outside Heward.	Not required		
19/09/2024	18:12:00	Jonathan Abraha	Trespass	Trespassers	Canada Gardens	Club House	Trespassers entered the Lismer building. Seen in Club House. Removed	Not required		
18/09/2024	15:05:00	Fire Marshal	Trespass	Trespassers	Canada Gardens	Club house	Caught trespassers in club house CG, Same kids as yesterday around. removed	Not required		
12/05/2024	14:34:00	Amma	Trespass	Trespassers		Lexington	had a police officer at the front desk regarding Lexington trespassers, now I'm aware we don't manage them but it's gotten to the point the doors are being broken to trespass on to the rooftop.	Police		
11/05/2024	20:27:00		Trespass	Trespassers	Robinson	RW lobby	Five IC3 females, Seven IC3 males and one IC2 male walked past the RW lobby shouting & playing music. They entered the blue car park ground level. Informed WPS control room, who called back to say they were removed from blue car park level 2.	ECR		
12/05/2024	04:41:00		Trespass	Homeless Trespasser	Robinson	RW lobby	As I was walking towards the RW internal lobby door I could smell a strong unbearable smell. I looked to the right and I could see the bottom half of a sleeping bag near the blue car park ground floor lifts door.Informed WPS control room who removed them. Sprayed airfreshner throughout the lobby.	ECR		
13/05/2024	15:09:00	Fire Marshall	Trespass	Trespassers		Lexington	Just removed 3 IC2 males from Lexington roof top	Not required		
14/09/2024	15:58:00	Piotr W	Trespass	Trespassers	Canada Gardens	Heward 12th floor	12th floor of Heward , trespassers reported by resident. Fire Marshal checked 12th floor and all the other floors too. No trespassers found, but There's condoms all over the floor on 12th floor staircase	Other		
15/05/2024	17:10:00	Concierge	Trespass	Attempt Trespassers	Madison	Madison West	Some trespassers were trying to enter Madison West. Fire Marhsall called to observe area.	Not required		

16/05/2024	15:16:00	Fire Marshall	Trespass	Trespassers		Lexington	Just removed from Lexington, caught moking in stairwell.	Not required		
13/09/2024	18:20:00	Concierge	Trespass	Trespassers	Canada Gardens	Heward	Heward building trespassers - please remove they are a large group and apparently they are intoxicated. This is causing a disturbance and security risk to residents as they are intoxicated. Fire Marhsal assitance called. They left before arrival	Other		
16/05/2024	19:26:00	Sonam Rajal	Trespass	Trespassers	Robinson	East Lobby	Trespassers called the intercom and ignored me, saw a resident exit and walked into East lobby	Not required		
17/05/2024	15:05:00	Yasmin	Trespass	Trespassers	Beton	Rooftop	Trespassers at Beton roof top. They have entered after a resident. The resident just reported. Fire Marshall removed.	Other		
18/05/2024	21:35:00	Leonard Keane	Trespass	Trespassers	Robinson	Gym	I was looking at the resident's gym via CCTV when I noticed two IC3 males in the gym taking pictures. The first male who I will refer to as Male A was wearing a black sports cap, with short dreadlocks. He was wearing a black sports jacket, black t-shirt with black tracksuit bottoms and black and white trainers. The other Male who I will refer to as Male B was wearing a blue sports cap with the letter B on it in white writing. He was also wearing a black jacket with a Nike logo on it, with the top of a white t- shirt visible underneath, black tracksuit bottoms with a Nike logo and light grey & white trainers. I went over to the gym to ask them if they are resident's and have a fob. Male B claimed his sister lived in Robinson but could not give an apartment number and they did not have a fob. Escorted them out of Robinson and informed WPS control room. Reviewed Gym entrance CCTV at 21:25:26 which shows them knocking on the gym door. They keep knocking then wait around the corner and enter at 21:31:19 as a female resident is leaving the gym.	Other		
20/06/2024	20:30:00	Nuno F	Trespass	Trespassers	Ferrum	Entrance - White Horse / Gym	Same group came back today - tried pulling the door open at the White Horse Entrance - I had to lock the door for the night as they said they would be coming back to gain access thoughout the night - DM was notified and police were called again as they came in to threaten me for not letting them into the building - A few residents witnessed this and told them to leave - a sign was put up to inform residents to use main FE1 entrance at night. - They then came back at 5.30am and was waiting outside the main entrance until someone came out - I was in the back office observing all of this and called the DM who told me to call WPS - they told me to call the police again and inform them that they had come back - WPS attended and moved them along - Upon reviewing the CCTV its clear that they had a knife which is seen being taken from a sock and tucked in the waistband which im assuming they had full intention of using if they had seen me. Same Trespassers as last night.	Police		
19/05/2024	n/a	Sandeep Singh Mathu	Trespass	Trespassers	Alameda	11th floor terrace	trespassers was removed from Alameda 11th terrace floor they got in by tailgateing a resident from the back door entrance of Alameda	Not required		
19/05/2024	n/a	Leonard Keane	Trespass	Trespassers	Robinson	RS 23rd floor	During my patrol I discovered two IC1 male trespassers on RS floor 23. One on the staircase and the other was in the toilet. I will refer to them as Male A & Male B. Male A has short brown hair, wearing a white hooded jumper, black tracksuit bottoms and white trainers. Male B has short brown hair, wearing a black hooded jumper with a chain logo in the centre, black tracksuit bottoms & black trainers. I asked them if they have fobs which they said is inside their apartment. They said their apartment number is 87 which does not exist and did not want to give their names. I escorted them out of Robinson and they were seen headed towards Lexington, Bowery and Madison direction. Infromed WPS control room and shared the picture of the trespassers to inform the other concierges on the Pace group chat. Reviewing CCTV shows they entered RS floor 23 from RS lift 2 at 01:27. They entered RS lift 2 from the RS festival gardens podium entrance by activating the emergency door release button (Now locked again). Reviewing RS podium cam 2 shows they entered the gardens from the RW podium entrance. They came up from floor 4 RW after taking the lift from floor 2 storage area. They had forced the door maglock open from the Blue carpark level 1. They can then be seen from RW H 2 storage corridor CCTV camera at 01:06 forcing the door maglock open by pulling on the door handle. The two doors maglocks need to be extra reinforced as this is a clear weakness. Short video on the concierge phone.	Other		
10/09/2024	21:11:00	Concierge	Trespass	Trespassers	Canada Gardens	n/a	Tow boys trespassers running towards Madison both are drunk. They entered in a Canada Gardens I kicked them out now they are near to Madison.	Not required		
20/05/2024	15:06:00	Ifty Z	Trespass	Trespassers	Robinson	Car Park	Trespassers in the Robinson car park. Just saw them as we were driving past	Not required		
09/12/2024	12:55:00	Concierge	Trespass	Trespassers	Landsby	15th floor	trespassers on the 15th floor in Landsby east	Other		
20/05/2024	16:48:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairwell	Trespassers in the DDA stairwell in Robinson west. Just entered the residents car park	Other		
20/05/2024	17:37:00	Sonam Rajal	Trespass	Trespassers	Robinson	Car Park	Just seen three school boys enter the carpark in Robinson. they've entered Robo through the basement entrance. They've been trying to gain access all day. Some have managed to get through. More are coming through west entrance and entering Robinson. Tresspassers reported trying to enter Robinson west 17 floor and others spotted on Robinson South rooftop. Fire Marshall escorted them out. Large group of around 15	Other		
09/09/2024	17:42:00	Malia	Trespass	Trespassers	Canada Gardens	Lismer	There's a group outside of CG Lismer building, a resident just refused access to them and called to let me know. Later 2 enter the building and were aggresive with Residents. Later seen outside Lismer benches by Fire Marshal. Wembley Security notified	Other		
22/05/2024	n/a	Ahmed Abdi	Trespass	Trespassers	Beton	Rooftop	Trespassers were on rooftop of Beton, so me and the Madison guard had them removed.	Other		
22/05/2024	09:34	Fire Marshall	Trespass	Trespassers	Madison	Lexigton rooftop	TrespassersJust removed from Lexington roof top by Fire Marshall	Not required		
22/05/2024	12:40	Emilia	Trespass	Trespassers	Robinson	Den	3 teenagers just in the Robinson lift they said they are residents friends currently sitting in the den. I have told them to leave but they seem resistant. They've left and are walking down union park past Lexington (by Liane Evans)	Other		
22/05/2024	14:05	Concierge	Trespass	Trespassers	Robinson		resident in 651 Rob East reported someone who tailgated their delivery driver. They've gone through the stairs after the pink door. Just checked the cameras back to the point of entry and a resident let the guy in himself. Later removed by Fire Marshall, caught in car park rolling up	Other		
22/05/2024	17:51	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairwell	Group of kids just entered the DDA stairwell in Robinson west. They've gone down Canada Lane towards Seath and Jackson. It's a group of around 10 kids.	Not required		
04/09/2024	13:36:00	Malia / Scott	Trespass	Trespassers	Canada Gardens	Club House	2 teens atailgate into Heward building - I have CCTV up but please keep an eye out - resident reported. Later seen at Club House. 4 teens. Removed by Fire Marshal	Other		
22/05/2024	19:39	Brunel B	Trespass	Trespassers	Beton	Rooftop	Trespassers in Beton rooftop. 11th floor Stairway/rooftop. They are hiding by the stairway. Night team to attend.			
23/05/2024	17:23:00	Concierge	Trespass	Trespassers	Beton		we had a report of a kid tailgating to enter Beton.Appearance of roughly 16-17yrs old, dark hoodie and jeans, short hair.Located at First floor terrace . Removed by Fire Marshall			
24/05/2024	n/a	Shaheryar Saghir	Trespass	Attempt Trespassers	Beton	Rooftop	One residence call or text on conceirge mobile some teenagers tresspassers in BETON rooftop i go there and check rooftop and all building no one is there	Not required		

25/05/2024	20:00:00	Leonard Keane	Trespass	Trespassers	Robinson	RW 17th floor social space	The day concierge said a resident reported more than 7 people vaping on the RW floor 17 social space.I called the CG concierge and we went to RW 17th floor to find six teens sitting down with one of them vaping. One claimed to have a friend that lives here but could not give a name or apartment number. They also did not have any fobs. We removed them from RW and called WPS control room to inform them. I shared the picture on the Pace group chat to make the other concierges aware. Reviewing RW super lobby entrance lobby CCTV shows the teens entering the blue car park entrance at 19:10:54. They then go to the basement level force the maglock open into the resident's car park. RW carpark entrance CCTV at 19:12 shows them forcing the door and maglock open. RW H-17- Taxi CCTV shows them enter at 19:13:40 after forcing the maglock and door open. Short videos on the concierge phone. Update further review of CCTV shows there were six more teenage trespassers. Three more of them entered from the blue car park ground level forced the two car park doors open and then the door on the 17th floor of RW. Two more do the exact same thing not long after. The final one was let in the RW main lobby entrance when one of the teens came down to the main lobby to let him in. These six teens had already left the 17th floor and out of the RW main lobby confirmed by CCTV before my shift had started. Short videos on the concierge phone for these teens also.	Other		
04/09/2024	17:15:00	Fire Marhsal	Trespass	Trespassers	Canada Gardens	Lismer	3 trespassers just removed from Lismer CG.	Not required		
03/09/2024	18:14:00	Concierge	Trespass	Trespassers	Canada Gardens	Club House	Trespassers in Clubhouse. Removed by Fire Marshal	Other		
26/05/2024	22:50:00	Brandon East	Trespass	Homeless Trespasser	Madison	Lexington	Basement staircase alarm set off, looked like someone had been sleeping there			
02/09/2024	?	Shaheryar Saghir	Trespass	Suspected Trespasssers	Canada Gardens	Not mentioned	two guys told me we are here from enforcement team to recover a council tax. i stopped them but forcefully entered in building and they said to me you are not allowed to stop us we have a right to enter in a building. they are not show any document or ID and warrant and Bay leaf to recover any council tax. forcefully entered in a building. i informed the Duty manager and building assistant manager	Other		
26/05/2024	19:01:00	Emilia	Trespass	Trespassers	Robinson	17th floor robinson	here is a group of teens close to the taxi on the 17th floor robinson. It's 6 of them. Escorted out by Fire Marshall	Other		
27/05/2024	13:31:00	Yasmin	Trespass	Trespassers	Beton	Corridors	resident just reported that there is a couple of teenagers in Beton. Walking around the corridors			
27/05/2024	14:55:00	Fire Marshall	Trespass	Trespassers	Madison	Lexington	Trespassers removed from Lexington Rooftop	Not required		
27/05/2024	15:37:00	Concierge / Ifty	Trespass	Trespassers	Robinson	17th floor	Same people at Robinson. One has gone to the car park. Via the side door in Robinson 17th floor. chased them away they were rolling weed in the social space.and Another crew just hanging out Robinson. They were all on the 17th/18th floor Robinson. Fire marshall attended. but they left	Other		
27/05/2024	19:18:00	Michael A	Trespass	Trespassers	Beton	n/a	Some kids just tailgated into beton. Fire marshall attended but they left	Other		
28/05/2024	n/a	Ahmed Abdi	Trespass	Trespassers	Beton	11/12 floor staircase	Trespassers entering Beton building, same ones as before. Tend to stay on the 11/12th floor staircase. Removed from site. A few residents have lodged complaints about the issue as they've threatened the residents and also caused some damage to the building.	Not required		
28/05/2024	11:22:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairwell	just had 2 kids entered the DDA stairwell in Robinson West. they are on the 17th floor. Ifty & liane kicked them out.	Not required		
09/12/2024	16:54:00	Fire Marshall	Trespass	Trespassers	Landsby	Lobby	Just removed some trespassers while on patrol. Caught them going in Lansby East	Other		
28/05/2024	16:11:00	Ifty Z.	Trespass	Trespassers	Robinson	17th floor	there is a police chase outside Robinson with some youth. Fire Marhsall saw about 30 mins ago while on patrol, there are still a lot of them circulating possibly looking for some youth saw running. But at 16:24 those kids are back in Robinson. Went in through the DDA door 4 of them. they are on the 17th floor Robinson. This is the same group of kids that were being chased by the police. Later removed by Fire Marshall	Police		
01/09/2024	13:10:00	Malia	Trespass	Trespassers	Canada Gardens	Club House	there are two people sleeping on the sofas in the club house and I think they are not residents of Canada, this morning they asked me to open them in lismer for the reason that they don't have a key, and I didn't open it but still they entered. These guys leave the premises and heads towards market square. Fire Marshall is currently standing along all Heward, Lismer, Collyer entrances keeping an eye.	Other		
28/05/2024	18:59	Ifty Z.	Trespass	Trespassers	Robinson	Rob South 23rd floor	Trespassers in Robinson South 23rd floor. They have gone down the stairs. Going down the lift, removed by Fire Marshall	Other		
28/05/2024	19:35	Brunel B	Trespass	Trespassers	Beton	12th floor	About 6 to 7 trespassers in Beton. Looks to me like they have some weapons. Like metal spoons/ wooden spoons. Heading to the 12th floor rooftop. They've triggered the fire alarm in the building and most of them are in mask.Wembley Park security are heading there to support. Police has been notified as well (Farouk O) as that they are armed with weapons. The one in the grey jumper looks like he is carrying a Stanley knife. A long wooden stick was left on lift by the group on their way out.	Police		
29/05/2024	n/a	Ahmed Abdi	Trespass	Trespassers	Beton	Rooftop	People that aren't residents trying to enter Beton and trying to also access the roof during the night. Had to do an emergency close to prevent them from accessing the roof.	Not required		
09/12/2024	17:35:00	Concierge	Trespass	Trespassers	Landsby	15th floor	trespassers on the 15th floor in Landsby east	Other		
29/05/2024	16:47	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairwell	Group of 4 kids trying to get into buildings. Just moved them on from Robinson.Same teenagers of yesterday went up using DDA stairs next to Robinson (Ifty). Looks like the same kids that were just in Landsby (Greg Arabian - and confirmed by fire Marshall). Then seen by Fire Marshall at Canada garden front side of heward entrance .	Other		
30/08/2024	19:42:00	Malia	Trespass	Trespassers	Canada Gardens	Club House	trespassers outside the CG Clubhouse. Fire Marshal assistance required.	Other		
29/05/2024	17:39	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairwell	Another 8-10 kids just entered the DDA stairwell in west. Later Another 2 kids just entered the DDA stairwell. Group are now on the 18th floor in Robinson West. Later Group have split up. Some are on west rooftop, some on south rooftop. Reported to estate team but apparently they couldn't see a group of kids going through the door on their CCTV	ECR		
30/05/2024	22:26:40	Antony Urena	Trespass	Trespassers	Madison	Madison West rear entrance.	At approximately 22:27:20 on May 30th, 2024, a group of unidentified boys was seen entering the residents' lounge. Upon further inspection after removing the trespassers at 22:37, On cctv it is shown at 22:26:40 the boys entering the building by using force. On the cameras you can see the door being damaged.	Not required		
30/05/2024	13:31:00	Concierge	Trespass	Trespassers	Robinson	the Den	kids roaming around they tried to come in, then Group of 7 seen in the den. They are now by the lift 17. Escorted out by Fire Marshall	Other		
30/05/2024	14:49:00	Concierge	Trespass	Trespassers	Robinson	DDA doors	Another group again Went through DDA Doors. All removed by Fire Marshall	Other		
30/05/2024	15:34:00	Emilia	Trespass	Trespassers	Robinson	DDA stairs	Another group of teens just entered again via the DD stairs. Different group from the previous one reported.Currently forcing the door. They're currently on the 2nd floor mezzanine. One group entered the building lobby via South. The other one is currently on the DD STAIRS. They went back out but they are by the entrance. 4 removed by Fire Marhsall. the others spotterd at RW 2nd floor. Removed by fire Marshall	Other		
30/05/2024	17:10	Concierge	Trespass	Trespassers	Robinson	RE lift	Other 2 seen on CCTV Robinson East side lift. Forced a door to enter. Maglog prob broken.			
30/05/2024	19:29	Brunel B	Trespass	Trespassers	Beton	Mezzanine	Trespassers in Beton mezzanine. They are about 9 kids in total. Fire Marshall requested. All clear	Other		
31/05/2024	13:12:00	Liane Evans	Trespass	Trespassers	Robinson	17th / 18th floor	2 kids on the 17th floor in west. Later taken the lift to the 18th floor. Back on the 17th floor then. All clear when Fire Marshall attended	Other		
21/08/2024	14:49:00	Malia	Trespass	Trespassers	Canada Gardens	Club House	assistancerequired in the clubhouse teens trespasing. Removed by Fire Marshal	Other		
31/05/2024	18:34:00	Emilia	Trespass	Trespassers	Robinson	The Den	Group of teens in the Den. Two more just entered via the DD stairs. More reached the 17 th floor. They came in via the basement. Fire Marshall escorted them outside the premises and gonna let Estate control know.	Other		
31/05/2024	18:57:00	Concierge	Trespass	Trespassers	Beton	Rooftop	Resident just called to report tailgaters on beton roof - claims she knows them as they've trespassed before. She called back to report that 3 kids came running out of the building. Fire Marshall checked. All clear	Other		

31/05/2024	19:39:00	Concierge	Trespass	Trespassers	Robinson	17th floor	Resident advised that group of teens just entered from the basement. They have entered the lifts. They sometimes hide inside the phone booths on the 17th floor. Fire Marshall Found them, escorting them outside.	Other		
01/06/2024	18:01:00	Concierge	Trespass	Trespassers	Robinson	n/a	we have someone Football fans that managed to get into the building and a few alarms have been triggered. a few trespassers tailgate a resident . Alarm reseted by Fire Marshall	Other		
19/06/2024	21:00:00	Nuno F	Trespass	Trespassers	Ferrum	Gym	Group of 3 boys tailgated residents inside from White horse entrance - one of them lives in Vantage- they wanted to use the gym and have been coming for the past days - they said the night concierge on duty lets them into the gym - made threats to to myself saying they would beat me up etc. I told them to leave or i would call the police - they went up to the gym for 2-3 minutes and started punching the boxing bag - as i was about to calling the police they left the bulding - a resident came down from the gym and said he had seen them there a couple times and that the person on duty just let them be there. I saw Rod from the R.T and he said he had an interaction with the same group not too long ago as they were trying to come into the gym in building.	Not required		
02/06/2024	15:31:00	Michael	Trespass	Trespassers	Beton	Gym	Multiple reports of kids in beton kicking apartment doors and now hanging out in gym. as we've had 3 separate complaints about these two. Escorted out by Fire Marshall	Other		
19/08/2024	15:46:00	Jonathan Abraha	Trespass	Trespassers	Canada Gardens	2nd floor Thomson	Same Trespassers on the second floor Thomson. Removed by Fire Marhsal.	Other		
03/06/2024	11:56:00	Concierge	Trespass	Trespassers	Robinson	DDA door	trespassers in the Robinson they went through the DDA door . Left before Fire Marshall arrived	Not required		
03/06/2024	14:41:00	Emilia	Trespass	Trespassers	Robinson	DDA Stairs	Trespassing via the DD stairs.. A group of them just left via the west lobby.	Not required		
03/06/2024	14:45:00	Liane Evans	Trespass	Trespassers	Robinson		trespassers in the Robinson Just got in the lift. Look like their going up to the 18th floor.They go to Alperton High School. saw it on one of their name badges. 2 girls just saw them in the lift lobby on the 2nd floor. Later left	Not required		
17/08/2024	13:57:00	Concierge	Trespass	Unauthorised sales	Canada Gardens	Seath 5th floor	Sales person knocking on residents door, wearing a green hat on 5th floor Seath. Not found by Fire Marshal	Other		
03/06/2024	17:48:00	Ifty Z	Trespass	Attempt Trespassers	Robinson	n/a	3 tried to enter Robinson just now. Got them out now they are heading towards CG & Madison	Not required		
04/06/2024	20:07:00	Leonard Keane	Trespass	Trespassers	Robinson	blue car park gound level.	Four teens at 20:07 entered the blue car park gound level.Worked with my security colleague who removed them at 20:08 before they could find a way into Robinson itself. Informed and shared image on the Pace group chat and informed WPS control.	Other		
04/06/2024	11:13:00	Yasmin	Trespass	Trespassers	Beton	Mezzanine	Trespassers in Beton M floor. Residents are being intimidated by these kids. Cleared by Fire Marshall	Other		
07/12/2024	16:05:00	Concierge	Trespass	Trespassers	Landsby	LE 2nd floor	trespassers in Landsby East 2nd floor	Other		
14/08/2024	19:01:00	Yusuf Khalifa	Trespass	Trespassers	Canada Gardens	Emily's Play House	Trespassers at Emily's playhouse in CG . Usually it's the Lismer building they walk through. Stair ways or underneath the pirate ship also. Found and removed by Johnatan			
07/12/2024	21:12:00	Adan J.Abdi	Trespass	Trespassers	Landsby	LE lobby	4 trespassers in Landsby East lobby area. Reported by Resident. Removed. WPS was contacted as well.	Not required		
13/08/2024	10:01:00	Piotr W	Trespass	Trespassers	Canada Gardens	Gym	Trespasser in CG gym. Removed by Fire Marshal	Other		
05/06/2024	14:59	Shane A	Trespass	Unauthorised sales	Madison	lobby	3 hello fresh people are standing outside the door in the alley way entering Madison from Canipy nursery. They've come to reception. I've explained to them that they're not to do it around any building. Removed by Fire Marshall	Other		
05/06/2024	16:04	Emilia	Trespass	Unauthorised sales	Robinson	R South	Hello Fresh is knocking on doors in Robinson south. Received two calls from residents to notify.Seems to be 3 of them . One left the 11th floor . Cannot locate the other 2. All Escorted out by fire Marshall	Other		
06/06/2024	11:32:00	Yasmin	Trespass	Trespassers	Beton	n/a	We have some transpassers. They have left now, but might've backed around 5 teenagers in Wembley high school uniform	Not required		
06/06/2024	15:03:00	Emilia	Trespass	Trespassers	Robinson	17th floor	Group of trespassers girls on the 17th floor lift lobby. It's 5 of them They have entered the lift. They're now walking towards the Rob west exit door and left	Not required		
06/06/2024	17:21:00	Yasmin	Trespass	Trespassers	Alameda	Rooftop	we have just removed 4 girls transpassers from Alameda rooftop. They were very rude	Not required		
08/06/2024	14:02:00	Concierge	Trespass	Unauthorised sales	Repton Gardens	8th floor	Resident from 834 Birch House rang to sat that someone was knocking at her door to sell something.she didn't open door and told	Not required		
13/08/2024	15:19:00	Fire Marshl	Trespass	Unauthorised sales	Canada Gardens	Jackson / Seath	Caught one vendor in Jackson and have asked them to leave. Just removed from seath. Also from company called Green Chef.	Other		
09/06/2024	13:21:00	Concierge / Sonam F	Trespass	Trespassers	Madison		some trespassers in Madison. these are the same boys from yesterday.			
13/08/2024	18:24	Jonathan Abraha	Trespass	Unauthorised sales	Canada Gardens	Jackson	Jackson building - same sellers knocking on doors please remove	Other		
12/08/2024	19:45:00	Concierge	Trespass	Unauthorised sales	Canada Gardens	Collyer	Hello Fresh from Collyer building. Request removal assistance by Fire Marshal	Other		
11/08/2024	18:26:00	Malia	Trespass	Trespassers	Canada Gardens	Heward	Two teenagers just tailgated via Heward entrance - Escorted out by Fire Marshal	Other		
11/06/2024	18:06:00	Ifty Z.	Trespass	Trespassers	Robinson	DDA Staircase	Someone reported 3 kids sniffing helium balloons on the DDA staircase in Robinson leading towards Blue parking. Removed by fire Marshall	Other		
11/06/2024	19:40:00	Ifty Z.	Trespass	Trespassers	Robinson	17th floor	Trespassers on 17th floor ROBINSON WEST. They are in the phone booth. Removed by Fire Marshall	Other		
08/08/2024	17:18:00	Scott Berry	Trespass	Trespassers	Canada Gardens	Podium	podium 4 trespassers. Escorting them out and They're walking towards Madison, through Union park . same 4 from Lexington	Not required		
12/06/2024	15:21:00	Michael	Trespass	Trespassers	Beton	12th floor	2 Trespassers at Beton. Heading 12th floor beton rooftop. Removed by Fire Marshall	Other		
13/06/2024	11:44:00	Concierge	Trespass	Trespassers	Beton	Rooftop	Trespassers on the rooftop in beton. Same as the ones from yesterday. Removed	Other		
05/08/2024	09:56:00	Concierge	Trespass	Trespassers	Canada Gardens	Clubhouse	Trespassers in the clubhouse. Removed by Fire marshal	Other		
15/06/2024	18:23:00	Concierge	Trespass	Trespassers	Beton	n/a	kids tried tailgating in beton. seen them before when working on site. Very rude young boys. they went towards madison	Other		
15/06/2024	18:32:00	Concierge	Trespass	Trespassers	Madison		These kids have trespassed into Madison. Escorted out by fire marshal. As they may go to another building, notified Wembley Park control, and they left premises	Other		
17/06/2024	20:54:00	Sandeep Singh Matl	Trespass	Trespassers	Beton	Rooftop	escorted some trespassers out the building that tailgated a resident and they made their way to the 12th floor (roof) but was quickly removed by me.	Not required		
17/06/2024	16:27:00	Concierge	Trespass	Trespassers	Robinson	DDA door	trespassers in Robinson. they went through the DDA door. 8 boys . Removed by Fire marshal	Other		
18/06/2024	12:30:00	Concierge	Trespass	Trespassers	Beton	12th floor rooftop	3 trespassers in Beton currently at the 12th floor rooftop. Removed by Fire Marshal	Other		
18/06/2024	14:23:00	Malia	Trespass	Trespassers	Madison	Lobby	Just had 2 young guys demanding access to the roof terrace, to which I refused, as they're not residents	Not required		
18/06/2024	15:22:00	Fire Marshal	Trespass	Trespassers	Madison	Lexington	Just escorted off lexington. Caught them smoking 12 floor stairwell	Not required		
04/08/2024	19:18:00	Concierge	Trespass	Trespassers	Canada Gardens	Podium	trespassers on the podium in CG, they're wearing hoodies. Fire Marshal called	Other		
18/06/2024	17:24	Concierge	Trespass	Trespassers	Robinson	n/a	two trespassers. They have left Robinson but may try to enter nearby developments	Not required		
18/06/2024	22:33	Wembley Park Security	Trespass	Trespassers	Madison	Entry next to electrical cabinet	Wembley Park Control received a call from Wembley Stadium regarding a suspicious male that entered the Madison building (entry next to electrical cabinet) I have spoken with Madison concierge.Male was wearing black clothes with a red apron and military style hat. I have updated guards on our side.			
01/06/2024	20:35:00	Concierge	Trespass	Trespassers	Ferrum	n/a	group claims to be a resident's friend. kicked them out	Not required		
19/06/2024	17:43:00	Liane Evans	Trespass	Trespassers	Robinson	Basement	2 female trespassers just tried to enter into Robinson through the basement, then gone back on the DDA stairwell. School girls, left later.	Not required		
19/06/2024	18:57:00	Concierge	Trespass	Trespassers	Robinson	n/a	Two teens entered Robinson, they left shortly after.	Not required		
20/06/2024	16:03:00	Fire Marshal	Trespass	Trespassers	Robinson	n/a	Just removed a lc3 male who got in from side door Robinson	Not required		
02/08/2024	18:28:00	Fire Marshal	Trespass	Trespassers	Canada Gardens	Podium	I've just seen one of the usual trespassers in the podium. Removed	Not required		

18/05/2024	19:00:00	Farouk Omarshah	Trespass	Trespassers	Ferrum	FE3 Large Gate	Football fans have managed to get through the large gate on fe3 facing the stadium and red carpark. Its all clear no sight of any trespassers - Fire Marshall. There's police stationed right outside the gate	Other		
01/08/2024	18:32:00	Malia	Trespass	Trespassers	Canada Gardens	Club House	A resident just reported a group of kids, jumping through the CG Clubhouse window - they're on the lounge side. Removed - usual trespassers	Other		
24/06/2024	17:40:00	Emilia	Trespass	Trespassers	Robinson	1st floor DDA stairs	Some trespassers on Robinson DDA stairs, 1st floor. looks like they are smoking weed. Escorted out	Other		
25/06/2024	15:17:00	Hamza - FM Team	Trespass	Attempt Trespassers	Robinson	RW entrance	Me and fevique were doing a job in Robinson west as we used our fob to go through doorthere was a random boy against wall and as we went through door he used his foot to stop door closing.Fevique questioned him and asked what he's doing he said he came to see his brother we didn't allow him through and told reception team. As we came back down lift from completing job we saw him in the lift heading to basement	Not required		
31/07/2024	17:40:00	Sonam R	Trespass	Attempt Trespassers	Canada Gardens	Collyer	a resident call from collyer said a group of 15/16 year olds followed her through collyer entrance. Fire Marshal called to scope the building, as cctv can't see anything. All clear, no one found.	Other		
25/06/2024	21:21:00	Leonard Keane	Trespass	Trespassers	Robinson	RW 17th floor	Three Teens, removed from Robinson West 17th floor..They appered on RW floor 17 near the Taxi. Escorted out of RW entrance. Reviwed CCTV they entered via the blue car park gound floor at 21:06. They then forced open the two basement doors and maglocks at 21:07. They force open the RW 17th floor door at 21:08 on the same side as the Taxi. Short video shared on the trespassers group.	Not required		
21/11/2024	12:51:00	Daniel Parton	Trespass	Trespassers	Landsby	LE Rooftop	Trespassers landsby east roof. Looks like the same two from Repton. Removed by Fire Marshal.	Other		
29/07/2024	18:49:00	Malia	Trespass	Attempt Trespassers	Canada Gardens	Gym	kids waiting to trespass into the CG gym. Fire Marshal called.	Other		
27/07/2024	21:35:00	Bernard Opoku	Trespass	Trespassers	Canada Gardens	Thomson 26 Peak	I recieved a call from Muhammad of Robinson, telling me that there were 2 people at the roof top.I quickly rush to 26 Thomson Peak Roof top together with Muhammad. we told them to come down and we asked them what they were doing and they said they visited a friend and decided to have a look at Wembley stadium event. They gave their names as Ted Baiwick and Thomas Morris. But refused to mention their friends name.	Other		
27/06/2024	17:04:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairwell	4 kids just caught smoking weed in the DDA stairwell. They've left now. They saw me as they were leaving. Last seen walking down union park towards Madison.	Not required		
27/06/2024	21:19:00	Leonard Keane	Trespass	Trespassers	Robinson	RW Lobby	A resident & her two friends entered the RW main lobby when the two male teens tailgated behind them.Removed from the RW lobby straight away. Called WPS control room to inform them.These two were found smoking in the DDA stairwell earlier today.	Not required		
27/06/2024	22:28:00	Sandeep Singh Mathu	Trespass	Trespassers	Beton	Rooftop	Two teen trespassers ic6 and ic4 dressed in all black tracksuits both teens they tailgated a reasident and made there way to the 12th floor roof but could not open the door so i made way to beton politely asked them could you please leave the building as you guys are not resident they wasted no time and left, i sent pictures to the quintain trespasser group to alert all and notified wembley park security also, additional pictures are on the concierge phone	Not required		
28/07/2024	11:53:00	Sonam Rajal	Trespass	Suspected Trespasssers	Robinson	DDA Stairs	Same individual as yesterday, has been seen casually walking around this morning. He's on his own, walked towards DDA stairs then out again past Lexington/ Bowery.	Not required		
28/07/2024	16:56:00	Michael	Trespass	Trespassers	Beton	Mezzanine	Resident reported kids in beton Mezanine please. Probably 3. Removed by fire marshal	Other		
28/06/2024	04:20:00	Leonard Keane	Trespass	Trespassers	Robinson	RW 17th floor	Me & the Alameda concierge removed the IC1 male from the phonebooth room on the RW 17th floor and escorted out of the building. Informed WPS control and shared photo with them. I can confirm that the IC6 male had already left the building at 03:41 via CCTV. Further reviewing CCTV shows they first entered the blue car park ground level at 03:35, they then forced open the two carpark basement doors and maglock at at 03:36. They entered the RW 17th floor social space at 03:38 by forcing the door open. Checking CCTV at 03:40 you can just about make out in the dark the IC6 male kicking the door open to leave the social space.	Not required		
29/06/2024	07:15:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Two male teen trespassers earlier this morning on the Robinson West 17th floor. One was found in the side room & escorted out of the building. The other one had already left the building	Not required		
30/06/2024	n/a	Ahmed Abdi	Trespass	Trespassers	Beton	Main Entrance	Resident complained about a trespasser following her in and swearing at her, however security outside escorted the trespasser out of the building.	Other		
01/07/2024	18:41:00	Yasmin - Concierge	Trespass	Trespassers	Beton	Mezzanine	Beton M floor as there are a group of trespassers. Fire Marshal attended but no one found.	Other		
02/07/2024	17:53:00	Concierge	Trespass	Trespassers	Beton	Mezzanne	Reports of 2 kids in Beton Mezzanine floor.Removed by Fire marhal, but There is an issue with main door again, its staying open longer than usual	Other		
26/07/2024	19:06:00	Salma	Trespass	Trespassers	Canada Gardens	Podium	Resident reported group of teenagers on the podium CG. They're throwing things at residents -Theres a group of them dashing rocks and running away. Fire Marhsal called and confirmed They've all left.	Other		
03/07/2024	19:01:00	Shane Hazarika	Trespass	Trespassers	Madison	Floor 2	2 girls and a gent trying to get into Madison east entrance. They've gotten in tailgating floor 2. escorted them out but they're lingering around the east entrance now.	Not required		
18/11/2024	12:53:00	Emilia	Trespass	Trespassers	Landsby	Landsby East rooftop	A resident also called mentioning that a group of teens was seen in the rooftops in Landsby east. Fire Marshal escorted them out	Other		
04/07/2024	14:37:00	Sonam Rajal	Trespass	Trespassers	Robinson	DDA Stairs	group of boys gone through the DDA stairs. They went in and came back out after 2mins. additional locks added on level 1	Not required		
07/11/2024	15:14:00	Concierge	Trespass	Trespassers	Landsby	LE 15th floor	2 trespassers on the rooftop in landsby East 15th floor. Removed by Fire Marshal	Other		

04/07/2024	20:55:00	Leonard Keane	Trespass	Trespassers	Robinson	RS Lobby	Six teenage trespassers, two tailgate behind a resident into the RS lobby at 20:55 with the other four tailgating behind another resident at 20:56. They take RS lift 2 to the 23rd floor lift lobby. Escorted from RS 23rd floor lift lobby out of the RS entrance at approx 21:07. They did not want to leave the area from outside of RS. I waited in the RS lobby, I called WPS control room who sent a guard approx 22 mins later to remove them from the area. Videos and photos sent to the trespasser group chat	Other		
05/07/2024	16:28	Brunel Basunda	Trespass	Trespassers	Beton	Snug room	Trespassers in Beton snug room. Trespassers broke the sign. Escorted out.	Other		
05/07/2024	15:31	Liane Evans	Trespass	Trespassers	Robinson	DDA stairwell	Trespassers trying to get in through the Robinson west entrance, asked them to leave and they're now trying to enter the building through the DDA carpark. A group of kids just entered the DDA stairwell in Robinson West. Removed by Fire Marshal.			
05/07/2024	18:03	Brunel Basunda	Trespass	Trespassers	Beton	Snug room	Same Trespassers, Looks like they are now in Beton snug room. About 10 of them. They left before Fire Marshal arrived	Other		
05/07/2024	21:34	Sandeep Singh Mathu	Trespass	Trespassers	Beton	Snug room	Trespasser in snug room in beton there was 3 males and 1 female all 3 males dressed in all black tracksuit and female in grey tracksuit, contacted wembley park security before making my way to beton, straight after trespassers got escorted out the building.	Not required		
06/07/2024	17:55:00	Yasmin	Trespass	Trespassers	Alameda	11th floor	at Beton, a group of teenagers are trying to get into the building, but 2 teenagers just left alameda 11th floor, the 11th floor door is not closing now.	Not required		
25/07/2024		Salma	Trespass	Trespassers	Canada Gardens	Club House	Group of teenagers smoking in the club house CG. Fire Marshal notified. All clear	Other		
06/07/2024	21:31:00	Sandeep Singh Mathu	Trespass	Trespassers	Beton	Snug Room	Trespasser in snug room and social space in beton there was more then 7 of them, contacted wembley park security before making my way to beton and called the D.M on shift which he did not attend himself as he was located in landsby which is closer to me but he called a agency (not pace) to assist me which he was in located in robinson we both escorted the group of young trespassers out of beton building with no problems	Other		
07/07/2024	12:11:00	Ifty	Trespass	Trespassers	Robinson	Gym	we have a non resident in the gym in Robinson. Left before fire mashal arrival	Other		
24/07/2024	17:44:00	Sonam R.	Trespass	Trespassers	Canada Gardens	Collyer	two have just entered collyer. Have gone through the stairs. trying to locate them on cctv think they are chilling in the stair case. Removed by Fire Marshal	Other		
23/07/2024	14:55:00	Fire Marshal	Trespass	Trespassers	Canada Gardens	Lismer	removed from Lismer.	Not required		
22/07/2024	18:36	Salma	Trespass	Attempt Trespassers	Canada Gardens	Heward	Trespassers trying to enter Heward	Not required		
10/07/2024	n/a	Ahmed Abdi	Trespass	Trespassers	Alameda	Block B entrance	Trespassers following residents into block b entrance.	Not required		
11/07/2024	16:20:00	Liane Evans	Trespass	Trespassers	Robinson	3rd floor	Group of kids in the blue car park. 3rd floor. Removed by Fire Marshal.	Other		
19/07/2024	19:47:00	Malia	Trespass	Attempt Trespassers	Canada Gardens	Collyer	Kids stood outside Collyer trying to tailgate after me	Not required		
06/11/2024	14:09:00	Faysal Q	Trespass	Trespassers	Landsby	LE 15th floor	2 trespassers in Landsby East 15th floor. 1 male and 1 female . Trespassers removed by Fire Marshal.	Other		
01/11/2024	21:00:00	Abdikarim	Trespass	Attempt Trespassers	Landsby	?	There was attempted trespass by a group of teenagers. It was prevented before they got into the building.	Not required		
12/07/2024	17:39:00	Sonam Rajal	Trespass	Trespassers	Robinson	DDA Stairs	Just had a group of kids enter DDA stairs. They've left through Robinson not sure how they got through but are gone now	Not required		
12/07/2024	17:39:00	Concierge	Trespass	Attempt Trespassers	Repton Gardens	n/a	some small kids tried trespassing through repton, but I prevented it, keep an eye out	Not required		
13/07/2024	18:10:00	Concierge	Trespass	Trespassers	Robinson	DDA door	trespassers in Robinson. They went through the DDA door. they were pulling the intercom door. ran out the side near the tennis courts. They are in Collyer now	Other		
15/07/2024	19:46:00	Salma	Trespass	Trespassers	Canada Gardens	Club House	Teenage trespassers in Clubhouse CG, then Teenagers smoking in Lismer stairs . Removed by Fire Marshal	Other		
14/07/2024	13:49:00	Piotr W	Trespass	Trespassers	Canada Gardens	Lismer	9th floor Lismer - resident just reported some kids smoking weed in the staircase. Fire Marshal attended and checked all floors, but they are not there anymore. But the whole staircase smells of weed	Other		
14/07/2024	18:15:00	Piotr W	Trespass	Homeless Trespasser	Canada Gardens	Lismer	floor 9 of Lismer, resident just rang that a homeless lady in wondering around there. Fire Marhsal went to check but no one found	Other		
16/07/2024	11:27:00	Modupe L	Trespass	Trespassers	Robinson	DDA door	some trespassers through the DDA door. Forced entry affecting maglock in the car park. Criminal damage done. They ran out	Other		
23/10/2024	12:22:00	Concierge / Emilia	Trespass	Trespassers	Landsby	Landsby East	trespassers between 14 & 15 floor. Landsby East. Fire Marshal called.The trespassers were found on the staircase.	Other		
19/07/2024	14:50:00	Liane Evans	Trespass	Attempt Trespassers	Robinson	Union Park grounds	groups of kids hanging around union park. Some are known trespassers so please keep an eye on CCTV.	Not required		
21/10/2024	13:50	Concierge	Trespass	Trespassers	Landsby	Car Park	trespasser in Landsby carpark trying to access it through the basement and broke one of our call points. Fire Marshal called	Other		
11/07/2024	19:15:00	Piotr W	Trespass	Trespassers	Canada Gardens	Collyer	Teenagers spotted in Collyer. 3 removed from Podium. Then one more removed, by fire Marhsal	Other		
21/10/2024	15:22	Maria Padilla /	Trespass	Trespassers	Landsby	Landsby East	just saw 2 trespassers entering to Landsby East and taking the lift. looks like they are either going to the 2nd floor podium or 15th	Other		
21/07/2024	18:18:00	Amma	Trespass	Trespassers	Madison	16th floor rooftop	Unsure if they are residents, claiming to be in 923, but I don't want to take a chance. Vaping on 16th floor Madison. Escorted out by Fire Marshal	Other		
21/07/2024	19:47		Trespass	Trespassers	Repton Gardens	Cherry House	Resident from apt 603reported a group of teenagers they were inside the cherry house they were knocking the door of apartments and they went outside the building around 19:50.(CCTV footage is in the concierge Phone)	Not required		
07/07/2024	16:25:00	Salma	Trespass	Trespassers	Canada Gardens	Varley / Collyer	sweep in Varley, a man followed a resident to the 11th floor and then took the stairs. Later he was spotted in collyer. All black outfit. No sign of the trespasser, as Fire Marshal checked all the floors	Other		
22/07/2024	19:31	Maria Delgado P	Trespass	Trespassers	Madison	ME 13th floor	some trespassers in Madison East 13 floor rooftop, removed by Fire Marshal	Other		
22/07/2024	19:36	Fire Marshal	Trespass	Trespassers	Robinson	n/a	group of kids are trying to get in CG side entrances, They are heading towards Robinson now. one of them urinated in stairwell but concerige does not know how to work cctv. Removed	Not required		
07/07/2024	17:56:00	Salma	Trespass	Trespassers	Canada Gardens	BBQ area	teenagers sat in bbq area on the podium - resident reported. Escorted out by Fire Marhsal	Other		
24/07/2024	16:15:00	Petra S	Trespass	Trespassers	Repton Gardens	Lobby	Requested Fire Marshal assistance as Tresspaser doesn't want to leave. Resolved and sorted.	Other		
07/07/2024	19:37:00	Salma	Trespass	Trespassers	Canada Gardens	Heward	A group of teenagers are in the heward lobby. Fire Marhsal attended, but they left	Other		
25/07/2024	15:35:00	Concierge	Trespass	Trespassers	Beton	11th floor	four kids smoking in Beton staircase, around 11th floor. 3 Just took lift and one is holding a vape. Not sure on 4th. they were well known trespassers from last year (Sonam R mentioned). Same boys that keep coming back. . Hamza FM Team spoke to them. They have now left	Other		
06/07/2024	20:13:00	Salma	Trespass	Trespassers	Canada Gardens	Emily's PlayHouse	5 teenage boys near Emily playhouse (podium)	Other		
03/07/2024	16:48:00	Sonam Rajal / Malia	Trespass	Trespassers	Canada Gardens	Gym	Resident has reported 4 males smoking near the bulk waste store. Then resident reported them outside of the gym. They're waiting to tailgate. Removed by Fire Marshal. They were inside using the gym equipment	Other		
17/10/2024	23:20:00	Abdikarim Mohamed	Trespass	Attempt Trespassers	Landsby	Landsby West	A group of teenage trespassers entered Landsby West saying their friend lived there	Not required		
27/06/2024	18:59:00	Malia	Trespass	Trespassers	Canada Gardens	Podium	CG Podium level near fountains - there are a group of teens that do not live here. 4 teens removed by fire Marshall.	Other		
26/06/2024	10:58:00	Concierge	Trespass	Trespassers	Canada Gardens	Lismer	3 trespassers entered through Lismer main entrance	Other		
27/07/2024	08:14:00	Kamya / Petra	Trespass	Trespassers	Repton Gardens	Reception	Fire Marshal assistance called as trespassers were aggressive but they've left later.	Other		
07/10/2024	15:26:00	Emilia	Trespass	Trespassers	Landsby	LE	A group of teenagers are wondering around Landsby block B. They are currently in the kitchen, ground floor	Other		
29/07/2024	17:33:00	Concierge	Trespass	Trespassers	Robinson	Podium	Residents reported trespassers in the podium. Fire Marshal called. Escorted them out	Other		
26/06/2024	15:16:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Club house	3 females sitting infront of the clubhouse. Not sure if they are residents, I tried to check myself without approaching but did not recognise them.Removed by Fire Marshal. They were school kids	Other		
25/06/2024	19:06:00	Jonathan Abraha	Trespass	Trespassers	Canada Gardens	Lismer Entrance	Lismer entrance - 3 girls entered via the podium reported by resident . Fire Marshal check.	Other		
01/08/2024	18:02:00	Concierge	Trespass	Trespassers	Repton Gardens	Podium	Found 2 kids earlier in the terrace and removed them	Not required		

20/06/2024	16:38:00	Concierge	Trespass	Trespassers	Canada Gardens	Emily Playhouse	Emily Play house trespassers reported. Removed from CG club house an hour later by Fire marshal.	Other		
06/05/2024	18:46:00	Daniel Parton	Trespass	Unauthorised sales	Ferrum	8th floor	Hello fresh sales people in ferrum fe1, 8th floor. Then left	Not required		
18/06/2024	15:48:00	Yusuf Khalifa	Trespass	Trespassers	Canada Gardens	Lismer	Trespasser just tailgated into Lismer. Young girl curly hair in school uniform. Seen at Emilys playhouse group. Removed	Other		
13/06/2024	15:30:00	Yusuf / Emilia	Trespass	Trespassers	Canada Gardens	Emily Playhouse	2 trespassers went though Lismer 3minutes ago. Group of teenagers in Emily Playhouse. Removed. They were hiding, usually under pirate ship	Other		
07/10/2024	19:38	Daniel Parton	Trespass	Trespassers	Landsby	L East - 15th floor	Trespassers in landsby east. About 7 of them all smoking in the 15th floor fire escape. Removed by Fire Marshal	Other		
06/08/2024	17:09:00	Brunel B	Trespass	Trespassers	Alameda	Rooftop	Caught about 10 trespassers in Alameda rooftop. Got them to leave the building via block b. Checking the cameras to see if they are still in the building. Please be on guard @~Fire Marshall	Not required		
12/06/2024	14:35:00	Yusuf K.	Trespass	Trespassers	Canada Gardens	n/a	Trespassers around Canada gardens a few wearing masks. Known trespassers	Not required		
08/08/2024	17:36:00	Concierge	Trespass	Trespassers	Madison	ME Etrance - podium	Trespassers at ME entrance near the podium entrance. Bunch of teenagers trying to get in. Fire Marshal called. All clear	Other		
09/08/2024	15:16:00	Modupe Laguda	Trespass	Trespassers	Robinson	DDA Basement	some trespassers in Robinson. Basement DDA. Fire Marshal escorted them out	Other		
09/08/2024	17:15:00	Piotr W / Michael	Trespass	Trespassers	Beton	Mezzanine	Resident from Beton just rang and reported kids in the mezz floor. Escorted out by Fire Marshal			
10/06/2024	12:06:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Podium / Collyer	X2 school girls on the podium in CG just rang collyer intercom. Removed by Fire Marshall	Other		
12/08/2024	10:12:00	Emilia	Trespass	Attempt Trespassers	Robinson	RW lobby	two men attempted to enter the Robinson West lobby, sneaking in after residents, claiming they were there to drop off fliers. They have now left, but please remain vigilant	Not required		
10/06/2024	17:14:00	Jonathan Abraham	Trespass	Attempt Trespassers	Canada Gardens	Lismer	Reports of trespassers trying to tailgate by Lismer entrance	Not required		
13/08/2024	05:15:00	Geoffrey Apenya	Trespass	Attempt Trespassers	Robinson	Robinson West lobby	At about 05:15 Tuesday 13/08/2024, a White lady of approx. 5.5 ft tall putting on a grey short sleeve T-Shirt, wearing a blue geen trousers, walking with a grey socks without shoes and carrying a black leather looking bag. She came from Canada Gardens side and tried to Access Robinson side door. I went and stopped her from going to the lift and asked her whether she was a Resident. she was wet and threatening to kill herself and asking for her boy friend to be called and sometimes asking us to call for a taxi. I looked for the First Aid Blanket to cover her as she appeared shivering with cold and still holding a can of beer in her hand. I realised that she was not a Resident and asked her to come out but she was not co-operating I then called Canada Gardens Night Concierge for assistance. By then she was already out at the entrance of RW. While trying to establish where she was going the DM and Sunny happened to be passing by Robinson Building and I told them that I was having an issue then explained to them what was going on. The DM and Sunny took over and called Control and X2 Fire marshals where called to the site. They kept her away from entering Robinson until she was escorted out of site from Robinson Building just after 06:00 in the morning.	ECR		
10/06/2024	19:57:00	Piotr W.	Trespass	Trespassers	Canada Gardens	By CG front entrance	2 trespassers in corridor leading to loading bay / coach park	Not required		
13/08/2024	14:29:00	Emilia	Trespass	Unauthorised sales	Robinson	RW 15th floor	resident of 15th floor Robinson West reported a door-to-door vendor knocking at their door. they were from company named GREEN CHEF. Then on 8th floor. Removed by Fire Marshal	Other		
08/06/2024	19:02:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Lvl 2 podium	Teenagers on level 2 podium garden CG. Removed by fire Marshall	Other		
13/08/2024	16:14:00	Yasmin RA	Trespass	Unauthorised sales	Alameda	n/a	assistance at Alameda as we just received report of the green chef company is knocking on residents doors. Removed by Fire Marshal	Other		
13/08/2024	16:52:00	Sonam Rajal	Trespass	Trespassers	Robinson	Car Park	2 boys have just entered the car park via the gates as they opened - they were waiting for someone to enter so they could walk through x2 young males	Other		
05/06/2024	14:57:00	Jonathan Abraham	Trespass	Unauthorised sales	Canada Gardens	n/a	Hello Fresh are back outside collyer - Wembley Park Estate Team have been notified	Not required		
13/08/2024	n/a	Sandeep Singh Matl	Trespass	Trespassers	Beton	Snug Room	Tresspassers was removed from the snug room in beton group of teens around 6 of them in the snug room and instantly removed, Saw them through the cctv footage	Not required		
14/08/2024	14:59:00	Yasmin R A	Trespass	Trespassers	Beton	Mezzanine	Beton- 2 girls and 1 boy- just tailgated a delivery guy into the building, then to Mezzanine. Removed by Fire Marshal	Other		
04/06/2024	15:53:00	Saad Ali	Trespass	Trespassers	Canada Gardens	Thomson Podium	There are some kids they are saying to live here but they are disturbing to residents. Escoted out by Fire Marshall	Other		
15/08/2024	18:29:00	Sonam Rajal	Trespass	Trespassers	Robinson	DDA Car Park	CCTV not clear but 4 guys just went through the DDA stairs. Found in car park, friend of security working for Taylor Swift concert. Escorted out by Fire Marhsal.	Other		
06/10/2024	17:12:00	Concierge	Trespass	Trespassers	Landsby	Landsby East	Trespasser Spotted at Landsby East. Group of 5. Removed by Fire Marshal. LE main door has issues. Extra Security patrols requested to PACE for the nights	Other		
16/08/2024	15:34:00	Concierge	Trespass	Unauthorised sales	Repton Gardens	Birch	green leaf advertiser in Birch House 8th floor currently.Escorted out by Fire Marshal	Other		
16/08/2024	17:55:00	Scott Berry	Trespass	Attempt Trespassers	Robinson	Main Entrance	5 trespassers near Robinson entrance. Fire Marshal attendance requested.	Other		
17/08/2024	12:58:00	Modupe L	Trespass	Unauthorised sales	Robinson	RS floor 16	sales person knocking on doors on the 16th floor robinson south. They are wearing an apron. Then seen on 14th floor, then on 10th floor . Fire Marshal found him and escorted him out.	Other		
03/06/2024	16:26:00	Piotr W	Trespass	Trespassers	Canada Gardens	Lismer Gym	potential trespasser in the Lismer gym, escorted out by Fire Marshall	Other		
19/08/2024	14:54:00	Shane Azarika	Trespass	Trespassers	Madison	Madison East rooftop	couple trespassers with e-scooters on Madison east roof near the lifts. they've left through the east exit. Later Caught them at the top of Lexington roof terrace. Removed by Fire Marshal	Other		
02/06/2024	17:44:00	Concierge	Trespass	Attempt Trespassers	Canada Gardens	Heward	a group of teenagers trying to get into Heward. Sorted by Fire Marshall	Other		
19/08/2024	17:50:00	Pauline Lodi	Trespass	Trespassers	Repton Gardens	Birh 11th floor	Trespassers on the 11th floor birch. Removed by Fire Marshal	Other		
31/05/2024	13:19:00	Fire Marshall	Trespass	Trespassers	Canada Gardens	Collyer / Lismer	Just seen one of the usual trespassers enter collyer 1 male and 1 female. Then Lismer. These are the usual trespassers. Escorted out.	Not required		
03/10/2024	19:58	Concierge	Trespass	Suspected Trespasssers	Landsby	Landsby East	suspect trespassers entered landsby East. As I was leaving he told me he lived in vista and his ball was on the roof?	Not required		
22/08/2024	n/a	Sandeep Singh Matl	Trespass	Trespassers	Beton	Rooftop	Tresspassers Removed from Beton roof top two young asian boys was escorted out of the building.	Not required		
22/08/2024	20:10:00	Brandon East	Trespass	Attempt Trespassers	Madison	Madison East Entrance	Teenagers, 2 males 1 female, tried forcing the door open at Madison East, confronted them, asked them to leave and they did promtly	Not required		
25/08/2024	08:29:00	Concierge	Trespass	Trespassers	Beton	12th floor	Resident reported Two teenage trespassers in Beton. Apparently heading to 12th floor. Removed by Fire Marshal	Other		
26/08/2024	08:57:00	Yasmin	Trespass	Trespassers	Beton	Snug room	in Snug there is a child who says he is waiting for his friend. Fire Marshal called for assistance.	Other		
25/04/2024	04:00am	Nuno Fernandez	Trespass	Homeless Trespasser	Ferrum	Podium	At 12am an asian male said he was waiting for a friend in the podium - at 3am I explained he could not stay the whole night waiting for his friend (sleeping on the sofa) so i politely asked him to leave and come back when his friend is actually in the building - he refused 4 times to leave and said only the police could tell him to leave - (by a breif conversation its my understanding that he currently is sofa surfing with friends, some happen to live in Ferrum - he currently has no fixed place to live and residents from this building have told him to just wait in the podium to pass the time during the night - he said he would be moving into Maddison in the coming days so to pass the time he is just hanging around the building - he is the same male that was caught sleeping during the daytime a few days ago). Police was called and he was escorted out. See Incident report	Police		
27/08/2024	14:33:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Rob West car park	4 young guys just entered the DDA lift in Robinson West. Fire Marshal assistance required. All clear	Other		
28/08/2024	10:35:00	Fire Marshal	Trespass	Attempt Trespassers	Repton Gardens	Cherry House	Just escorted some random guy who got in cherry house Repton Gardens asking me to let him through as he didn't have a key, I then challenged him asking what apartment is he from, turns out he was visiting a friend that he did not know the door number to so was escorted out.	Not required		
02/10/2024	18:34:00	Concierge	Trespass	Trespassers	Landsby	LE floor 15	Floor 15 Landsby East trespassers, resident just called	Other		
30/08/2024	16:47:00	Modupe L	Trespass	Trespassers	Robinson	DDA Stairs	trespasses smoking by the DDA stairs. left shortly after please keep an eye on this area	Not required		

29/05/2024	17:32	fire Marshall	Trespass	Trespassers	Canada Gardens	Cuddle Club	Two more suspected person out side the cuddle club C. G as residents inform	Not required		
31/08/2024	15:03:00	Malia	Trespass	Trespassers	Robinson	RW Entrance	3 teens just enetered the robinson west entrance after residents, heading probably on the rooftops. on 17th floor. Left via lift short afterwards	Not required		
28/05/2024	16:48:00	Concierge	Trespass	Trespassers	Canada Gardens	Lismer	2 teenage trespassers. Lismer entrance			
01/09/2024	17:18:00	Malia / Modupe	Trespass	Suspected Trespasssers	Robinson	DDA Car Park	Big group of teens heading towards CG - keep an eye. they are in Robinson. They went through the DDA block k steps. Another 2 just went in through DDA. Fire Marshal Checked parking andd all around but didn't find them	Other		
26/05/2024	13:58:00	Concierge	Trespass	Trespassers	Canada Gardens	Collyer	there are two guys outside Collyer trying to enter the building. Fire Marshall to attend	Other		
03/09/2024	17:13:00	Liane Evans	Trespass	Trespassers	Robinson	17th floor rooftop	kids were just found on the 17th floor in Robinson. They've left now but please keep an eye out.	Not required		
25/05/2024	16:22:00	Piotr W	Trespass	Trespassers	Canada Gardens	2nd floor podium	2nd floor podium - apparently two men trying to get into the social spaces. They entered via Heward. Fire Marshall checked. No one found.	Other		
25/05/2024	17:03:00	Concierge	Trespass	Trespassers	Canada Gardens	Heward entrance	in Heward, a resident has said there are around 20 boys outside and they are tailgating residents into the building. Fire Marshall spoken to them and they're leaving.	Other		
04/09/2024	16:06:00	Emilia	Trespass	Trespassers	Robinson	17th floor	17 th floor lift lobby trespassers entered after resident in the communal space. Group of 9. removed by Fire Marshal	Other		
22/05/2024	18:02	Jonathan Abraham	Trespass	Trespassers	Canada Gardens	Thomson rooftop	same group of kids here at CG -rooftop at Thomson. Fire Marshall and concierge went up. Trespassers left	Other		
05/09/2024	14:55:00	Concierge	Trespass	Trespassers	Robinson	Reception	Trespasers Right next to robinsons reception - same kids as yesterday. Police on site talked to them .	Police		
05/09/2024	15:50:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairwell	Two kids just entered the DDA stairwell. Fire Marshal called but they left before he arrived	Other		
22/04/2024	18:58	Rodrigues R	Trespass	Trespassers	Ferrum	FE 3 - Garden	Just kicked out a bunch of kids smoking weed in Ferrum 3. Police was passing by as they were leaving. They ran to Red Car park as they saw me speak with police. Police went after them. Trespassers were In the garden area. Residents called. They jumped the fence.	Police		
06/09/2024	00:00:00	Muhammad Wahab	Trespass	Trespassers	Repton Gardens	Reception/lobby	Tresspasser removed from Building who's creating mess at reception and with occupiers.	Not required		
06/09/2024	14:16:00	Concierge	Trespass	Trespassers	Robinson	Rob West 17th floor	Intruders went inside stairs near Robinson west. Then roof lobby area. Escorted out by Fire Marshal	Other		
06/09/2024	15:00:00	Brunel	Trespass	Trespassers	Beton	Lobby	Just seen about 15 people kids going into Beton. Escorted by Fire Marshal	Other		
07/09/2024	19:03:00	concierge	Trespass	Trespassers	Robinson	Lobby	4 girls trespassing. Fire Marhal required	Other		
07/09/2024	19:41:00	concierge	Trespass	Trespassers	Alameda	11th floor	Trespassers at alameda roof 11th floor. They are 4 teenager boys. Later saw them leaving now but they might be coming back	Not required		
29/09/2024	17:11:00	Noemi	Trespass	Trespassers	Landsby	n/a	Resident has just called to report trespassers entering Landsby. They have tailgated after a resident	Not required		
09/09/2024	17:37:00	Concierge	Trespass	Trespassers	Alameda	Block B - 11th floor	Big group of kids 11th floor alameda block b lifts. Seem like they're leaving so I'll quietly follow them to make sure they leave.	Not required		
20/05/2024	17:47:00	Piotr W.	Trespass	Trespassers	Canada Gardens	Collyer	Just had reports of 2 kids smoking inside the Collyer building main entrance. They triggered the fire alarm	Other		
10/09/2024	15:07:00	Yasmin	Trespass	Trespassers	Alameda	Block B 11th floor	Alameda block B 11th floor roof. Transpassers followed a resident in to the building.Later t.hey have gone to the 16th floor. Removed by Fire Marshal.	Other		
10/09/2024	15:20:00	Concierge	Trespass	Trespassers	Robinson	DDA Stairwell	2 Trespassers at DDA Stairwell. Removed by Fire Marshal. Known trespassers from previous times.	Other		
10/09/2024	15:47:00	Sonam Rajal / Liane Evans	Trespass	Trespassers	Robinson	17th Floor	A group pf boys ans girls trespassing on the 17th floor not sure how they're getting through as the barriers are up and security in place.They are in the small tax league room in Rob West, and Camden phone booth.	Other		
10/09/2024	17:30:00	Concierge	Trespass	Trespassers	Beton	Snug Room	Two young kids just tailgated in Beton. They are in the Snug room located in the Mezzanine floor. Removed by Fire Marshal	Other		
19/05/2024	17:03:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Heward	Bunch of kids outside Heward. Watching them all on CTV currently walking away heading towards the play area next to the tennis court. They are pressing the intercom buttons trying to get into the building. They tried doing that at the Robinson too, and ran off when Robinson Concierge went to speak to them	Other		
11/09/2024	14:48:00	Concierge	Trespass	Trespassers	Robinson	DDA Stairwell	2 tresspassers in DDA stairwell. Escorted out. Same boys as the last time. The one with the long hair is the one that broke the door last week - reported to the police	Other		
11/09/2024	15:52:00	Fire Marshal	Trespass	Trespassers	Madison	13th floor ME	Trespassers caught on 13th floor and escorted out of Madison East.	Not required		
11/09/2024	17:33:00	Yasmin	Trespass	Suspected Trespasssers	Alameda	Block B 11th floor	Resident just reported that there are transpassers at Alameda block B 11th floor roof. Fire Marshal checked. No one found	Other		
12/09/2024	13:39:00	Brunel Basunda	Trespass	Trespassers	Alameda	11th flor rooftop	Trespassers in Alameda 11 floor Rooftop. They left, but heading towards Landsby	Not required		
12/09/2024	14:16:00	Fire Marhshal	Trespass	Trespassers	Robinson	n/a	Trespasser just removed from Robinson.	Not required		
12/09/2024	16:49:00	Concierge	Trespass	Trespassers	Alameda	11th flor rooftop	trespassers in Alameda rooftop. The same boys that were here earlier. Removed by Fire Marshal.	Other		
12/09/2024	18:48:00	Concierge	Trespass	Trespassers	Alameda	11th flor rooftop	they are trespassers again at 11th floor rooftop in Alameda. Escorted off by Fire Marshal	Other		
12/09/2024	19:31:00	Concierge	Trespass	Suspected Trespasssers	Beton	n/a	Trespassers in Beton. Fire Marshall please assist. Checking the cameras to see the exact location	Other		
13/09/2024	16:54:00	Hamza (Maintenanc	Trespass	Attempt Trespassers	Beton	Main Entrance	Removed a trespassing individual from beton main entrance. But I have a feeling he will be back.	Not required		
16/05/2024	18:42:00	Jonathan Abraham	Trespass	Trespassers	Canada Gardens	Emily PlayHouse	Trespassers in the Emily playhouse	Not required		
13/09/2024	18:29:00	Concierge	Trespass	Trespassers	Beton	Mezzanine	Trespassers in beton, Mezzanine and outside	Other		
14/09/2024	n/a	Khadija Fatima	Trespass	Trespassers	Beton	Mezzanine	My colleague and I discovered four trespassers in the mezzanine room in Beton building. We promptly escorted them off the premises.Upon further inspection, I found that the lock on the snug room door has been broken, and the pool booking panel has also been damaged. Photos of the damage have been taken and are stored on the concierge phone for your reference.	Not required		
14/09/2024	15:21:00	Yasmin	Trespass	Trespassers	Beton	Mezzanine	Beton Mezzanine floor, there are some trespassers. Fire Marshal called, but they left upon his arrival.	Other		
14/09/2024	15:22:00	Yasmin	Trespass	Trespassers	Alameda	11th floor rooftop	Alameda roof top 11th floor I just saw a group of trespassers coming out of the block B exit and 2 other teenagers went in. They left afterwards	Not required		
14/05/2024	13:23:00	Sonam Rajal	Trespass	Attempt Trespassers	Canada Gardens	n/a	2 males are going around ringing the CG intercoms trying to access the building. I have asked them to leave or security will be called. They've walked off	Not required		
15/09/2024	21:00:00	Abdirahim Mohamed	Trespass	Suspected Trespasssers	Beton	n/a	Tresspassers in beton throughout today. Im not sure if there should be security at the broken door in beton but there was no secuirty. Constant tresspassers and no security. Resident had left their bag in the lounge area of the beton and couldnt find it when returned. i had a look and ended up finding the bag and it seemed like tresspassers may have moved the bag.	Not required		
15/09/2024	15:49:00	Concierge	Trespass	Trespassers	Robinson	23rd floor	Group of teenagers are on the 23rd floor. They have went inside the caravan. Escorted out by Fire Marshal	Other		
15/09/2024	18:17:00	Concierge	Trespass	Trespassers	Repton Gardens	Cherry	Resident reported kids going up the lifts in repton(Cherry house). Fire Marhsal called and escorte them out.	Other		
16/09/2024	12:14:00	Yasmin	Trespass	Trespassers	Alameda	11th floor	Alameda 11th floor. There are some trespassers, 2 teenage boys. Removed by Fire Marshal	Other		
17/09/2024	17:41:00	Fire Marhshal	Trespass	Trespassers	Repton Gardens	Cherry rooftop	Caught on cherry house rooftop. Removed	Not required		
17/09/2024	17:56:00	Concierge	Trespass	Trespassers	Alameda	11th floor Block B	Trespassers in Alameda block B 11 floor rooftop. About 10 teenagers tailgated per resident's report. Removed by Fire Marshal.	Other		
10/03/2024	22:40:00	Shahnawaz	Trespass	Trespassers	Ferrum	not mentioned	Trespasser says he's resident friend. Kicked him out. Be careful he went towards LDO informed WPS.	Not required		

28/09/2024	13:50:00	Shane Hazarika	Trespass	Trespassers	Landsby	LE Rooftop	There's a couple of kids running on the edge of the roof on Landsby East	Other		
18/09/2024	15:40:00	Fire Marshal	Trespass	Trespassers	Robinson	Social Spaces	Trespassers. Caught in Robinson, removed. Same group found earlier at CG and Landsby	Not required		
18/09/2024	16:40:00	Yasmin	Trespass	Trespassers	Beton	Mezzanine / Rooftop	there's some teenagers trespassing in the building on the mezzanine floor. I could not see them on the cctv camera. There is a large group in the snug room in beton watching a movie. There is about 20 teenagers in and out of the building, and from Rooftop as well. Removed by Fire Marshal	Other		
18/09/2024	18:46:00	Yasmin	Trespass	Trespassers	Alameda	11th floor rooftop	Alameda roof top 11th floor, a resident just reported that they are some trespassers. Fire Marshal called. All clear no one found.	Other		
19/09/2024	11:32:00	Michael	Trespass	Attempt Trespassers	Beton	N/A	Residents reported Beton trespassers just entered ground floor. Fire Marshal checked. All clear	Other		
19/09/2024	14:07:00	Brunel	Trespass	Trespassers	Alameda	11th floor	Trespasers school children on the terrace at 11 in Alameda and they are making a mess	Other		
19/09/2024	15:00:00	Fire Marshal	Trespass	Trespassers	Robinson	N/A	Trespassers caught in Robinson staircase. Removed	Not required		
19/09/2024	17:54:00	Concierge	Trespass	Trespassers	Alameda	11th floor	Trespassers in Alameda rooftop- 11th floor. Removed by Fire Marshal	Other		
11/05/2024	07:00:00	FAIZANUDDIN MOH	Trespass	Trespassers	Canada Gardens	Club House	The trespasser was found by the the blind spot sleeping at the club house . Escorted out	Not required		
10/05/2024	21:10:00	FAIZANUDDIN MOH	Trespass	Trespassers	Canada Gardens	Club House	On May 10, 2024, at approximately 21:10, a group of non-resident minors illicitly entered the Thomson Building Clubhouse by tailing a resident. During this time, I was momentarily away from my post, assisting a resident in accessing her flat.Upon returning to my duties and conducting a routine patrol of the clubhouse, I discovered open windows and displaced pillows, indicating unauthorized access and potential property disturbance. Reviewing the security footage from the CCTV cameras confirmed the trespassing incident.	Not required		
06/05/2024	17:54:00	Piotr W	Trespass	Trespassers	Canada Gardens	Club House	Request to do a sweep around CG entrances - just had some teens pretending to be a delivery driver to get in. entered Club House. Group of 4 Seen in Collyer as well. Escorted out by Fire Marshall	Other		
05/05/2024	18:17:00	Piotr W	Trespass	Trespassers	Canada Gardens	Jackson	Got a group of about 5-6 teenagers trying to tailgate into CG - just had them ring up through Jackson main entrance	Not required		
20/09/2024	19:23:00	Concierge	Trespass	Trespassers	Robinson	RS	4 / 5 trespassers at Robinson South. they are harassing residents. They tailgated a resident into the building and went in the stairwel. Removed by Fire Marshal	Other		
24/09/2024	18:24:00	Omer Abbasi	Trespass	Trespassers	Landsby	LE Rooftop	Landsby East rooftop trespassers. Removed by Fire Marshal	Other		
23/09/2024	13:52:00	Ifty	Trespass	Trespassers	Robinson	DDA Stairs	bunch of trespassers on the DDA stairs next to Robinson West entrance			
23/09/2024	14:31:00	Michael	Trespass	Trespassers	Beton	Snug Room	Beton snug - Mezzanine floor the room at the back. They left building. Checked Beton Stairs as well all clear	Other		
23/09/2024	15:00:00	Yusuf	Trespass	Trespassers	Robinson	Car Park	5 Trespassers just walked through Robinson west stairways to carpark. They left the carpark and again stationed next to tennis court	Other		
23/09/2024	15:37:00	Sonam Rajal	Trespass	Trespassers	Robinson	23rd floor RS	The same boys who were sitting next to the tennis court tried to enter Robinson. They've left the building after Liane caught them. Later entered Robinson south. 23rd floor trying to break open the door. Removed by Fire Marshal.	Other		
28/04/2024	16:04:00	Malia / Concierge	Trespass	Trespassers	Canada Gardens	Several Entrances	[illegible] building entrances around Collyer/Lismer/Heward side - please standby	Not required		
27/04/2024	15:32:00	Yusuf Khalifa	Trespass	Trespassers	Canada Gardens	Loading Bay CP	3 kids playing in the loading bay car park. They've left. Loading bay is clear	Not required		
23/09/2024	19:19	Ifty	Trespass	Trespassers	Robinson		Trespassers in Robinson South rooftop. They managed to break in to one of the Caravans. Removed by Fire Marshal.	Other		
24/09/2024	14:50:00	Liane Evans	Trespass	Attempt Trespassers	Robinson	DDA Stairwell	removed 2 guys that tried to enter the DDA stairwell	Not required		
24/09/2024	16:53:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairwell	2 girls just entered the DDA stairwell	Other		
22/09/2024	15:00:00	Concierge	Trespass	Trespassers	Landsby	LE	Resident just called and reported trespassers in Landsby East	Other		
24/09/2024	20:06:00	Concierge	Trespass	Trespassers	Madison	13 floor Madison East	There is a large group of teenagers on the 13th floor of madison east	Other		
24/09/2024	13:30:00	Farouk	Trespass	Trespassers	Alameda	11th floor rooftop	4 kids tailgated Alameda Block B entrance and took the lift to the 11th floor. Once there, they accessed the 11th floor rooftop (the door is broken at the moment and so they were able to walk right through). Then, at approximately 2.13pm, one of the kids climbed over the 11th floor rooftop wall and sat on the ledge (legs dangling over). The kids were then spitting and throwing bottles over the side of the building onto the street and balconies below.	Not required		
25/09/2024	14:31:00	Brunel Basunda	Trespass	Trespassers	Alameda	11th floor	Trespassers on the 11 floors. Trespassers removed by Fire Marshal. Filming is taking place at rooftop and Alameda/Beton loading bay areas. The fimlcrew security did not even know the trespassers were rigjt there when I arrived and asked.	Other		
25/09/2024	16:25:00	Yasmin	Trespass	Trespassers	Beton	Snug Room	Beton trespassers have just harassed a resident and pushed her to get inside the building. They're in the snug room on the Mezzanine floor. Fire Marshal called, found all clear.	Other		
25/09/2024	18:02:00	Yasmin	Trespass	Trespassers	Beton	Mezzanine Area	trespassers are on the mezzanine floor and harassing residents that are working in the area. Resident called to report them. Resident called again. To inform that more trespassers have come to the mezzanine floor in Beton. Estate security are making way to Beton to assist in removing them from area. Fire Marshal confirmed removal at 18:35	ECR		
27/04/2024	17:37:00	Jonathan Abraham	Trespass	Trespassers	Canada Gardens	Club House	Club house trespassing. They've been escorted out by Fire Marshall	Other		
27/04/2024	18:04:00	Jonathan Abraham	Trespass	Trespassers	Canada Gardens	Coach car Park	5 teenagers in the coach car park, then Lismer building. Residents are getting frustrated because they are seeing them go through different areas Removed by Fire Marshall	Other		
26/09/2024	17:42:00	Concierge	Trespass	Trespassers	Robinson	DDA Stairs	Several trespassers entered DDA stairs. Removed by Fire Marhsal	Other		
26/04/2024	13:41:00	Malia	Trespass	Trespassers	Canada Gardens	Coach Car Park	Some teens in coach car park. They're currently just taking pics in there. These teens have just entered Lismer. Fire Marshall called. They've all left. Group of around 10.	Other		
20/04/2024	00:40:00	FAIZANUDDIN MOHAMMED	Trespass	Trespassers	Canada Gardens	Club house	Trespassers in Club house. 2 IC4 Girls and a BOY all minors weres seen sitting in side the club house. The clubhouse as usual was attempted to be closed at 23:00 but for the fact that the doors are offline and when we try to close them they show peripheral timeout the doors of club house were open and this group managed to enter the appartment. As soon as they were seen in the CCTV I went to the Club house and escorted them out. They tried to fake that they were niece of one of the resident of canada Gardens and she gave them the acces into the building but they failed to give me detail of the resident they claim to be thier aunty which made it more clear that they were the trespassers. kids escorted away . Conversation recorded on CCTV	Not required		
27/09/2024	16:26:00	Yasmin	Trespass	Suspected Trespasssers	Beton	Social Spaces	Assistance required in Beton social spaces as the cleaning team just reported that we have some trespassers in the building. Fire Marshal checked All clear, as they might have left	Other		
27/09/2024	16:26:00	Liane	Trespass	Suspected Trespasssers	Robinson	DDA Stairwell	Group of kids hanging around outside the DDA stairwel. Area stinks of weed. They left, but later seen outside Collyer CG.Group of around 6 boys.	Not required		
27/09/2024	17:09:00	Concierge	Trespass	Trespassers	Robinson	DDA Stairwell	Trespasser entered Robinson through DDA stairs. Removed by Fire Marshal	Other		
19/04/2024	16:55	Concierge	Trespass	Trespassers	Canada Gardens	Emily PlayHouse	Trespassers reported in Emily playhouse. Fire Marshall escorted them out	Other		
27/09/2024	19:37:00	Yasmin	Trespass	Trespassers	Beton	Snug Room	Beton social spaces. 5 trespassers just followed a delivery guy into the building, they are now in the snug on the mezzaline floor. Removed by Fire Marshal.	Other		
27/09/2024	20:26:00	Khadija Fatima	Trespass	Trespassers	Beton	Snug Room	At approximately 20:26 27/09/2024, we encountered trespassers in the Beton snug room. My colleague and I escorted them out of the premises without further issue. However, as mentioned in my previous handover, the lock to the snug room is still broken, which made it easier for this incident to occur. This issue needs to be addressed promptly to prevent further security breaches	Other		
18/09/2024	15:22:00	OmerAbassi	Trespass	Trespassers	Landsby	Lan West	just kicked the same people out in Landsby West before. looks like they are heading to Repton	Not required		
28/09/2024	17:57:00	Concierge	Trespass	Trespassers	Robinson	DDA Stairwell	3 Trespassers seen at Robinson. Later 2 more. Removed by Fire Marshal, but later back at DDA stairs. Removed again.	Other		
29/09/2024	14:42:00	Concierge	Trespass	Trespassers	Robinson	DDA Stairs	3 male trespassers entered DDA stairs. Removed by Fire Marhshal.	Other		
29/09/2024	15:38:00	Concierge	Trespass	Trespassers	Robinson	Robinson East	2 trespassers in Robinson East. Left before Fire Marshal arrived	Not required		
29/09/2024	15:50:00	Concierge	Trespass	Homeless Trespasser	Repton Gardens	Car Park	Homeless laying down By the repton garden car park. Removed by Fire Marshal	Other		
08/09/2024	11:45pm	Abdikarim	Trespass	Trespassers	Landsby	LE Gym	Three teenage trespassers were removed from Landsby East GYM. Saved in bodycam	Not required		
19/04/2024	17:18:00	Scott Berry	Trespass	Trespassers	Canada Gardens	GYM	2 kids in the gym I have just kicked out	Not required		

29/09/2024	22:40:00	Sandeep Singh Matl	Trespass	Trespassers	Beton	Snug Room	Tresspassers was escorted out of beton snug room with one of my night team members from Madison there was 3 teenagers in the sung room saw them through the CCTV and was straight away escorted out with no issues footage of them are on the concierge phone	Other		
30/09/2024	15:07:00	Ifty	Trespass	Trespassers	Robinson	DDA Stairs	trespassers just gone in to DDA stairs in Robinson. Trespassers caught at the top of Robinson the hideout. Removed by Fire Marhsal	Other		
30/09/2024	16:06:00	Yasmin	Trespass	Trespassers	Beton	Social Spaces	Resident from beton just reported that there are trespassers In the Beton building social spaces. Removed by Fire Marshal	Other		
30/09/2024	16:28:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairs	Trespassers just entered the DDA stairwell. About 6-8 Just kicked open the door into Robinson west. Fire Marshal checked and All clear	Other		
30/09/2024	16:53:00	Concierge	Trespass	Trespassers	Robinson	The Clash Club	Resident report of intruders in The Clash Club in Robinson West. Overheard telling another group that have been removed to come to a different entrance . Just had 4 come through the front entrance too a couple of minutes ago, Group of young would say 14-16. Fire Marshal removed them.	Other		
30/09/2024	17:45:00	Yasmin	Trespass	Suspected Trespasssers	Alameda	Block B rooftop	at Alameda roof top as a resident just reported that 6-7 trespassers pulled the ground floor entrance door block B aggressively and went up to the roof. Fire Marshal checked but all clear.	Other		
30/09/2024	n/a	Sandeep Singh Matl	Trespass	Trespassers	Beton		Tresspassers again was escorted out of beton snug room with one of my night team members from Madison there was 6 teenagers in the sung room this time saw them through CCTV again and was straight away escorted out with no issues footage of them are on the concierge phone.	Other		
01/10/2024	11:31:00	Sonam Rajal	Trespass	Suspected Trespasssers	Robinson	DDA Stairs	trespassers entered DDA not sure where they are now will keep an eye out	Not required		
01/10/2024	16:16:00	Sonam Rajal	Trespass	Trespassers	Robinson	DDA Stairs	we have trespassers in the DDA stairway x2 boys and x2 girls. Removed by Fire Marhsal.	Other		
01/10/2024	16:21:00	Farouk	Trespass	Trespassers	Beton	Snug room	in Beton in the snug room there are children, with the music on the TV at full blast, they sit with their feet on the table and smoke electronic cigarettes. Fire Marshal called. All clear as not found.	Not required		
18/04/2024	20:30:00	Faizanuddin Moham	Trespass	Trespassers	Canada Gardens	Green Bay Door Entrance and outside the Thomson building opposite to fountains space.	At approximately 20:30 on April 18th, 2024, a group of unidentified boys attempted to trespass through the Green Bay door entrance of Canada Gardens. They were confronted by a resident exiting the building who suspected their unauthorized entry and confronted them. The boys claimed to be visiting a friend residing on the upper floors, providing identical excuses. However, their story was inconsistent, further raising suspicions of unauthorized entry. Despite the resident's insistence and the escalation of the situation, the boys refused to leave the premises. The resident expressed concerns that these individuals may be connected to a previous aggressive altercation involving residents of another building, heightening security concerns. And in the end the kids ran away as the resident was getting very strict and mentioned that she will call the police. The resident's identity and specific flat number remain unknown, as they were attending an event on the second-floor clubhouse at the time of the incident. Street marshals from Wembley Park were present during the incident but failed to provide adequate support or intervention. Despite the confrontation escalating outside the building, they departed the scene without resolving the issue or assisting in removing the trespassers. This lack of action is deemed highly irresponsible and raises serious concerns regarding their duty of care. The incident was recorded on the concierge's phone and can also be reviewed using the Thomson outside left-hand side camera footage from April 18th, 2024, at 20:30. Additionally, efforts were made to contact Wembley Park Control regarding the lack of officer support, as their policy states they can intervene if issues occur outside the building, yet they failed to do so in this instance.	Other		
02/10/2024	12:22:00	Liane Evans	Trespass	Suspected Trespasssers	Robinson	DDA Stairwell	Trespassers just went into the DDA stairwell. 3 boys. Fire Marshal attended. All Clear. Also Wembley Park Security attended as per request.	Other		
14/04/2024	16:02:00	Sonam Rajal	Trespass	Attempt Trespassers	Canada Gardens	Jackson / Car Park	Drunk man wearing a great sweater walking around pressing the intercom buttons at Jackson to access the car event in the green car park. Message from Resident. Fire Marhall patrol but not found afterwards	Other		
12/04/2024	18:00:00	Scott Berry	Trespass	Attempt Trespassers	Canada Gardens	Lismer	4 girls just tried to get into the Lismer building. They've split up and have walked past the main entrance multiple times. Later left. Fire Marshall to patrol the area	Other		
02/10/2024	16:43:00	Concierge	Trespass	Trespassers	Alameda	11th floor	there has been a phone call from PH3 in alameda about some trespassers by the side door of the study lounge. Later- seen on 11th floor rooftop. that they are a big group of 13 kids, and smoking weed. Trespassers removed by Fire Marshal , WP security waiting outside.	ECR		
02/10/2024	17:16:00	Noemi	Trespass	Trespassers	Beton	Lobby	Request for patrol around Beton, as we We have just saw these kids leaving. Later They are back in Beton. Fire Marshal called	Other		
02/10/2024	15:53:00	Kamya	Trespass	Trespassers	Repton Gardens	Club room	group of 7 trespassers in clubroom. Group of boys tried to enter Birch, but Grace asked them to leave . Same kids from beton, left via Aspen and They're now headed towards Elvin Gardens. WP Estate Control Room callled. Later they're back now, 2 boys seen at Birch. took the stairs to 11th floor. Later seen on Birch lobby. They left	ECR		
02/10/2024	18:35	Concierge	Trespass	Trespassers	Alameda	Gym	Resident from beton also called about three trespassers trying to get to the gym. They got through the front door	Other		
03/10/2024	16:13	Sonam Rajal	Trespass	Trespassers	Robinson	DDA Stairwell	three lads were hanging around the park, they've now entered the DDA stairs. Later left	Not required		
11/04/2024	17:03:00	Malia	Trespass	Trespassers	Canada Gardens	Club house	2 teenagers in the clubhouse now smoking, resident just reported. CCTV checked. Removed by Fire Marshall	Other		
08/04/2024	17:05:00	Scott Berry	Trespass	Trespassers	Canada Gardens	Lismer	2 trespassers just got into Lismer building. resident just called. Request for a sweep of podium and also higher levels in Lismer. Fire Marshall assisted to monitor and remove	Other		
21/08/2024	n/a	Ahmed Abdi	Trespass	Unauthorised sales	Landsby	3rd floor apartments	Residents on the third floor (especially 304) believe they may have had their residence broken into, with leaflets being left inside their apartment.Notified the resident to email the resident team.	Not required		
03/10/2024	21:28	Ralph	Trespass	Trespassers	Robinson	DDA Stairwell	CG security alerted by resident regarding 2 males smoking cannabis at RW storage corridor. CG security assisted with escorting out trespassers.Trespassers seen on CCTV entering through DDA east entrance and forcing the door open at 20:35 damaging the maglock.	Other		
04/10/2024	14:04:00	Yasmin	Trespass	Trespassers	Beton	Snug room	Beton social space as there are trespassers both on the 12 floor roof and the mezzanine snug room. They are smoking in there. This was reported by the cleaners. Removed by Fire Marshal	Other		
05/04/2024	11:00:00	Scott Berry	Trespass	Trespassers	Canada Gardens	GYM	trespassers in CG gym. Later All clear 2 kids around 16 kicked out	Not required		
04/10/2024	17:06:00	Yasmin	Trespass	Trespassers	Beton	Snug room	Trespassers in Beton Snug room - The Mezzanine floor. Fire Marshal called, but they left	Other		
04/10/2024	17:19:00	Yasmin	Trespass	Trespassers	Alameda	11th floor rooftop	There's a second group of trespassers in Alameda 11 floor.They've climbed on the top of the TV screen - a resident reported. Removed by Fire Marshal.	Other		

04/10/2024	19:22:00	Concierge	Trespass	Trespassers	Alameda	11th floor rooftop	urgently assistance in Alameda 11 rooftop.Fire Marshal Remove them and called the estate team as well to help clear them from the area once remove them	Other		
05/10/2024	15:37:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairwell	2 trespassers just entered the DDA stairwell in Robinson west. Fire Marshal Removed them. Estate team waiting outside to remove them from the area	Other		
03/04/2024	17:10:00	Fire Marshall	Trespass	Trespassers	Canada Gardens	Thomson	I have just removed 7 IC5s from CG Thomson	Other		
05/10/2024	16:46:00	Liane Evans	Trespass	Trespassers	Robinson	Robinson South	Trespassers on the roof in Robinson south. Same guys that tried to get in earlier. They're in the blue caravan. Removed by Fire Marhsal.	Other		
03/04/2024	17:12:00	Emilia	Trespass	Trespassers	Canada Gardens	blue car park stairwell	Some kids just entered the blue car park stairwell. Removed by Fire Marshall. One of the kids were apparently robbed so 1 said his friends are looking, Fire Marshall asked if he reported it to the Wembley park security he said yes	Other		
02/04/2024	21:10:00	FAIZANUDDIN MOH	Trespass	Trespassers	Canada Gardens	Heward	Around 21:05 I was on the round of checks for the buildings where at the very first building Heward i saw that the door of the Main entrance Heward was kept open by interchanging the door locking position (Video in the concierge) I suspected this to the action by the trespasser for the easy acccess into the building with my body cam on i entered the building and checked through the steps where i found 4 ic1 minors hiding (3 boys 1 girl all minor) strictly informed them to leave the building and escorted them out of the building . ** Checked CCTV footage ** Approached the Trespassers and escorted them out *The interaction and actions of the escorting out are all recorded on the body cam as well as the concierge phone. *Gave alert to the wembley park street marshals.	Not required		
06/10/2024	14:42:00	Concierge	Trespass	Trespassers	Alameda	11th floor	Alameda 11th floor roof terrace. Residents reported trespassers. Fire Marshal checked and not found. Also checked stairwells and 16th floor	Other		
16/08/2024	15:04:00	Milton D	Trespass	Unauthorised sales	Landsby	Landsby East	Landsby East. Advertisers knocking doors and disturbing residents. last location was 10th floor. Fire Marshal asssitance required to remove.	Other		
06/10/2024	17:51:00	Concierge	Trespass	Trespassers	Robinson	Robinson South	2 trespassers at south building. CCTV spotted			
07/10/2024	20:05:00	Brandon East	Trespass	Trespassers	Madison	n/a	Group of 6 teenagers tresspassing, they tailgated in. Escorted out	Not required		
02/04/2024	21:45:00	FAIZANUDDIN MOH	Trespass	Trespassers	Canada Gardens	Green Bay	Found the Green bay door next to the cafe open therefore checked for trespassers where if found 2 ic1 boys insided. Approached	Not required		
05/08/2024	19:51:00	Concierge	Trespass	Trespassers	Landsby	rooftop	caught 3 trespassers on the roof in Landsby. Removed. Later still hanging around area, but left eventually	Not required		
01/04/2024	15:51:00	Jonathan Abraham	Trespass	Trespassers	Canada Gardens	Emily playhouse ship	Trespassers by the Emily playhouse ship. Escorted out by Fire Marshall who mentioned Same group of kids comings every day i record their video as well through body cam	Other		
07/10/2024	19:19	Kamya	Trespass	Trespassers	Repton Gardens	Gym	two boys outside the gym. The two of them are in the toilet, possibly smoking	Other		
09/10/2024	15:13:00	Concierge	Trespass	Suspected Trespasssers	Robinson	DDA Stairwell	Maintenance reported dda stairwell smells of cannabis and believes trespassers are smoking there towards the top. Fire Marhshal called. All clear, but indeed smell of cannabis	Other		
09/10/2024	16:08:00	Liane Evans	Trespass	Suspected Trespasssers	Robinson	DDA Stairwell	2 guys just entered the DDA stairwell, but left straightaway.	Not required		
09/10/2024	14:09:00	Yasmin	Trespass	Trespassers	Alameda	11th floor	cleaners notified me that there are trespassing on the 11th floor. 4 trespassers removed by Security	Other		
09/10/2024	16:39:00	Yasmin	Trespass	Trespassers	Alameda	11th floor	Trespassers are on 11th floor. A;ll removed by Security Siaf Raja	Other		
31/03/2024	22:15:00	FAIZANUDDIN MOH	Trespass	Trespassers	Canada Gardens	Thomson main entrance	Two ic3 minor boys trying to tailgate the thomson main entrance were sent away.Approached and send them away the video is in the concierge phone.	Not required		
31/03/2024	17:47:00	Jonahtan Abraham	Trespass	Trespassers	Canada Gardens	Play house	Kids playhouse area trespassers again. Canada Gardens podium level. Trespassers now leave the playhouse	Other		
29/03/2024	16:59:00	Yusuf Khalifa	Trespass	Trespassers	Canada Gardens	Collyer	5 teenagers wearing all black trying to get into Collyer by force open the door, then run towards Heward. Police on site	Other		
28/03/2024	14:43:00	Concierge	Trespass	Trespassers	Canada Gardens	Club house	There are a group of teenagers by the clubhouse. Removed by fire marshall	Other		
10/10/2024	18:39:00	Robinson Concierge	Trespass	Trespassers	Robinson	RS rooftop	Tresspassers on Robinson south roof in the minivan. More guys in south lobby. In the lift to the roof at the moment, same boys as last night (every night). There's one group in the yellow van the other 2 in he pink. 2 trespassers have left Robinson South but 4 trespassers remains on 23 floor Robinson South. Fire Marshal and WPS called. Trespassers removed	ECR		
11/10/2024	14:35:00	Yasmin	Trespass	Trespassers	Alameda	11th floor	trespassers on the 11th floor of Alameda. Two teenagers. This was reported by the cleaners. Security called.Firstly, they refused that they would not leave the building. When called the police they immediately ran and left .	Other		
11/10/2024	17:20:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Guest called on 17th floor on West building and said there are trespassers there in the working space. Removed by Fire Marshal	Other		
26/03/2024	19:43:00	Sonam Rajal / Scott Berry	Trespass	Trespassers	Canada Gardens	Podium	trespassers on level 2 podium in CG - residents have reported. we are currently looking at cctv. 3 boys escorted out from clubhouse. By Fire Marshall. They just threw the float in water but got them to take it out. They are away from area now	Other		
25/03/2024	21:05:00	HAMZA AHMAD	Trespass	Trespassers	Canada Gardens	Heward	there were tresspassers in heward. resident reported them. escorted them out of building.(recorded them on bodycam)	Not required		
14/10/2024	12:34:00	Concierge	Trespass	Trespassers	Beton	Multi Purpose Room	Resident just called and reported trespassers in the beton building. Said they went up the stairs. He said they tailgated him. Fire Marshal called. Found them on multi purpose room. one of them saw me in addition to joining and I refused entry and told him to tell them they need to leave and police is on their way, they immediately left.	Other		
14/10/2024	16:49:00	Fire Marshal	Trespass	Trespassers	Repton Gardens	Podium	Just removed tresspassers from Repton.	Not required		
14/10/2024	17:45:00	Concierge	Trespass	Trespassers	Robinson	n/a	trespassers just left Robinson's they might try enter another building	Not required		
15/10/2024	14:50:00	Petra / Grace	Trespass	Trespassers	Repton Gardens	Podium	Trespassers in Repton podium. 4 of them by kids play area. Seen in person - initially 2 of them who then let another 2 in. They have all ran out throught main entrance as soon as they saw Fire Marshal	Other		
16/10/2024	14:46:00	Adan - Security	Trespass	Trespassers	Beton	Snug room	The snug room exit door is open with out access Keys. kids access using exit door aroud 2pm. Beton Security removed them.	Other		
16/10/2024	13:29:00	Concierge	Trespass	Trespassers	Repton Gardens	Podium	trespassers in Repton Gardens on the 1st floor in the garden. They have left, saw them by the shops as Fire Marshal was approaching	Other		
16/10/2024	16:41:00	Concierge	Trespass	Trespassers	Robinson	Rob West	Trespassers enterering the lift at Robinson West. Fire Marshal called. All Clear	Other		
24/03/2024	18:21:00	Piotr W	Trespass	Trespassers	Canada Gardens	Lismer	2 kids just tailgated through Lismer - they're currently loitering around 2nd floor podium. Fire Marshall escorted them out	Other		
16/10/2024	19:10:00	Concierge	Trespass	Trespassers	Alameda		Kids broke in by the door in block B. Alameda block B door handle found broken. Trespassers removed by Fire Marshal	Other		
26/07/2024	18:55:00	Concierge	Trespass	Attempt Trespassers	Landsby	Landsby East	resident just complained about his door being kicked like 4 or 5 times. Possibly trespassers. Flat 304 east. Fire Marshal called, no one found.	Other		
17/10/2024	11:07:00	Grace Oyesoro / Petra	Trespass	Trespassers	Repton Gardens	Club Room	Just removed 3 trespassers from Repton club room - they're headed towards Landsby. Trespassers back in Repton podium later.Tenant mentioned school children trespassing in Aspen. Removed by Fire Marshal. WPS talked to them.	Other		
17/10/2024	13:16:00	Concierge / Ifty	Trespass	Trespassers	Robinson	17th floor RW	Intruders Robinson west lobby corridor, later seen on 17th floor. They appeared again but they just left the building. they were let back into building by a resident who got through a door with a fob. the group of boys and girls are on the 17th floor in robison west. Fire Marshal called as they are in Den on the 17th floor .	Other		
17/10/2024	15:56:00	Fire Marhsal	Trespass	Trespassers	Alameda	Bloc B	a group of around 6/7 trespasser forced entry at Alameda Block B and took the lift.notified by maintainance team member via call at 15:56. Fire Marshal went over immediately notifying WPS. Trespassers were removed from alameda at 16:18	Other		
23/03/2024	20:30:00	Maahir Abdillahi	Trespass	Trespassers	Canada Gardens	Second floor podium.	Trespassers were on the second floor podium.Escorted them off the premises	Not required		
20/03/2024	19:15:00	Yusuf Khalifa	Trespass	Trespassers	Canada Gardens	Gym and communal areas	Request full sweep of Canada gardens and the gym mentioned. All clear by Fire Marshall	Other		
18/10/2024	20:00:00	Hamza Ahmad	Trespass	Trespassers	Repton Gardens	Club Room	group of teenagers, they were in the clubroom. I escorted them out. CCTV footage is inthe Concierge phone.	Not required		

18/10/2024	19:31:00	Noemi, Yasmin, Brunel	Trespass	Trespassers	Alameda	Block B 11th floor	Earlier this evening, we encountered individuals trespassing in Alameda Block B. Security discovered them on the rooftop of the 11th floor, where they were engaging in unsafe behavior. Two of the individuals climbed over the roof edge protection barriers, posing a significant risk to their own safety.If these individuals return at any point during the night, please call the police immediately and inform them of the potential dangers involved. For reference, video footage of the earlier incident is available on the front desk phone in the Beton security group chat. Trespassers have tailgated in Alameda via block B. Security Adan to remove, WP Security to assist. the WPS personnel was at block B by the time the trespassers came out using block A.	ECR		
18/10/2024	18:18:00	Concierge	Trespass	Trespassers	Beton	Lobby	About 10 kids have tailgated in Beton. Security Adan removed them. About 8 kids later seen walking towards Madison. Lexington FA panel staircase sound , we don't know if it's trespassers triggered.	Other		
18/10/2024	17:03:00	Concierge	Trespass	Trespassers	Repton Gardens	Club Room	Resident mentioned trespassers in one of Repton Gardens communal area. At Club room, as door to podium is wide open. Fire Marshal called and removed them.	Other		
18/10/2024	18:29:00	Sonam Rajal	Trespass	Trespassers	Robinson	DDA car park / Rooftops	Saw a group of 4 trespassers go into the DDA stairs of Robinson west trying to spot them on cctv. Trespassers just entered Robinson via car park. Big group. 4 on 17th floor Southand at least 4 in car park. More kids have entered Robinson's through the car park later. I count 10 total but it could be a couple more. All later seen in Robinson West rooftop. They ran down the stairs in the lift lobby. Removed by Fire Marshal. Car Park also clear, but trespassers later went back into south building main entrance tailgating and then lift lobby. Removed again from Robinson South rooftop by Fire Marshal.	Other		
19/10/2024	18:05:00	Siaf Raja - Security	Trespass	Attempt Trespassers	Alameda	Back entrance	Two teenagers tailgated at Alameda back. Stopped at the entrance and asked to leave. They just left it few mins ago.	Not required		
19/10/2024	18:16:00	Concierge	Trespass	Trespassers	Beton	Rooftop	Trespassers at the entrance of beton reported by residents. Seen later at Rooftop. Security check and they left	Other		
19/10/2024	16:04:00	Concierge	Trespass	Trespassers	Repton Gardens	Podium	Trespassers seen at podium. Removed by Fire Marshal.	Other		
19/10/2024	16:43:00	Concierge	Trespass	Trespassers	Robinson	RW rooftop	Trespassers Robinson west rooftop. Removed by Fire Marshal.	Other		
20/10/2024	17:47:00	Concierge	Trespass	Trespassers	Repton Gardens	Podium	Trespasses on the grass area in Repton Gardens. Group of 4 boys in Birch house. Fire Marshal called.	Other		
20/10/2024	18:55:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	alarms just started Robinson west. Turned them off but Alarm has started again same areas. Lifts have stopped working in the building because of the fire alarm. Fire Marshal called as resident reported smelling weed on 17th floor. They left rw front exit, it's 2 same people reported yesterday	Other		
20/10/2024	19:36:00	Concierge	Trespass	Trespassers	Robinson	RS rooftop	6 young ones on roof of Robinson south. Removed by Fire Marshal	Other		
21/10/2024	22:26:00	Ralph	Trespass	Trespassers	Robinson	17th floor RW	3 male trespassers entered the building by forcing RW basement door open. Spotted on 17th floor by taxi area and escorted out the building.Trespassers offsite at 23:47	Not required		
21/10/2024	23:12:00	Ralph	Trespass	Trespassers	Robinson	17th floor RW	another 3 male trespassers entered the building by forcing RW basement door open. Spotted at 17th floor lift lobby and escorted out the building.Trespassers offsite at 23:18	Not required		
21/10/2024	20:12:00	Khadija Fatima / Fa	Trespass	Attempt Trespassers	Beton	1103 Beton	I received a call from the resident of Flat 1103 in Beton, reporting that three trespassers were kicking the main door in the entrance lobby, attempting to tailgate into the building. The resident recorded the incident and called me immediately. I arrived at the scene within a few minutes, and during this time, Farouq Sir was on the phone with me until I connected with Wembley Park Security. The resident was understandably upset as the trespassers had threatened her. She was requesting 24-hour security in the building due to her concerns for safety. I managed to calm her down, and she eventually returned to her flat. William Sir also arrived on-site and arranged for a security officer to be stationed at Beton for additional protection. Requesting CCTV regarding an attempted break in at approximately 8:12 PM Beton. Three males were witnessed repeatedly kicking the entrance door.	ECR		
21/10/2024	14:21:00	Farouk	Trespass	Trespassers	Beton	Snug Room	Just found two kids in snug room. Security Faizan attending and removed.	Other		
21/10/2024	14:44:00	Daniel Barnes - secu	Trespass	Trespassers	Alameda	Block B	Found 5 kids at block b. Removed by Security Fahad Ahsan. Trespassers tailgated resident. After removal they are still walking around the area.	Other		
21/10/2024	15:07:00	Faizan - security / Yasmin	Trespass	Attempt Trespassers	Beton	Outside	3 to 4 kids are roaming outside the beton house and trying to get inside. 2 boys were trying to get inand open the door but just stayed at the door. They've gone , but later the 4 kids are outside and asking the residents to take them inside. They were trying to hit the glass.	Other		
21/10/2024	19:22	Daniel Barnes - secu	Trespass	Attempt Trespassers	Beton	Outside	Another group tried to enter, they had a similar looking red fob and said it was not working. A group of around 10 kids. They left but They're waiting outside the door. WP Security notified.	Other		
21/07/2024	16:05:00	Omer Abbasi	Trespass	Trespassers	Landsby	LW 4th floor	kids in Landsby West staircase 4th floor. Escorted out by Fire Marshal	Other		
19/07/2024	15:09:00	Karolina Zelezna	Trespass	Trespassers	Landsby	Roof top 17h floor LW	group of kids on landsby west rooftop 17th floor, fire marshal to remove	Other		
21/10/2024	16:03	Ifty	Trespass	Attempt Trespassers	Robinson	lobby	2 tried to get in to Robinson. Just spotted them as they got in. Later seen making their way to CG. Keep an eye out	Not required		
21/10/2024	16:57	Ifty	Trespass	Trespassers	Robinson	RW 17th floor	two trespassers smoking in one of the phone booths on the 17 floor Robinson West. Fire Marshal removed them.	Other		
21/10/2024	17:04	Concierge	Trespass	Trespassers	Repton Gardens	Club Room	Resident reported regular trespassers in one of the social spaces in Repton garden. Fire Marshal removed them	Other		
22/10/2024	18:04:00	Adan - Security	Trespass	Attempt Trespassers	Beton	lobby	One kids try to get in following resident . I prevent him but I stand call residents opened the door for him . Managed to get in later and took lift.	Not required		
22/10/2024	15:59:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	2 trespass robinwest west 17th floor. same two trespassers from yesterday . Fire Marshal called	Other		
22/10/2024	16:30:00	Alisha Rae	Trespass	Trespassers	Repton Gardens	Club Room	Trespassers in repton club room. asked them to leave they left and said they will try another building. Fire Marshal called. One of them have a Fob to access the building and he's claiming that he's the resident but before going to concierge they both ran outside.	Other		
22/10/2024	17:31:00	Concierge	Trespass	Trespassers	Robinson	RS rooftop	Trespassers in Robinson South. Fire Marshal called.The 5 Trespassers escorted from Robinson South. Estate team is outside of robinson west if needed.	Other		
16/07/2024	14:21:00	Milton D	Trespass	Trespassers	Landsby	Landsby East	trespassers by Landsby East main entrance.	Other		
23/10/2024	14:03:00	Fire Marshal	Trespass	Trespassers	Repton Gardens	Podium	Removing trespassers from the repton garden building Podium	Not required		
23/10/2024	16:29:00	Ifty	Trespass	Trespassers	Robinson	DDA Stairs	Group of teenagers enter DDA stairwell, left but smell of weed. Later same group back in Robinson south. 23rd floor. WPS called for assistance. They left. This group caught on a regular basis	Other		
23/10/2024	20:00	Hamza ahmad	Trespass	Trespassers	Repton Gardens	Club Room	group of teenagers IN THE CLUB ROOM. escorted them out CCTV footage is inthe Concierge phone.	Not required		
24/10/2024	15:43:00	Adan - Security	Trespass	Attempt Trespassers	Beton	Main door	two kids pushed Beton main door. Stopped them. Called WPS for assistance to remove them from premises.	ECR		
24/10/2024	13:28:00	Fire Marshal	Trespass	Trespassers	Repton Gardens	Podium	Removed group teenagers from Garden	Not required		
24/10/2024	13:51:00	Ifty	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers at RW 17th floor - hiding on phone booths. Removed by Fire Marshal.	Other		
24/10/2024	15:34:00	Concierge	Trespass	Trespassers	Repton Gardens	Podium	3 Trespassers in Podium area . Seen later in Club Room. Removed by Fire Marshal	Other		
24/10/2024	17:57:00	Concierge	Trespass	Trespassers	Repton Gardens	Club Room	3 Trespassers seen again at Club Room. Removed by Fire Marshal.	Other		
24/10/2024	18:39:00	Ifty	Trespass	Trespassers	Robinson	Rob East	2 Trespasssers at Rob Eat. Took lifts. One with a bike.	Other		
25/10/2024	15:45:00	Adan - Security	Trespass	Attempt Trespassers	Beton	Main entrance	3 kids attenpt to trespassers. I prevented them and left.	Not required		
19/03/2024	20:55:00	HAMZA AHMAD	Trespass	Trespassers	Canada Gardens	Podium	There were 3 guys in the podium who were smoking cigarrettes. one of the resident reported them i went to podium and escorted them out of the building.	Not required		
25/10/2024	19:23:00	QL OSA Hamza	Trespass	Trespassers	Robinson	RS rooftop	2 Trespassers at RS rooftop caravans. Removed by Fire Marshal	Other		
26/10/2024	14:17:00	Adan - Security	Trespass	Attempt Trespassers	Beton	Main Entrance	3 kids tried to get in Beton. I prevented them and left. Thry tried to access Alameda Block B as well.	Not required		

26/10/2024	17:29:00	Adan - Security	Trespass	Attempt Trespassers	Beton	Main Entrance	10 kids attenpted to access Beton but I prevented them. Called WPS for assistance to remove from premises.	ECR		
26/10/2024	18:48	Moin - Security	Trespass	Attempt Trespassers	Beton	Main Entrance	2 teenagers tried to enter the builiding. I prevented them and left. Tried again 10 min later and moved them aout	Not required		
26/10/2024	13:38:00	QL OSA Hamza	Trespass	Trespassers	Robinson	RS Roftop	Trespasssers seen at RS rooftoop caravans. Vandalising Vans and Smoking inside. 3 removed. But 2 more girls and 1 guy still seen later	Other		
19/03/2024	15:00:00	Malia	Trespass	Trespassers	Canada Gardens	Seath	someone is standing under the fire escape ladder in seath lobby. Trespasser has been escorted out the building by Yusuf	Other		
27/10/2024	18:48:00	Concierge	Trespass	Trespassers	Robinson	RS Rooftop	trespassers in Robinson south rooftop, inside the camper vans and others trying to enter via the DDA car park. Removed by Fire Marshal	Other		
27/10/2024	20:34:00	Ralph	Trespass	Trespassers	Robinson	RS Rooftop	4 males seen on CCTV tailgating a resident at RS main entrance and entering pink caravan on RS rooftop. Trespassers escorted out at 20:45	Not required		
27/10/2024	22:10:00	Emmanuel Acquah	Trespass	Trespassers	Repton Gardens	Club Room	five(5) teenagers came to the club room and I kicked them out.	Not required		
28/10/2024	13:31:00	Liane Evans	Trespass	Trespassers	Robinson	RS Rooftop	Cleaners reported that on the 23rd floor of Robinson S in the pink caravan is the group of 3 boys now inside and smoking. Trespassers removed by Fire Marshal	Other		
28/10/2024	15:51:00	Adan - Security	Trespass	Attempt Trespassers	Beton	Main Entrance	Two trespassers tried to get in. I prevent them. they left right now.	Not required		
28/10/2024	15:53:00	Sdedotun - Security	Trespass	Attempt Trespassers	Alameda	Block B entrance	Two trespassers ladies want to get in, i prevented them from entering	Not required		
28/10/2024	16:12:00	Shane Hazarika	Trespass	Trespassers	Madison	Mad East Entrance	A couple of kids tailgated In Madison East entrance. Fire Marshal called. Trespassers removed.	Other		
28/10/2024	17:27:00	Ifty	Trespass	Trespassers	Robinson	RS Rooftop	Trespassers on 23rd floor RS. Same kids are back. Fire Marshal called	Other		
28/10/2024	20:06:00	Jonathan Abraha	Trespass	Trespassers	Robinson	Car Park Stairwell	Trespassers again in the car park stairwell Robinson. Fire Marshal called. All of them gone.	Other		
29/10/2024	14:18:00	Liane Evans	Trespass	Suspected Trespasssers	Robinson	Blue Car Park	Two Trespassers just went up the ramp in to the blue car park. Frie Marshal called. All clear	Other		
29/10/2024	20:03:00	Fire Marshal	Trespass	Trespassers	Repton Gardens	Podium	Group of trespassers removed from repton. Caught them playing loud music in the loung area, about 8 IC6 teens.	Not required		
30/10/2024	16:21:00	Adedotun - Security	Trespass	Attempt Trespassers	Alameda	Bl;ock B	I prevented two guys from entering the building	Not required		
30/10/2024	17:09:00	Adan - Security	Trespass	Attempt Trespassers	Beton	Main entrance	4 kids try to get in I prevent them they left right now	Not required		
30/10/2024	17:50:00	Adan - Security	Trespass	Attempt Trespassers	Beton	Main entrance	Two kids try to get in I prevent them to entering the building.	Not required		
30/10/2024	14:50:00	Petra	Trespass	Trespassers	Repton Gardens	Club Room	Kids in club room in Repton. Removed by Adnan	Other		
30/10/2024	16:31:00	Fire Marshal	Trespass	Trespassers	Robinson	RS roof terrace	2 trespassers removed. 2 IC6 teens	Not required		
30/10/2024	19:35:00	QL OSA Hamza	Trespass	Trespassers	Robinson	RS lifts	5 male tresspasser in Robinson south. Fire Marshal called. Removed	Other		
16/02/2024	20:45:00	Shahnawaz	Trespass	Trespassers	Ferrum	Rooftop	Two trespassers enter with behind the resident and went to roof. Escorted them out[No issues]	Not required		
31/10/2024	15:22:00	Adan - Security	Trespass	Attempt Trespassers	Beton	Main entrance	Two kids try to get in but I prevented them from entering the building	Not required		
31/10/2024	18:35:00	Adan - Security	Trespass	Attempt Trespassers	Beton	Main entrance	3 kids try to get in but I prevented them from entering the building. They left	Not required		
31/10/2024	16:39:00	Concierge	Trespass	Trespassers	Robinson	RS Rooftop	2 intruders Robinson South roof. Fire Marshal called. Removed	Other		
19/03/2024	17:02:00	Piotr W	Trespass	Trespassers	Canada Gardens	Heward	Request for sweep of Heward building, all floors including 2nd floor podium. Reports of potential tailgating. Removed by Fire Marshall	Other		
18/03/2024	20:45:00	FAIZANUDDIN MOH	Trespass	Trespassers	Canada Gardens	Club kitchen area / Podium / Car park	In response to th handover i started observing the different areas for any kind of suspective presence or the trespassers. I found the group of kids sitting in the club kitchen area. I tried to put on my body cam and reach the spot as soon as possible but when i was there the kids were gone. I then had a word with the residents out side clubhouse dog walking on the podium. They said they saw them moving towards the robinson bridge side on the podium mean while i approached my duty manager for the support both of us have checked all the areas that they can be present and also all the possible areas on podium also the parking areas in robinson. The strong smell of smoking substance was observed near the car park premises of robinson but we could not find anyone in the premices for which we assumed them to might have left the building.	Not required		
01/11/2024	14:28:00	Fire Marshal	Trespass	Trespassers	Repton Gardens	Podium - Gardens	Group of 5 trespassers in Repton Gardens. I've escorted them out	Not required		
01/11/2024	16:14:00	Concierge	Trespass	Trespassers	Robinson	DDA Stairs	3 tresspapers DDA stairs. Escorted out by Fire Marshal.	Other		
01/11/2024	17:38	Concierge	Trespass	Trespassers	Robinson	Robinson South rooftoop	Trespassers at Robinson South, inside the pink caravan. Fire Marshal Siaf Raja assited to escorted them out. Both were very aggressive.	Other		
01/11/2024	19:36	Alisha Rae	Trespass	Trespassers	Repton Gardens	Club room	Trespassers trying to get into repton club room. Fire Marshal Siaf Raja called to assist. Petra S requested this tobe logged this with police, as They are damaging the maglock when forcing the door open from outside.	Other		
12/07/2024	17:33:00	Concierge	Trespass	Trespassers	Landsby	Landsby East	Residents came to the front desk saying trespassers in Landsby East can we have assistance	Other		
01/11/2024	20:25:00	Hamza ahmad	Trespass	Trespassers	Repton Gardens	Club room	removed 4 tresspassers from the clubroom.	Not required		
18/03/2024	14:07:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Mezz level 2	just had this school boy force his way onto Level 2 mez level. He's left the building now but just a heads up.	Not required		
18/03/2024	16:11:00	Yusuf Khalifa	Trespass	Trespassers	Canada Gardens	Heward / Lismer	School kids hovering near Heward / Lismer patroll requested .been told they are trying to tailgate. Removed by Fire Marshall	Other		
02/11/2024	17:46:00	Concierge	Trespass	Trespassers	Robinson	Robinosn South rooftop	Trepasssers on Robinosn South rooftop - caravans. Fire Marshal called to assist. Escorted them out.			
02/11/2024	21:29:00	Emmanuel Acquah	Trespass	Trespassers	Repton Gardens	Club Room	I removed three(3) trespassers from the club room.	Not required		
17/03/2024	19:30:00	Concierge	Trespass	Trespassers	Canada Gardens	Lismer Stairs	The same youth trespassing every evening in Canada Garden, Warned them and escorted them out. Lismer Stairs and entrance	Other		
03/11/2024	19:31:00	QL OSA Hamza	Trespass	Trespassers	Robinson	RS 23rd floor	2 tresspasser Robinson south terrance 23rd floor. They're kicking their football at the caravan windows and trying to force entry in the doors. Escorted myself but they ran to basement . Then left	Not required		
16/03/2024	19:27	Concierge	Trespass	Trespassers	Canada Gardens	Heward	a group of teenagers just entered Heward. Moin removed them. The teenagers which trespassed last week in CG, same youth trespassed again, moved them out via Lismer	Other		
04/11/2024	09:35:00	Petra S	Trespass	Trespassers	Repton Gardens	Podium	Trespassers in podium gardens. Later left	Not required		
04/11/2024	16:04:00	Concierge	Trespass	Trespassers	Robinson	RS Rooftop	Tresspassers in Robison south lobby. Just left tried buzzing the intercom posing as delivery drivers. They came back to are on the roof probably hiding behind the caravans. 2 more just joined them 4 total now. Fire Marshal called. Escorted them out	Other		
11/03/2024	07:45:00	: FAIZANUDDIN MO	Trespass	Trespassers	Canada Gardens	Emily's PlayHouse	Someone used the fob for the cleaner with the name MJ lowna glosek J&I cleaning services to get an access into emilys play house the morning cleaner found her in the emilys play house. She left the building from lismer and when i checked the audit access details i got know that she used the fob which most probably would be the stolen one. I cancelled the fob for MJ lowna glosek J&I cleaning services			
04/11/2024	17:51:00	Farouk O	Trespass	Trespassers	Repton Gardens	Aspen	Two trespassers in aspen. Walked into car park via stairwell. Fire Marshal escorted them out	Other		
05/11/2024	10:13:00	Yasmin	Trespass	Trespassers	Beton	Snug Room	there is a trespasser in the Mezzaline Snug room. He followed a resident into the building. He seems to be smoking. Removed by Fire Marshal.	Other		
05/11/2024	11:29:00	Ken	Trespass	Attempt Trespassers	Robinson	Rob south	School kids attempting to enter the building via Robinson South	Not required		
05/11/2024	16:21	Concierge	Trespass	Trespassers	Repton Gardens	Club room	there's trespassers in the club room in Repton Gardens. 3 of them sitting on the sofa Club room . Fire Marshal removed them	Other		
11/03/2024	22:25	Abdikarim Mohmed	Trespass	Trespassers	Canada Gardens	Lvl 2 Garden Area	Both I and Ralf removed trespassers (claiming their friend lives in the building) from the level 2 Garden area.Please see bodycam for more info.	Other		
11/07/2024	19:58:00	Concierge	Trespass	Trespassers	Landsby	Landsby East	Resident called saying that there are Trespassers in Landsby East	Other		
06/11/2024	14:30:00	Fire Marshal	Trespass	Trespassers	Repton Gardens		Another 2 trespassers removed from repton gardens.	Not required		
07/11/2024	14:36:00	Ifty	Trespass	Trespassers	Robinson	DDA Stairs	2 trespassers just gone through the DDA stairs. Removed by Fire Marshal	Other		
04/07/2024	15:17:00	Milton D	Trespass	Trespassers	Landsby	LE 3rd floor	The same trespasser people as before - 3rd floor Landsby East. All clear by Fire Marshal			

07/11/2024	15:53:00	Fire Marshal	Trespass	Trespassers	Repton Gardens	Lounge Area	Trespassers caught and removed from Repton gardens lounge area.	Not required		
07/11/2024	16:51:00	Fire Marshal	Trespass	Trespassers	Robinson	Rooftop Caravan	Trespassers caught in Robinson rooftop caravan, removed.	Not required		
10/03/2024	18:07:00	Piotr W	Trespass	Trespassers	Canada Gardens	2nd floor podium	Request to do a sweep of the 2nd floor podium. Assisted by Fire marshall	Other		
07/11/2024	19:24	Brunel Basunda	Trespass	Trespassers	Beton		There's a kid there but seems like CH FAR-AN -Security office is struggling to escort him out of the building. Another security office called. Trespasser left	Other		
08/11/2024	20:28:00	VIKAS VIKAS	Trespass	Trespassers	Robinson	RS Rooftop	4 trespassers on Rooftop. Escorted out	Not required		
08/11/2024	14:13:00	Concierge	Trespass	Trespassers	Repton Gardens	Podium	Trespassers reported in Aspen House. Seems to be a trick for them to repeatedly press the automatic open button multiple times without a fob and the door is unlocked to push through. Escorted out by Fire Marshal.	Other		
08/11/2024	15:50:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	RW 17th floor we have trespassers but look on cctv to get exact location	Other		
10/03/2024	21:50:00	: FAIZANUDDIN MO	Trespass	Trespassers	Canada Gardens	Club House - Thomson	During my initial patrol, I observed vandalism to a glass jar within the clubhouse of the Thompson Building. The broken glass was all over the floor and the other accessories like remotes etc., were lying down in the corner. In the CCTV group of IC2 and IC4 minors were seen vaping smoking and placing their legs on the table kicking the stuff on the desk and throwing the ac and thermostat remotes and breaking the glass jar. The damage appeared consistent with previous incidents involving the storage room vandalisation in the Landsby Building on the same day , implicating the same group of IC2 and ic4 minors as suspects.Actions Taken: 1. I promptly reported the incident to both the night manager and duty manager from Pace Security. 2. Reviewing CCTV footage, it was determined that the vandalism occurred between 17:00 PM and 18:00 PM, prior to the commencement of my shift at 20:00 PM. Did extra patrols and supervised the spot for the whole night.	Other		
08/11/2024	18:55:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	17th floor we have 3 intruders Robinson west. Reported by redident. Fire marshal found them on 18th floor and escorted them out.	Other		
09/11/2024	20:40:00	VIKAS VIKAS	Trespass	Trespassers	Robinson	RS Rooftop	4 male trespassers entered the building by forcing RS- Fire Exit door open. Spotted on Rooftop. trespassers escorted out of RS	Not required		
09/11/2024	22:40:00	VIKAS VIKAS	Trespass	Trespassers	Robinson	RS Rooftop	Another 3 male and 4 girls trespassers on same place. trespassers escorted out of RS	Not required		
08/03/2024	09:29:00	Piotr W	Trespass	Trespassers	Canada Gardens	Thomson 4th floor	Request for sweep of 4th floor Thomson, resident reported strange individual loitering about. Assisted by Moin	Other		
09/11/2024	21:45:00	Hamza ahmad	Trespass	Trespassers	Repton Gardens	Club room	removed 4 tresspassers from the clubroom.	Not required		
10/11/2024	15:28:00	Adan - Security	Trespass	Attempt Trespassers	Beton	entrance	Two kids try to get in I prevented them they left right now. they are around Spanish steps. Kids are coming again and I prevented them to entering the the building. Please Alameda block B please keep on eyes.	Not required		
10/11/2024	16:12:00	Adedotun - Security	Trespass	Attempt Trespassers	Alameda	Block B	I prevented 2 boys from entering Alameda block B. They left immediately	Not required		
10/11/2024	17:02:00	Adan - Security	Trespass	Attempt Trespassers	Beton	entrance	3 kids try to get in Beton building I prevented them they are around Spanish steps. Keep on eyes please.	Not required		
10/11/2024	17:33:00	Adedotun - Security	Trespass	Attempt Trespassers	Alameda	Block B	I prevented 2 boys from entering Alameda block B, again, they have left immediately	Not required		
10/11/2024	16:43:00	Concierge	Trespass	Trespassers	Robinson	RS rooftop	2 trespassers Robinson south rooftop. Fire Marshal called and escorted them out.	Other		
10/11/2024	18:16:00	Concierge	Trespass	Trespassers	Repton Gardens	Club room	4 trespassers at Club room - poduim - Repton Gardens. Fire Marshal called and escorted them out	Other		
11/11/2024	15:59:00	Liane Evans	Trespass	Trespassers	Robinson	Rooftop caravan	Trespassers on the DDA stairwell in Robinson west. trespassers on the roof, inside the pink caravan. Removed by Fire Marshal	Other		
11/11/2024	16:11:00	Petra S	Trespass	Trespassers	Repton Gardens	Club room	Trespassers at Club room. But they left later.	Not required		
11/11/2024	17:28:00	Alisha Rae	Trespass	Trespassers	Repton Gardens	Club room	Trespassers at Club room. Removed by Fire Marshal	Other		
11/11/2024	19:04:00	Alisha Rae	Trespass	Trespassers	Repton Gardens	Club room	Trespassers are back at repton club room. Removed by Fire Marshal.	Other		
12/11/2024	13:25:00	Emilia	Trespass	Trespassers	Repton Gardens	Aspen House	3 trespassers in school uniform were spotted entering Aspen House	Other		
08/03/2024	18:02:00	Yusuf Khalifa	Trespass	Trespassers	Canada Gardens	Club House / Lismer	clubhouse be checked in CG apparently there are individuals smoking. Assisted by Moin who Checked they were Vaping, instructed them as it's not a smoking zone and they stopped n apologized, The guy apparenlty lives in 273 CG. Showed fob but refused to verify. They are 3 girls and 4 boys underage, wearing black hoodies. Escorted out by Moin. But back at 19:44 This youth is back again in the club house, with more of the three friends , escorting them through Lismer building	Other		
12/11/2024	16:10:00	Concierge	Trespass	Trespassers	Repton Gardens	Club Room	Club room Repton trespassers. Fire Marshal called. Trespassers removed	Other		
12/11/2024	16:30:00	Concierge	Trespass	Trespassers	Robinson	Rooftop caravans	two trespassers on the rooftop in the carvans. Fire Marshal called.	Other		
12/11/2024	17:17:00	Adedotun - Security	Trespass	Attempt Trespassers	Alameda	Block B	I prevented boys from entering Alameda block B, they have left immediately	Not required		
12/11/2024	18:45:00	Adedotun - Security	Trespass	Attempt Trespassers	Alameda	Block B	I prevented 1 lady from entering Alameda block B, she has vacated the area	Not required		
12/11/2024	18:32	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairwell	Trespassers in DDA stairwell. Hanging around by the lifts trying to get into Robinson. Usual guy that lives in Lexington. Fire Marshal called. All clear	Other		
08/03/2024	19:30:00	Concierge	Trespass	Trespassers	Canada Gardens	Thomson	Some youngs are in the main entrance of Canada gardens. They are outside the CG main entrance, this is not the same youth who trespassed earlier.Moiin Cascaded the trespassing information to Estate team and they affirmed to keep an eye at CG and those Teenagers are at Olympic steps informed same to Estate Team	ECR		
13/11/2024	12:55:00	Petra S	Trespass	Trespassers	Repton Gardens	Podium	teenagers forced the door in Aspen and they entered. Removed by Fire Marshal	Other		
06/03/2024	17:51:00	Yusuf khalifa	Trespass	Trespassers	Canada Gardens	Podium	sweep of the podium be done. Assisted by Fire marshall - Jermaine	Other		
13/11/2024	20:19:00	Ralph	Trespass	Trespassers	Robinson	RS 23rd floor	Resident from 1225 called regarding 3 males tailgating. Trespassers seen on CCTV at 23rd floor RS. Trespassers escorted out of building	Not required		
14/11/2024	11:33:00	Alisha Rae	Trespass	Trespassers	Repton Gardens	Club room	Repton club room trespassers. Removed by Fire Marshal, but they returned again at 12.30 . Fire Marshal called again abd removed them.	Other		
14/11/2024	12:51:00	Brunel B	Trespass	Trespassers	Beton	Snug room	Fire Marshal to assist to remove these kids from the snug room in Beton. Removed	Other		
14/11/2024	14:24:00	Concierge	Trespass	Trespassers	Repton Gardens	Club room	Trespassers in Repton club room. Removed by Fire Marshal.	Other		
14/11/2024	16:05:00	Concierge	Trespass	Trespassers	Repton Gardens	Club room	Trespassers in Repton club room. Fire Marshal called. Removed	Other		
05/03/2024	18:15:00	Scott Berry	Trespass	Trespassers	Canada Gardens	Club house	Kids are in the clubhouse. Removed by Jeremy - security	Other		
14/11/2024	18:09:00	Concierge	Trespass	Trespassers	Repton Gardens	Club room	Trespassers in Repton club room, but they left afterwards. But later The trespassers are back in the club room. And left again. A resident has reported that they have moved to the rooftop Birch House 11th floor. Trespassers removed by Fire Marshal	Not required		
14/11/2024	19:03	Adam - Security	Trespass	Attempt Trespassers	Beton	Main entrance	Trespassers try to get in I prevented him he left right now	Not required		
14/11/2024	20:20	Ralph	Trespass	Trespassers	Robinson	RS rooftop	6 trespassers seen on CCTV at RS rooftop. Investigated but trespassers have already left before I arrived. Trespassers seen on CCTV leaving the building from RS main lobby at 20:32	Not required		
15/11/2024	13:41:00	Alisha Rae	Trespass	Trespassers	Repton Gardens	Club room	Trespassers repton club room. Fire Marsal called. Removed	Other		
15/11/2024	13:39:00	Adam - Security	Trespass	Trespassers	Beton	Snug room	Two kids was in snug room I removed them.right now.	Not required		
15/11/2024	14:36:00	Petra S	Trespass	Trespassers	Repton Gardens	Club room	Trespassers in Repton club room. They are constantly here for the last 2 days (yesterday removed 8 times) - Fire Marshal asked to stay around Repton.	Other		

15/11/2024	15:49:00	Concierge	Trespass	Trespassers	Robinson	RS rooftop	Tresspassers robinson South roof. Escorted out by Fire Marshal	Other		
15/11/2024	16:51:00	Farouk	Trespass	Attempt Trespassers	Repton Gardens	Aspen lobby	Four kids in aspen lobby. They left later	Not required		
15/11/2024	17:22:00	Concierge	Trespass	Trespassers	Robinson	RS rooftop	Trespassers on the roof Robinson South roof. Ecorted out by Fire Marshal	Other		
15/11/2024	20:49	Adedotun - Security	Trespass	Attempt Trespassers	Alameda	Block B	I prevented 2 boys from entering Alameda block B, they have left immediately	Not required		
15/11/2024	18:17	Concierge	Trespass	Trespassers	Repton Gardens	Club room	Trespassers in Repton club room. They left later.	Not required		
16/11/2024	20:35:00	vikas vikas	Trespass	Trespassers	Robinson	RS Rooftop	6 male trespassers Spotted on RS- Rooftop. escorted out of building	Not required		
16/11/2024	14:26:00	Adan - Security	Trespass	Trespassers	Beton	Gym	1 kids get in the Beton gym removed. He followed After residents to get in Left right now	Not required		
16/11/2024	16:28:00	QL OSA Hamza	Trespass	Trespassers	Robinson	R East	3 trespassers in Robinson East, Fire Marshalescorted them out	Not required		
29/02/2024	17:54:00	Scott Berry	Trespass	Trespassers	Canada Gardens	Podium	Just escorted 2 school kids off the podium CG	Not required		
16/11/2024	18:59:00	Concierge	Trespass	Suspected Trespasssers	Robinson	DDA Stairs	Suspected Trespassers in DDA Stairs. Fire Marshal attended. All clear	Other		
16/11/2024	19:16	Concierge	Trespass	Trespassers	Repton Gardens	Club room	2 Trespassers smokkng at Club room. Fire Marshal called. One in the toilets. All escorted out	Other		
17/11/2024	18:41:00	Concierge	Trespass	Trespassers	Repton Gardens	Club House	The same 4 trespasers as yesterday at Repton club house. they are also smoking. Escorted out by Fire Marshal	Other		
18/11/2024	04:45:00	Hamza Ahmad	Trespass	Trespassers	Repton Gardens	Cherry House	there was a drunk guy who came inside the building i escorted him out and informed wembly park security.	Other		
03/07/2024	20:30:00	Abdikarim Mohamed	Trespass	Trespassers	Landsby	LE - Garden	3 teenage trespassers were found and removed from Landsby East. The door leading to the Garden on the Landsby East 2nd floor does not close and this is encouraging many trespassers.	Not required		
18/11/2024	16:29:00	Concierge	Trespass	Trespassers	Repton Gardens	Cherry House	2 trespassers Cherry House. Escorted out by Fire Marshal	Other		
18/11/2024	17:12:00	Adan - Security	Trespass	Attempt Trespassers	Beton	Main entrance	4 kids try to get in I prevented them they left right now.	Not required		
19/11/2024	10:55:00	Cocierge	Trespass	Trespassers	Robinson	RS Lobby	2 tresspassers Rob S lift lobby. Fire Marshal called. All clear	Other		
19/11/2024	11:54:00	Cocierge	Trespass	Trespassers	Repton Gardens	Club room	4 trespassers in club room. Removed by Fire Marshal	Other		
19/11/2024	19:07:00	Cocierge	Trespass	Trespassers	Repton Gardens	Club room	2 Trespassers cherry house. Later more arrived. Total 8. A resident in Birch House said they saw some hiding in stairwells this could be them. Fire Marshal removed them all.	Other		
28/02/2024	17:02:00	Liane Evans	Trespass	Attempt Trespassers	Canada Gardens	Collyer	Just seen a group of teens try to tailgate a resident into Collyer. They are now walking towards Madison down union park	Not required		
20/11/2024	14:13:00	Gareth Bone	Trespass	Trespassers	Repton Gardens	Podium	Trespassers leaving repton. Walking towards Box Park	Not required		
20/11/2024	16:02:00	Alisha-Rae	Trespass	Trespassers	Repton Gardens	Club room	Repton club room trespassers. Same guys Gareth just escorted. Fire Marshal called. Removed them.	Other		
20/11/2024	16:05:00	QL OSA Hamza	Trespass	Trespassers	Robinson	DDA Stairwell	Dda stairs Robinson 4 trespassers. Removed by fire Marshal	Other		
20/11/2024	18:46:00	Jonathan Abraha	Trespass	Trespassers	Repton Gardens	Club room	Trespassers back in Repton. Removed by Fire Marshal	Other		
21/11/2024	12:11:00	Farouk O	Trespass	Attempt Trespassers	Repton Gardens	Aspen	Two kids trying to access aspen. Fire Marhsal Just detered this group trying to tail gate behind maintenance team entering Aspen	Other		
25/06/2024	23:00	Abdikarim Mohamed	Trespass	Trespassers	Landsby	Landsby East	Three teenage trespassers we removed from Landsby East.	Not required		
21/11/2024	16:26:00	Alisha Rae	Trespass	Trespassers	Repton Gardens	Aspen	A resident just called to say she was followed into the building by trespassers. She said she saw them heading towards aspen. Tried to get into Club room. Some near BBQs, other 3 on Birch rooftoop. Removed by fire Marshal.	Other		
22/11/2024	14:15:00	Faizan Ali - Security	Trespass	Trespassers	Beton	Main entrance	One person got inside so I stopped him. he is saying that friend is coming down. Tailgated a resident for access.	Not required		
22/11/2024	20:02:00	Faizan Ali - Security	Trespass	Attempt Trespassers	Beton	Main entrance	two boys are romaing outsite the site, just tried to enter. Stopped them.	Not required		
26/02/2024	14:41:00	Piotr W	Trespass	Trespassers	Canada Gardens	Podium / Club House	Request for a sweep the podium area including the clubhouse. resident reported few teenagers loitering about that most likely aren't residents. 2nd floor podium area. Removed by Jermaine - security	Other		
22/11/2024	14:45:00	Maintenance Team	Trespass	Trespassers	Madison	Mad East	Kids sitting in Madison east entrance lobby.They were just eating food on the floor. Fire Marshal escorted them out.	Other		
22/11/2024	15:22:00	Jonathan Abraha	Trespass	Trespassers	Repton Gardens	Club Room	Trespassers at club room. Escorted out by Fire Marshal.	Other		
22/11/2024	17:22:00	Jonathan Abraha	Trespass	Trespassers	Repton Gardens	Club Room	Trespassers at club room. Left trough Podium, but again going back trough Aspen Gate.	Other		
23/11/2024	17:11:00	Concierge	Trespass	Trespassers	Repton Gardens	Club room	Trespassers at club house. Fire Marshal escorted them out. Others outside Aspen attempting to come in but sent them all away.	Other		
25/02/2024	22:00:00	FAIZANUDDIN MOH	Trespass	Trespassers	Canada Gardens	Thomson - Mezannine	An ic2 couple was seen sitting in the lounge area on mezanine floor. They seemed to be suspicious so i approached them and asked for theri appartment details. But the werent able to mention any as they were trespassers. escorted them out the video is in concierge phone.	Not required		
23/11/2024	18:30:00	QL OSA Hamza	Trespass	Trespassers	Robinson	17th floor Den	Big group of trespassers 17th floor the den smoking cannabis. Fire Marshal called. They've left den but could be lurking around West building	Other		
23/11/2024	22:14:00	Emmanuel Acquah	Trespass	Trespassers	Repton Gardens	Club room	I removed 4 trespassers from the club room	Not required		
23/11/2024	20:55:00	Ralph	Trespass	Trespassers	Robinson	RE basement staircase	4 males caught smoking cannabis in RE basement staircase. escorted out. Offsite at 20:56	Not required		
25/02/2024	18:08:00	Piotr W	Trespass	Trespassers	Canada Gardens	Lismer	Request sweep through Lismer building. Resident reported an individual loitering around the ground floor entrance. Removed by fire marshall	Other		
22/02/2024	18:26	Scott Berry	Trespass	Trespassers	Canada Gardens	Jackson	Group of 8 males were on mezz level cages and I have walked them to Jackson building. All clear after check by Jermaine but They will likely try come back I've just seen 2 lads down Canada lane between CG and Robbo	Other		
25/11/2024	12:37:00	Concierge	Trespass	Trespassers	Repton Gardens	Club room	Kids in Clubroom - trespassers. Removed by Fire Marshal	Other		
25/11/2024	14:32:00	QL OSA Hamza	Trespass	Suspected Trespasssers	Robinson	Robinson South	Resident reported tresspasser tailgating Robinson South entry. Mid 20s male. Fire Marshal attended. All clear	Other		
19/02/2024	01:10:00	FAIZANUDDIN MOH	Trespass	Attempt Trespassers	Canada Gardens	Outside Thomson	outside the thompson building group of ic1 were standing and peeping inside building lots of residents complained they were trying to walk behind them into the building. called the wembley park marshal they patrolled the area for like 15 minutes seeing which they went away	Not required		
26/11/2024	14:26:00	Alisha-Rae	Trespass	Trespassers	Repton Gardens	Aspen	group of teenagers just entered in Aspen. Fire Marshal called. They left	Other		
26/11/2024	18:07:00	Alisha-Rae / Jonatha	Trespass	Trespassers	Repton Gardens	Club Room	trespassers club room repton. WPS have now been called as Fire Marshal took 20 min to arrive. removed them via Aspen House exit where WPS met to support at the exit. Same guys seen later roaming near Madison West main entrance. Chased out	ECR		
26/11/2024	n/a	Sandeep Singh Matt	Trespass	Trespassers	Beton	Snug room	Tresspassers removed from Snug room in Beton was a group of 3 Teenage girls. removed straight away	Not required		
27/11/2024	12:41	Fire Marshal	Trespass	Trespassers	Repton Gardens	Podium	Trespassers removed from repton gardens	Not required		
27/11/2024	14:12:00	Fire Marshal	Trespass	Trespassers	Repton Gardens	Podium	Trespassers removed from repton gardens	Not required		
27/11/2024	17:43:00	Adnan	Trespass	Trespassers	Repton Gardens	Club House	Trespasser's in club room Repton. Removed by fire marshal.	Other		
27/11/2024	21:08:00	Adedotun- Security	Trespass	Attempt Trespassers	Alameda	Block B	I prevented guys from entering Alameda block B, they left immediately	Not required		
28/11/2024	22:14:00	Emmanuel Acquah	Trespass	Trespassers	Repton Gardens	Club room	I removed 4 trespassers from the club room	Not required		
28/11/2024	14:35:00	Adedotun - Security	Trespass	Attempt Trespassers	Alameda	Block B	I prevented 2 boys from entering Alameda block B	Not required		
28/11/2024	19:10:00	Eng Kayanja - Secur	Trespass	Attempt Trespassers	Beton	Main entrance	Three guys attempted to intrude into the building by pretending to be residents but prevented	Not required		
28/11/2024	15:18:00	Emilia	Trespass	Trespassers	Repton Gardens	Aspen House	There are the usual trespassers that enter Repton. They entered and hid in stairwell but were removed a min after entering by Fire Marshal	Other		
28/11/2024	17:04:00	Concierge	Trespass	Trespassers	Repton Gardens	Club house	Trespassers Repton. Removed by Fire Marshal, but they went back again 2.5 hrs after. Removed	Other		
29/11/2024	18:06:00	Eng Kayanja - Secur	Trespass	Attempt Trespassers	Beton	Main Entrance	A group of four guys attempted to gain access but intercepted and denied access.	Not required		
29/11/2024	20:55:00	Emmanuel Acquah	Trespass	Trespassers	Repton Gardens	Aspen Med Ped Gate	Eight(8) trespassers were made to returned while trying to enter through Aspen Med ped gate.	Not required		
29/11/2024	18:57:00	Concierge	Trespass	Trespassers	Robinson		trespassers spotted in Robinson South pink workey van. Fire Marshal called by they left.	Not required		
30/11/2024	22:25:00	Emmanuel Acquah	Trespass	Trespassers	Repton Gardens	Gym corridor	Four(4) trespassers were removed from Gym corridor	Not required		
30/11/2024	19:17:00	Farouk	Trespass	Trespassers	Repton Gardens	Aspen	Trespassers in aspen. Removed by Fire Marshal	Other		

17/02/2024	17:48:00	Johnatan Abraham	Trespass	Trespassers	Canada Gardens	Thomson	2 younger IC1 males tried to come in to the building - I denied them entry but can we keep a look out because they will definitely try and come back in. Canada Gardens Thomson main entry. Tried to sneak in behind a couple of residents	Not required		
01/12/2024	17:11:00	Adnan	Trespass	Trespassers	Repton Gardens	Aspen	Trespassers just entered through the Aspen gates. They are in the podium outside the club room. Escorted out by Fire Marshal	Other		
01/12/2024	18:03:00	Concierge	Trespass	Trespassers	Robinson	Rooftop	Intruders on roof. Escorted out by fire Marshal	Other		
01/12/2024	18:55:00	Adnan	Trespass	Trespassers	Repton Gardens	Aspen	Large group of kids trying to get in aspen. One of them is sitting in the aspen lobby, the rest outside. Fire Marshal called. They've left but theres a big crowd outside, wembley security called.	Other		
02/12/2024	15:10:00	Ifty	Trespass	Trespassers	Robinson	DDA Stairs	Trespassers in DDA stairs next to Robinson west	Other		
02/12/2024	17:46:00	Concierge	Trespass	Trespassers	Repton Gardens	Podium BBQ area	Trespassers in Repton Gardens by the BBQ. Leaving now. But there's more n Birch House level 11. Removed by Fire Marshal	Other		
02/12/2024	19:11:00	Ifty	Trespass	Trespassers	Robinson	RS rooftop	Trespassers in Robinson South possibly heading to the roof top. Couple of them went to the car park. Escorted out by fire Marshal	Other		
02/12/2024	20:40:00	Hamza ahmad	Trespass	Trespassers	Repton Gardens	Club room	4 tresspasser in Club room escorted out of the building footage recorded on bodycame as well as on Concierge phone	Not required		
02/12/2024	n/a	Sandeep Singh Matt	Trespass	Trespassers	Beton	Snug room	while watching the camera i notice snug room had items on the table and no one insight which led me to check cameras and come across tresspassers that was there long before my shift in the snug room i have downloaded the footage on to the pc	Not required		
03/12/2024	09:08:00	Ifty	Trespass	Trespassers	Robinson	RS rooftop	the trespasser went because im not sure if person was hiding any drugs or something there why he was there so early because he mentioned picking up something and be stunk of cannabis. He damaged handle of RS rooftop door. Reported to police. He's wondering now around in the stairwell in south. WP SEcurity made aware.	ECR		
03/12/2024	13:02:00	Farouk	Trespass	Trespassers	Beton	Snug room	5 Trespassers in snug in Beton. Removed by Fire Marshal.	Other		
03/12/2024	14:15:00	Liane Evans	Trespass	Trespassers	Robinson	n/a	3 trespassers just walked out for Robinson. They're hanging around in union park	Not required		
03/12/2024	21:00:00	Hamza ahmad	Trespass	Trespassers	Repton Gardens	Aspen	7 tresspasser escorted out from Aspen House and recorded them on bodycam.	Not required		
03/12/2024	n/a	Farouk	Trespass	Trespassers	Beton	n/a	two individuals trespassed into Beton. Police crime reference number 01/1156312/24	Not required		
04/12/2024	16:41:00	Adedotun - Security	Trespass	Attempt Trespassers	Alameda	Block B	I prevented 4 boys from entering Alameda block B.	Not required		
04/12/2024	19:49:00	S - Security	Trespass	Trespassers	Beton	Snug room	The same male trespasser from yesterday, trespassed today at 19:49.. He was sitting in The SNUG room at Beton. He was stopped at the door but decided to still enter and was being aggressive . I called for backup and the male was approached again in the snug room and told to leave. We removed him from the premises	Other		
04/12/2024	19:25:00	Concierge	Trespass	Trespassers	Repton Gardens	Club room	trespassers in the communal area in Repton gardens. They left afterwards	Not required		
05/12/2024	15:55:00	S - Security	Trespass	Attempt Trespassers	Beton	main entrance	prevented 2 boys from entering Beton.They left immediately.	Not required		
05/12/2024	17:08:00	Concierge	Trespass	Trespassers	Repton Gardens	Club room	trespassers in Repton Gardens communal area. Fire marshal called by they left.	Other		
10/06/2024	12:33:00	Milton D.	Trespass	Trespassers	Landsby	L East Kitchen	We have 3 trespassers in the Landsby East social space by reception. They are sitting in the kitchen. Removed by Fire marshall	Other		
05/12/2024	19:29:00	Concierge	Trespass	Trespassers	Robinson	Rob South	some young teenage trespassers at Robinson south. They went through Robinson west caught them tailgating. Fire Marshal called. All clear.	Not required		
05/12/2024	20:10:00	Ezekiel Kayanja	Trespass	Trespassers	Robinson	main entrance	Three youth gained access to the bulding through the main entrance. Escorted out.	Not required		
16/02/2024		FAIZANUDDIN MOHAMMED	Trespass	Trespassers	Canada Gardens	Entrance	The IC3 male trespasser along with his gf were trying to enter the building behind other resident. it looked like the wanted to go to the roof of the building . stopped them and asked them for their details which they failed to show and i had to escort them out of the building premises and at the same time i gave alert to other concierges and also the wembley park control.	Not required		
06/12/2024	20:54:00	Emmanuel Acquah	Trespass	Trespassers	Repton Gardens	Club room	I removed nine(9) trespassers from the clubroom	Not required		
07/12/2024	14:34:00	Concierge	Trespass	Trespassers	Repton Gardens	Club room	Trespassers in the Clubroom . Removed	Other		
13/02/2024	17:54:00	Concierge	Trespass	Trespassers	Canada Gardens	Collyer	Intruder in Collyer emergency staircase, ran in after a resident	Not required		
04/06/2024	20:10:00	Abdikarim Mohamed	Trespass	Unauthorised sales	Landsby	n/a	Trespass: Hello fresh representative was seen going door to door.He was escorted out of the building.	Not required		
07/12/2024	16:34:00	QL OSA Hamza	Trespass	Trespassers	Robinson	RS rooftop	6 trespassers Robinson south. All inside pink caravan . Removed by Fire Marshal.	Other		
07/12/2024	16:59:00	Concierge	Trespass	Trespassers	Madison	Studio Screen	Got some trespassers in studio screen room in Madison. Removed by fire Marshal	Other		
07/12/2024	17:21:00	QL OSA Hamza	Trespass	Trespassers	Robinson	RW the Den	6 trespassers RW the den one broke the dispensary on the taxi coffee machine			
12/02/2024	18:30:00	Jermaine - Security	Trespass	Trespassers	Canada Gardens	Thomson	Just escorted 5 young male trespassers from Thompson	Not required		
07/12/2024	18:20:00	Concierge	Trespass	Trespassers	Repton Gardens	BBQ Area	Trespassers outside in the BBQ area -Repton Gardens. Removed by Fire Marshal	Other		
07/12/2024	19:29:00	Concierge	Trespass	Trespassers	Repton Gardens	BBQ Area	5 trespassers in Repton Gardens. Outside clubhouse vaping. Fire marshal removed them.	Other		
07/02/2024	n/a	Nuno	Trespass	Trespassers	Ferrum	Fe1 Core A Stairwell	Tresspassers have left a mess on the fire stairwell in Fe1 Core A, (Rolling paper,ash etc.) Floors 11-12	Not required		
07/12/2024	20:30:00	S - Security	Trespass	Attempt Trespassers	Beton	main entrance	I prevented 2 boys from entering Beton.They left immediately	Not required		
07/12/2024	20:00:00	Emmanuel Acquah	Trespass	Trespassers	Repton Gardens	18th floor Cherry	I removed nine(9) trespassers from the 18th floor on Cherry house. Apt 1804 early on call to report that they were knocking on her door.	Not required		
07/12/2024	20:35:00	Emmanuel Acquah	Trespass	Trespassers	Repton Gardens	Aspen	I removed two(2) trespassers from Aspen House.	Not required		
04/06/2024	15:48:00	Concierge	Trespass	Unauthorised sales	Landsby	n/a	Hello fresh people are back at Landsby West	Not required		
08/12/2024	05:30:00	Zubair Hassan.	Trespass	Trespassers	Robinson	Rob West	There was two IC1 Teenage girs and one IC3 male. they enter behind the resident and I stoped them.They were saying its raining outside they wanted to stay few minutes.I called to Canada Garden night officer he came and we removed them out.No issues created.	Other		
04/06/2024	16:37	Daniel Parton	Trespass	Trespassers	Landsby	LE 15th floor	Just kicked two kids out from landsby east 15th floor	Not required		
29/05/2024	16:03:00	Milton D	Trespass	Trespassers	Landsby	L East	Request assistance of Fire Marshall to evict trespassers. Lobby Landsby East.	Other		
28/05/2024	12:32:00	Concierge	Trespass	Trespassers	Landsby	LE 7th floor	Landsby East 7th floor residents saw a group of guys and possibly forced entry in someone apartment. Fire Marshall attended. All clear	Other		
20/05/2024	16:33:00	Milton D	Trespass	Trespassers	Landsby	Block A - Rooftop	Landsby Block A - Rooftop. Escorted out by Fire marshall	Other		
09/12/2024	17:53:00	Security	Trespass	Trespassers	Beton	Loading bay entrance	I prevented 2 boys from entering Beton.They left immediately. May be they will try to enter from back door please keep on eye in CCTV.	Not required		
09/12/2024	19:23:00	Concierge	Trespass	Trespassers	Madison	Screening room	There's 4 kids in the screen room studio area. Cant recognise any of them, please can you come over. They're lighting up weed in there now please can you come soon	Other		
10/12/2024	15:37:00	Concierge	Trespass	Trespassers	Robinson	RS Rooftop	got 2 trespassers Robison south rooftop. Trying to break open the doors	Other		
10/12/2024	17:07:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	2 trespassers in Robison west 17th floor, regular ones, they're off camera at the moment trying to spot them	Other		
10/12/2024	18:35:00	Concierge	Trespass	Trespassers	Robinson	RS top floor	There's 3 in the stairwell of RS top floor	Other		
10/12/2024	18:59:00	Concierge	Trespass	Trespassers	Madison	Screening room	Kids have just come into Madison. They've gone into the screen room	Other		
11/12/2024	13:30:00	Fire Marshall	Trespass	Attempt Trespassers	Repton Gardens	Aspen	There are four boys. They wanted to come in but stopped outside. They have gone back after seeing me. Maybe go to another building.	Other		

11/12/2024	13:59:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Just had 4 regular trespassers go into RW from the external stairway door, I imagine going to 17th floor will confirm when I see them again	Other		
20/01/2024	22:00:00	Nuno	Trespass	Homeless Trespasser	Ferrum	Fire Exit Stairwell - FE2	Homeless man kicked out of fire exit stairwell (Fe2)	Not required		
29/04/2024	19:00	Daniel Parton	Trespass	Trespassers	Landsby		Bunch of kids in landsby east lobby.E scorted out. By Fire Marshall	Other		
12/12/2024	17:18:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	4 trespassers just entered through external stairway door to Robinson west. Just came out the lift on 17th floor west	Other		
09/02/2024	01:30:00	FAIZANUDDIN MOHAMMED	Trespass	Trespassers	Canada Gardens	Heward	A tresspasser (IC3)was seen rough sleeping on the staircase slab on the 10t h floor of the Heward. contacted the Robinson concierge about the tresspass and he suggested that he is the regular trespasser and agressive. Therefore he suggested me to call the police I called the police at 01:45 and while waiting for patrolled other areas of canada Gardens but to my surprise he was gone and wa not there at the place. Then i checked all the other floors but he was gone. I cross checked other buildings as well he wasnt found therefore on disucssion with robinson's concierge officer we assumed that he left and called back to the police at 02:25 and informed that he left and they can standdown for the help requested.	Other		
09/02/2024	06:00:00	FAIZANUDDIN MOHAMMED	Trespass	Suspected Trespasssers	Canada Gardens	Heward	suspecting the presence of the trespasser i patrolled again all the floors of heward and i was correct with my doubt the trespasser came back again and was found on the 08th floor steps of heward aound 06:10. i approached him and asked him to leave he argued but eventually left. I also warned him not to repeat this in future. recording of trespasser leaving the building is in concierge phone	Not required		
13/12/2024	16:46:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	3 trespassers just entered RW they've forced open these 2 doors	Other		
31/01/2024	20:14:00	Asim	Trespass	Attempt Trespassers	Canada Gardens	Thomson	A Female entered the buiding and came to reception asking about an event going in the building and her friends are here and they invited her to the event. She was told there was not event but refused to leave. She was aggressive towards night team and manager. She Was told to leave on several occasions. She comply but until 21:15	Other		
13/12/2024	18:44:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	2 trespassers just tailgated into Robinson west they're on 17	Other		
15/01/2024		*Greg Arabian	Trespass	Unauthorised sales	Ferrum		Unauthorised sales - Hello Fresh			
13/12/2024	19:35:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Same ones as before are back in 17 entered DDA stairs then to the basement and up	Other		
13/12/2024	20:30:00	Night Staff	Trespass	Trespassers	Repton Gardens	Clubroom	Five(5) trespassers were removed from the clubroom	Other		
13/12/2024	20:37:00	Fire Marshall	Trespass	Trespassers	Repton Gardens	Podium	These people were Repton Gardens. I got them out of here... Maybe move to another building	Other		
10/04/2024	16:38:00	Milton D.	Trespass	Trespassers	Landsby	Car Park	Landsby car park. Resident reported teenagers around there. Called Fire Marshall to Assist. All clear	Other		
14/12/2024	19:51:00	Security	Trespass	Trespassers	Beton	Beton	2 IC3 males and 4 ic6 males. They came into beton by following a resident inside. They were extremely aggressive and they physically pushed me in the beton lobby and on the mezzanine floor. I called for back up.	Other		
14/12/2024	18:27:00	Maria	Trespass	Trespassers	Madison	ME 13th floor / rooftop	I just saw two trespassers in Madison East staircase, on 13 floor, can you please assist, They just moved to the rooftop now	Other		
14/12/2024	20:20:00	Night Staff	Trespass	Trespassers	Robinson	RW 17th floor	3 male trespassers found in 17th floor communal area			
06/04/2024	21:00:00	Abdikarim Mohamed	Trespass	Trespassers	Landsby	Lan East lobby	A group of non-resident teenagers were seating around Landsby East. I escorted them out of the building.	Not required		
14/12/2024	20:30:00	Night Staff	Trespass	Trespassers	Repton Gardens	Repton	Nine(9) trespassers were removed from the building			
14/12/2024	21:11:00	Concierge	Trespass	Trespassers	Repton Gardens	Repton	Please can I get assist of fire Marshall at Repton to escort these trespassers	Other		
31/01/2024		*Greg Arabian	Trespass	Trespassers	Canada Gardens	12th floor Lismer	2 kids Trespassers smoking at 12th floor Lismer			
15/12/2024	18:25:00	Concierge	Trespass	Trespassers	Repton Gardens	Aspen	Aspen House,teenagers waiting for residents to ho inside .please check. They are in clubhouse	Other		
22/03/2024	17:00	Concierge	Trespass	Trespassers	Landsby	Lan East	Kids in landsby East lobby. 2 girls 1 boy on 9th floor landsby East. Residents keep on calling they are running around the building. Removed by Fire Marshall	Other		
15/12/2024	19:12:00	Concierge	Trespass	Trespassers	Robinson	Den	Group of boys in the den	Other		
15/12/2024	20:19:00	Security	Trespass	Trespassers	Beton	Beton	Five bad guys have entered Benton, they are in the lift.	Other		
21/03/2024	16:33:00	Concierge	Trespass	Trespassers	Landsby	Lan East	Teenagers in Landsby East sitting in lobby	Other		
20/03/2024	22:00:00	Maahir Abdillahi	Trespass	Trespassers	Landsby	Landsby East	Trespassers gained entry into Landsby East with force.Entered with relative ease. Escorted them out. Video of them gaining entrance on concierge phone.	Not required		
17/03/2024	18:49:00	Concierge	Trespass	Trespassers	Landsby	L East lounge	Landsby East door is broken and we have someone sitting at the lounge. Escorted out by Moin	Other		
16/03/2024	15:02	Concierge	Trespass	Trespassers	Landsby	Lan East	Assistance in landsby East building we had reports of teenager kids trying to gain entry. Moin Checked the entrance and all 15 floors of Landsby East,but trespassers left	Other		
16/12/2024	19:40:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Got 4 on 17th floor Robinson west. Make that 6, 2 more just popped into view	Other		
16/12/2024	20:23:00	Night Staff	Trespass	Trespassers	Repton Gardens	Clubroom	TrespassersI removed four(4) trespassers from the clubroom.			
17/12/2024	14:30:00	Security	Trespass	Trespassers	Beton	Snug room	I confronted 2 trespassers in Beton in the snug room. The lights were switched off in there. One was IC6 male and the other one was IC6 female. They were challengimg to deal with however they left immediately.	Other		
24/01/2024	23:48:00	Jogesh malhotra	Trespass	Homeless Trespasser	Canada Gardens	collyer 12th floor stairwell	resdient had approached the front desk and reprted a man smoking and drinking in the stairwell of the aforementioned building upon asking the resident for a description we had quickly realised who this indvidual was as he is a homless man who has been tresspassing over the past few weeks previous reports had been made to the police and we were advised to conact them upon learning his location on site and to not engage as the man has shown violent tendancies and is very erractic . at 23:52 emergency services were called previous CAD number was given and by 23:58 all infomation was passed onto local officers officers had arrived on site by 00:17 after doing a through search of collyer we were unable to locate the individual by 00:28 officers had left site saying if we were to see him again tonight to call them as soon as possible Call number: 2285NWCAD:8309 footage while with officers has been recorded by bodycam	Police	Call number: 2285NW / CAD:8309	
17/12/2024	16:54:00	Concierge	Trespass	Trespassers	Robinson	RS rooftop	3 trespassers Robinson east. Theyve got off at the roof	Other		
22/01/2024		*Greg Arabian	Trespass	Homeless Trespasser	Canada Gardens		Homeless man trespasser			
17/12/2024	18:05:00	Concierge	Trespass	Trespassers	Robinson	DDA Stairs	Just had report 3 of the regular ones run into the external DDA stairs door on RW	Other		
10/03/2024	06:50:00	Abdikarim Mohamed	Trespass	Car - Tailagate to Car Park	Landsby	Car Park	Someone claiming to be from 505 claiming the wrong name wanted to exit the Car park I informed Wembley Security.I suspect they may have tailgated to access.	Not required		
17/12/2024	19:43:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	4 on 17th fl RW	Other		
18/12/2024	16:30:00	Security	Trespass	Trespassers	Alameda	Alameda Block B	I prevented 2 boys from entering Alameda block B. They left immediately.	Other		
18/12/2024	16:30:00	Security	Trespass	Trespassers	Beton	Beton	I prevented 3 boys from entering Beton. They left immediately.	Other		
18/12/2024	18:38:00	Concierge	Trespass	Trespassers	Robinson	DDA Stairs	Just had 6 of the regulars come into RW through the external DDA door	Other		
20/01/2024		*Greg Arabian	Trespass	Homeless Trespasser	Canada Gardens		Homeless man trespasser			
18/01/2024	06:30:00	Hamza	Trespass	Homeless Trespasser	Canada Gardens	Collyer staircase	Homeless man was found in collyer staircase. he urinated on the stairs and smoked cigarettes. escorted offsite. took pictures of where he urinated and where he left the cigarette butts.	Not required		
19/12/2024	19:02:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Tresspassers on 17th floor	Other		
19/12/2024	20:30:00	Night Staff	Trespass	Trespassers	Robinson	RW	Through CCTV found 3 teenagers on 17th floor RW tresspassed	Other		
20/12/2024	11:50:00	Brunel	Trespass	Trespassers	Beton	Snug room	Trespassers in Beton snug room - please assist	Other		
20/12/2024	13:22:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairs	2 kids just got entered the DDA stairwell in Robinson west	Other		

20/12/2024	13:43:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairs	2 kids just entered DDA stairwell	Other		
20/12/2024	14:04:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairs	more just went into the same door imagine going to 17th	Other		
20/12/2024	14:12:00	Liane Evans	Trespass	Trespassers	Robinson	RW rooftop	3 kids now on the rooftop in west	Other		
20/12/2024	14:14:00	Liane Evans	Trespass	Trespassers	Robinson	DDA Stairs	Another group of 5 just entered the DDA stairwell	Other		
10/03/2024	20:00:00	Abdikarim Mohamed	Trespass	Trespassers	Landsby	Bin Storage Area	Upon my arrival on site, I was informed by the day team that there had been a trespass earlier in the day. trespassers caused mess in the bin storage area. The Police were contacted and they took statements from the day staff, I also understand the same teenagers who have been causing problems at the other sites were involved.Please see CCTV images both on the work phone and the work computer. I did extra Patrol due to the incident earlier in the day. Nothing further to report.	Police		
20/12/2024	14:49:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	5 more entered on 17	Other		
20/12/2024	15:21:00	Security	Trespass	Trespassers	Beton	Beton	I prevented 10 boys from entering Beton. They left now.	Other		
10/03/2024	18:48:00	Concierge	Trespass	Trespassers	Landsby	LE 15th floor	there are some teenagers in the Landsby East 15th floor staircase. Checked by marshall. All clear.	Other		
18/01/2024		*Greg Arabian	Trespass	Unauthorised sales	Canada Gardens		Unauthorised sales - Hello Fresh			
20/12/2024	16:43:00	Concierge	Trespass	Trespassers	Robinson	RW side door	5 have entered RW through the side door	Other		
09/02/2024	17:45:00	Milton Duche	Trespass	Trespassers	Landsby	Landsby block A	kids trespassers Landsby block A just took the lift. Then ground floor. Removed by Moin	Other		
20/12/2024	17:01:00	Concierge	Trespass	Trespassers	Robinson	DDA Stairs	5 that entered RW they've gone to the DDA stairwell in RE but I've not seen them since then I can only think they're in the stairwell	Other		
09/01/2024		*Greg Arabian	Trespass	Unauthorised sales	Canada Gardens		Unauthorised sales - Hello Fresh			
20/12/2024	18:28:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	I have 6 Robinson west 17th floor	Other		
20/12/2024	19:00:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	2 in RW 17th floor	Other		
30/01/2024	20:30:00	Igor	Trespass	Trespassers	Landsby	Landsby East	Tresspasers x3 males in Landsby East - all taken care of,as per description video of all 3 is within working phone, approx. 20:30pm	Not required		
10/01/2024		*Greg Arabian	Trespass	Unauthorised sales	Ferrum		Unauthorised sales - Hello Fresh			
22/01/2024		*Greg Arabian	Trespass	Trespassers	Landsby		Trespassers			
21/12/2024	17:41:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Just caught these 2 and kicked them out they headed towards CG just a heads up	Other		
21/12/2024	18:00:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Got 4 just tried to access the roof in RW theyre on 17 now	Other		
21/12/2024	18:46:00	Concierge	Trespass	Trespassers	Repton Gardens	Clubhouse	Trespassers in the clubhouse Repton Gardens	Other		
21/12/2024	19:21:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Got 2 on 17 RW and 3 more I imagine on the way up there	Other		
21/01/2024		*Greg Arabian	Trespass	Homeless Trespasser	Landsby		Homeless man trespasser			
20/01/2024		*Greg Arabian	Trespass	Homeless Trespasser	Landsby		Homeless man trespasser			
22/12/2024	17:29:00	Security	Trespass	Trespassers	Beton	Beton	I prevented 4boys from entering Beton. They left now.	Other		
19/01/2024	23:00:00	Shahnawaz	Trespass	Homeless Trespasser	Landsby	11th floor Lan East	While patrolling trespasser found in East building, sleeping on 11th floor stairs. Called the police as he is around the Quintain everyday. Police reference number: CAD 8190/19Jan24. He left the place before police arrive. [Cops says they will look him round]	Police	CAD 8190/19Jan24	
14/01/2024		*Greg Arabian	Trespass	Trespassers	Landsby	Landsby east	Trespassers			
23/12/2024	16:29:00	Liane Evans	Trespass	Trespassers	Robinson	DDA stairs	2 guys just entered DDA stairwell in Robinson west	Other		
08/01/2024		*Greg Arabian	Trespass	Unauthorised sales	Canada Gardens		Unauthorised sales - Hello Fresh			
12/01/2024		*Greg Arabian	Trespass	Trespassers	Landsby	Landsby east	Trespassers			
23/12/2024	20:15:00	Night Staff	Trespass	Trespassers	Robinson	RW 17th floor	Group of four yobs entered the building and went to the 17 floor of Robinson west and started smoking drugs.	Other		
24/12/2024	15:58:00	Concierge	Trespass	Trespassers	Repton Gardens	Aspen	Good afternoon team, resident just reported trespassers in Aspen house	Other		
24/12/2024	16:28	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers in Robinson	Other		
24/12/2024	18:17	Security	Trespass	Trespassers	Alameda	Alameda	3 kids try to get in Alameda back B I prevented them immediately they left.	Other		
09/01/2024	23:00:00	Shahnawaz	Trespass	Homeless Trespasser	Ferrum	Stairs FE 2	While patrol one of the trespasser who is homeless found hiding under stairs of Fe2 and claming to live here and said me hiding with their friends. Being asked his details he neglect to answer so I escorted him out.	Not required		
08/01/2024		*Greg Arabian	Trespass	Trespassers	Ferrum		1 Trespasser			
27/12/2024	14:21	Security	Trespass	Trespassers	Robinson	18th Floor RW	Removed a trespasser on 18th floor. Robinson West.	Other		
27/12/2024	14:46	Concierge	Trespass	Trespassers	Robinson	DDA stairs	3 trespassers DDA stairs	Other		
08/01/2024		*Greg Arabian	Trespass	Trespassers	Landsby	Lan East	3 Trespassers			
27/12/2024	21:45	Night Staff	Trespass	Trespassers	Robinson	RW 17th floor	In CCTV found two teenagers trespassed and moving towards 17th floor RW	Other		
03/01/2024		*Greg Arabian	Trespass	Trespassers	Landsby	Lan East	1 Trespasser			
28/12/2024	19:48	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	6 just came into RW on 17th floor	Other		
28/12/2024	22:45	Concierge	Trespass	Trespassers	Robinson	DDA stairs	Through DDA stairs a group of 5 teenagers tried to tresspass into Robinson West	Other		
29/12/2024	21:45	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	A group of 4 teenagers tresspassed into Robinson West 17 Floor. IC1 Male, Two IC6 Male and IC1 Female tresspassed into the Robinson 17th floor, Approched them and asked them to leave, the IC6 male wearing Black hoodie, blanck track pant was aggressive and was not willing to leave the Building, Called Police informed them about the tresspassers not willing to leave and aggresive, tresspassers got scared and left the building, Informed police not to come as they left, Police CAD ref# 5905, Informed WPS security, other developments and downloaded CCTV footage in the system	Police	CAD: 5905	Police did not attend
29/12/2024	20:35	Night Staff	Trespass	Trespassers	Repton Gardens	Aspen Club room	Three IC6 Male entered through Aspen Enterence in Club Room and started vapping	Other		
29/12/2024	21:01	Security	Trespass	Trespassers	Alameda	Rooftop	Hi guys there 3 trespassers in 11th floor please come	Other		
30/12/2024	17:50	Liane	Trespass	Trespassers	Robinson	RW 17th floor	Group of kids on the 17th floor in Robinson west	Other		
02/01/2024		*Greg Arabian	Trespass	Trespassers	Landsby	Lan East	2 Trespassers			
31/12/2024	22:40	Night Staff	Trespass	Trespassers	Robinson	18th Floor RW	Teenagers tresspassed into Robinson West 18th Floor	Other		

Monthly security report annual 2025

Key

Specify type of issue	
Trespass	Tresspass
	Attempt/Suspected Trespass
	Unauthorised access sales
Theft	Vehicle theft
	Theft from vehicle
	Street robbery
	Burglary
ASB	Assault (as this includes physical assault, verbal assault, sexual assault, other sex offences, etc)
	Public Disturbance
Police response:	Called by QL
	Called by resident

Monthly security report annual 2025

Summary

Monthly SECURITY REPORT JANUARY 2025

Type of issue	Specification	QT Solar	QT Luna	QT Canada Gardens	QT Madison	QT Robinson	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	0	0	4	1	53	63	0	3	**124**
	Attempt/Suspected Trespass	0	0	3	0	4	9	1	1	**18**
	Unauthorised access sales)	0	0	0	0	0	0	0	0	**0**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Public Disturbance	0	0	0	0	0	0	0	0	**0**
Police response:	Called by QL	0	0	0	0	0	1	0	0	**1**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**0**	**0**	**7**	**1**	**57**	**73**	**1**	**4**	**143**
										0

Monthly SECURITY REPORT - FEBRUARY - 2025

Type of issue	Specification	QT Solar	QT Luna	QT Canada Gardens	QT Madison	QT Robinson	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	0	0	11	2	54	33	2	9	**111**
	Attempt/Suspected Trespass	0	0	3	0	5	2	0	3	**13**
	Unauthorised access sales)	0	0	0	0	0	0	0	0	**0**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	1	0	0	0	**1**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Public Disturbance	0	0	0	0	1	1	0	0	**2**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**0**	**0**	**14**	**2**	**61**	**36**	**2**	**12**	**127**
										0

Monthly SECURITY REPORT - MARCH - 2025

Type of issue	Specification	QT Solar	QT Luna	QT Canada Gardens	QT Madison	QT Robinson	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	0	0	7	5	40	38	4	7	**101**
	Attempt/Suspected Trespass	0	0	5	0	7	4	0	3	**19**
	Unauthorised access sales)	0	0	0	0	0	0	0	0	**0**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	3	0	1	0	0	**4**
	Public Disturbance	0	0	0	0	2	0	0	0	**2**
Police response:	Called by QL	0	0	0	0	1	1	0	0	**2**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Total incidents per development		**0**	**0**	**12**	**8**	**50**	**44**	**4**	**10**	**128**
										0

Monthly SECURITY REPORT - APRIL - 2025

Type of issue	Specification	QT Solar	QT Luna	QT Canada Gardens	QT Madison	QT Robinson	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	0	0	13	2	29	8	0	5	**57**

	Attempt/Suspected Trespass	0	0	2	1	9	3	0	1	**16**
	Unauthorised access sales)	0	0	0	0	0	0	0	0	**0**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Public Disturbance	0	1	0	0	0	0	0	1	**2**
Police response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	1	0	**1**
Total incidents per development		**0**	**1**	**15**	**3**	**38**	**11**	**1**	**7**	**76**
										0

Monthly SECURITY REPORT - YEAR 2025 So far…

Type of issue	Specification	QT Solar	QT Luna	QT Canada Gardens	QT Madison	QT Robinson	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	0	0	35	10	176	142	6	24	**393**
	Attempt/Suspected Trespass	0	0	13	1	25	18	1	8	**66**
	Unauthorised access sales)	0	0	0	0	0	0	0	0	**0**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	1	0	0	0	**1**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	3	0	1	0	0	**4**
	Public Disturbance	0	1	0	0	3	1	0	1	**6**
Police response:	Called by QL	0	0	0	0	1	2	0	0	**3**
	Called by resident	0	0	0	0	0	0	1	0	**1**
Total incidents per development		**0**	**1**	**48**	**14**	**206**	**164**	**8**	**33**	**474**
										0

Monthly security report annual 2025

Month Details

SECURITY REPORT - MONTH Sumary Details

Date	Time	Report Made By	Type of issue	Specify (choose from tab	Development	Block/Location	Details of incident	Support Required	Reference	Remarks
26/04/2025	15:28:00	Shane	Trespass	Trespassers	Madison	Madison Rooftop	Tailgaters entered after the residents and went on to the rooftop	Fire Marshal		
31/03/2025	12:02	Anne	Trespass	Trespassers	Landsby	LE	Trespassers in LE tailgate. Fire marshal called. All clear	Fire Marshal		
31/03/2025	19:21	Petra S	Trespass	Attempt Trespassers	Repton Gardens	Podium	Trespassers in podium Repton. In the platform by Birch building. But left immediately	Not required		
31/03/2025	11:55	Ken	Trespass	Suspected Trespassers	Robinson	RW 17th floor	Robinson West 17th floor. Fire marshal called. All clear. Cleaner said they might have gone to Robinson South but checked and all	Fire Marshal		
31/03/2025	16:29	Concierge	Trespass	Trespassers	Robinson	DDA Stairs	just had 4 kids enter the DDA side door. I think they've got to be in a stairwell I can't see them come into view at any of their regular	Fire Marshal		
31/03/2025	18:11	Concierge	Trespass	Trespassers	Robinson	Several	4 more trespassers just entered DDA stairs, and going up. Another group of 3 in Robinsonsouth got off on 5th floor and went into stairwell. Both groups of Trespassers removed by fire marshal.	Fire Marshal		
30/03/2025	15:59	Emilia	Trespass	Trespassers	Landsby	LW block B	Trespassers block B stairwell Landsby West entered via the basement. Fire marshal calles but couldn't find any one	Fire Marshal		
30/03/2025	18:26	Malia Alphonso	Trespass	Trespassers	Canada Gardens	Collyer	A resident just reported 2 teens in the Collyer lift tampering with the poster frames, she also said they were aggressive towards her. Fire marshal called. All clear. No sign of tresspassers	Fire Marshal		
29/03/2025	16:11	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Lismer	2 teenage boys have tailgated in Lismer, but left later.	Not required		
28/03/2025	14:00	Brunel B	Trespass	Trespassers	Canada Gardens	Podium	Trespassers on the podium at Thomson. Removed by fire marshal	Fire Marshal		
28/03/2025	17:12	Concierge	Trespass	Trespassers	Canada Gardens	club house	Teenagers near to clubhouse area. Removed by fire marshal. They are sitting outside Heward now, so keeping an eye.	Fire Marshal		
28/03/2025	15:49	Violet	Trespass	Suspected Trespassers	Robinson	RW stairs	Fire stairs car park trespassers smoking at Robinson West. Fire marshal called. All clear.	Fire Marshal		
27/03/2025	16:20	Milton D	Trespass	Trespassers	Landsby	LE	trespassers in Landsby East . Removed by fire marshal	Fire Marshal		
27/03/2025	13:53	Ken	Trespass	Trespassers	Robinson	RS	2 kids tailgated after a resident, Robinson South. Fire marshal called. All clear	Fire Marshal		
26/03/2025	17:14	Brunel B	Trespass	Suspected Trespassers	Canada Gardens	Lismer	there's a group of 8-10 boys masked up walking around the area. Reports of trespassers in Lismer. Fire marshal called, but all clear	Fire Marshal		
26/03/2025	22:05	Night Team	Trespass	Attempt Trespassers	Robinson	DDA Stairs	Three Tresspassers tried to enter via DDA stairs, stopped them from entering. Escorted offsite at 22:10	Not required		
25/03/2025	21:30	Night Team	Trespass	Trespassers	Repton Gardens	Podium	Three respasser came at the podium and tried to andon a LIME bicycle at Aspen. I advised them to leave and they complied. Moved the bicycle outside the premises.	Not required		
25/03/2025	21:50	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	Trespasser seen at RW 17th floor Taxi Lobby area. Entered through RW basement. Escorted offsite at 21:52 and recorded in bodycam	Not required		
25/03/2025	22:00	Night Team	Trespass	Attempt Trespassers	Robinson	DDA Stairs	Three Tresspassers tried to enter via DDA stairs, stopped them from entering. Escorted offsite at 22:05	Not required		
23/03/2025	19:15	Milton	Trespass	Trespassers	Landsby	LE	trespassers just entered Vista in the way to Landsby East. Fire marshal called	Fire Marshal		
23/03/2025	13:30:00	Adnan	Trespass	Trespassers	Repton Gardens	Social Spaces	4 trespassers in social space in Repton Gardens, smoking and playing with the pool table. Also filming. Removed by fire marshal, but one still in upstairs toilet. Later all came back inside Repton at 14:50, and they are damaging furniture. Fire marshal called again	Fire Marshal		
23/03/2025	09:55:00	Yusuf Khalifa	Trespass	Trespassers	Canada Gardens	Podium	a resident has called and mentioned potential Tresspassers at Podium, were waking near varley side and going towards Emily's playhouse. 2 kids at Thomson Podium entrance. Thry set the emergency call point off. Removed by firem marshal.	Fire Marshal		
22/03/2025	16:50:00	Concierge	Trespass	Trespassers	Canada Gardens	Thomson 26th floor	26th floor Thomson. reports of teens up there. They have managed to open the doors which were zip tied shut for H&S. Removed by Fire marshal	Fire Marshal		
22/03/2025	14:35:00	Concierge	Trespass	Trespassers	Robinson	RS 23rd floor	RS known tresspassers heading to roof. Seen inside blue van. 4 trespassers now as another has joined them. They ran into the stairs. Removed by Security on site. Later then came back but left.	Other		
22/03/2025	20:30:00	Night Team	Trespass	Trespassers	Robinson	Several	4 trespassers seen at RW 17th floor Den at 15:17. One of the plant pots was found tipped over and plant soil all over the floor. Trespassers also seen later at RS 23rd floor lift lobby at 15:46 entering the cleaners store and stealing gloves.	Not required		
22/03/2025	20:40:00	Night Team	Trespass	Trespassers	Ferrum	Fe3 13th floor	Trespassers who's smoking and making stairwell dirty at Fe3 floor 13th has caught tonight	Not required		
22/03/2025	22:00:00	Night Team	Trespass	Verbal abuse to staff - tresp	Ferrum	Gym	Teens from Vantage who always broke doors to enter gym and smoke weed, I stop them entering gym tonight they threatend me to stab if i stop them coming to Ferrum. Contacted police many times on them before	Police		
21/03/2025	19:51:00	Emilia	Trespass	Trespassers	Landsby	LE	Group of teens in LE rooftop entrance. The girls have left the building but the boys are still upstairs. Then took lift and left as well	Not required		
21/03/2025	16:46:00	Malia Alphonso	Trespass	Attempt Trespassers	Canada Gardens	Heward	a group of teens just tried to get into Heward. Fire Marshal called. All clear	Fire Marshal		
21/03/2025	16:07:00	Concierge	Trespass	Suspected Trespassers	Robinson	DDA Stairs	2 trespassers dda stairs. Fire marshal called, but they left.	Fire Marshal		
20/03/2025	21:42:00	Night Team	Trespass	Trespassers	Repton Gardens	Club room	removed 2 trespassers from the club room.	Not required		
20/03/2025	20:45:00	Night Team	Trespass	Trespassers	Ferrum	FE3 Gym	Tresspasser removed from the gym - was seen pulling FE3 main entrance door open and proceding to smoke on the fire exit stairs - i went over but he ran away and made his was to the gym which is where i found him and asked him to leave the building - after some pushback he eventually left as i proceded to call the police.	Not required		
20/03/2025	21:22:00	Night Team	Trespass	Trespassers	Robinson	RW basement	5 trespassers entered RW basement at 21:22 and seen on 17th floor. Police was called but did not attend as trespassers left building at 21:48. Incident report completed	Police		
19/03/2025	22:10:00	Night Team	Trespass	Trespassers	Landsby	Not specified	A resident called to say there were Trespassers I went with colleague from Repton to remove them. They left when they saw us approach	Not required		
19/03/2025	23:20:00	Night Team	Trespass	Trespassers	Landsby	Not specified	One of the individual who made the threat yesterday and another unknown male returned. They were smoking cannabis beneath the stairs. I spotted them whilst assisting a resident to access their apartment after attempting to hide from me I managed to remove them. see incident report made	Not required		
19/03/2025	21:30:00	Night Team	Trespass	Trespassers	Repton Gardens	Podium	Four trespassers were at podium at children play shelter hiding. Removed	Not required		
19/03/2025	13:18:00	Sonam Rajal	Trespass	Suspected Trespassers	Canada Gardens	Podium	trespassers reported on level 2 podium garden. Fire marshal called. All clear	Fire Marshal		
19/03/2025	10:52:00	Ken	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers on 17th floor Robinson West. Removed by fire marshal	Fire Marshal		
19/03/2025	14:31:00	Ken / Sonam Rajal	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers at Robinson West 17th floor. Removed by fire marshal. All same suspects lingering outside of Luna but did not attempt access .	Fire Marshal		
19/03/2025	16:21:00	Ifty	Trespass	Trespassers	Robinson	RW 17th floor	Tresspassers in Robinson heading to 17th floor. Removed by fire marshal. Caught them in stairwell shaving hair with an electric hair clipper. One of them was quite rude, arrogant and slightly aggressive when was asked to leave started giving lip, which is the one in the middle of photo, then his friend started videoing from his phone and I had asked him to delete or to make sure fire marshal was not in the video.	Fire Marshal		
18/03/2025	16:05:00	Anne	Trespass	Trespassers	Landsby	LE	2 two girls trying to tailgate into LW, but entered LE. Fire marshal called but they left before	Fire Marshal		
18/03/2025	17:47:00	Anne	Trespass	Trespassers	Landsby	LE 7th floor	2 in LE, couldn't go to the roof so they're walking around on 7th floor stairwell LE. They stay for half and hour then left	Fire Marshal		

18/03/2025	21:00:00	Night Team	Trespass	Police called - trespassers	Landsby	Several	At 21:00 a group of teenagers came to Landsby West via Vista building. I removed them however, on their way out one of them kicked the main entrance door no damage caused. at around 23:00 two individuals from the same group came back one of them wearing a mask he ask to me "what time I finish work" and he said he will wait outside for me to stab me. As you will recall from few moths ago Nono in Ferrum was also told he will be dealt with outside work.As per the reference number above I contacted the Police to inform them of what has happened they said they will come in an hour they advice me against doing a petrol. Is worth mentioning the same group were seen on CCTV threatening a resident from Vista earlier in the same evening. The Police turned up at 2:00 am and said there is no enough evidence (despite CCV being available) therefore they would be taking no further action. I provided them with Operations Director (Grant) details who will provide the Bod-ycam from previous incidents involving the same group. But is not looking promising. There was no time to put on Bod-ycam as the incident was fast moving however everything took place in full view of CCTV. CCTV of each incident have been provided to William (Manager) also.	Police		
18/03/2025	16:32:00	Concierge	Trespass	Attempt Trespassers	Robinson	RW	3 just tried to tailgate into RW started heading towards CG	Not required		
18/03/2025	21:10:00	Night Team	Trespass	Trespassers	Ferrum	FE 3 13th floor	Tresspassers 13th Floor Fe3 - They have left a lot of rubbish on the stairs	Not required		
17/03/2025	19:33:00	Emilia	Trespass	Trespassers	Landsby	LE	trespassers in Landsby East lobby. same group entered after resident , seen via lifts, then stairwell LG floor. Seen later at block D GF	Fire Marshal		
16/03/2025	22:00:00	Night Team	Trespass	Trespassers	Landsby	LE	A group of trespassers were spotted in Landsby east, we contacted the Police however they left before the Police turned up. At any rate the Police never turned up. Ref remains as before CAD: 4401/12Mar25	Other		
16/03/2025	20:.03	Concierge	Trespass	Attempt Trespassers	Repton Gardens	Aspen entrance	Drunk man at Aspen house entrance. He says he lives in Aspen house but I don't know. Security for thr event came to help to escort him out. He vomited at entrance	Other		
16/03/2025	14:37:00	QL OSA Hamza	Trespass	Trespassers	Robinson	RW 17th floor	17th floor repeat tresspassers seen inside room at the Den RW 17th floor. Same kid goth caught by police previoulsy. Police called. They went down basement walking towards CG.	Police		
16/03/2025	21:03:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	Two trespassers seen on CCTV entered DDA Stairs RW heading towards RW 17th Floor at 21:03. Escorted out	Not required		
16/03/2025	01:43:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	Whilst on Patrol found 2 trespassers moving towards Den area on RW 17th floor, Entered from RW basement at 01:41. Escorted out	Not required		
16/03/2025	02:10:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	One IC3 Male (Who used to live in madison) Tresspassed into RW 17th Floor Taxi area Entered from RW basement at 02:08. Escorted out	Not required		
15/03/2025	17:50:00	Emilia	Trespass	Trespassers	Landsby	Several	large group of teens in Landsby East by the lift they are heading upstairs to rooftop. They are split in two large groups they are now heading to the stairwell. the second group is in the lift now currently blocking the lift on second floor. They are all now on 2nd floor. Removed by fire marshal.	Fire Marshal		
15/03/2025	20:59:00	Night Team	Trespass	Trespassers	Repton Gardens	Not specified	8 trespassers removed from the building	Not required		
15/03/2025	03:27:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	Trespasser seen on CCTV entering RW basement and heading up to 17th floor Den. Escorted out	Not required		
15/03/2025	20:37:00	Night Team	Trespass	Trespassers	Robinson	RW basement	4 trespassers seen heading towards RW basement at 20:37. Escprted out immedately	Not required		
14/03/2025	18:36:00	Anne	Trespass	Trespassers	Landsby	LW	trespassers in LW, and called police as we have about 20 police officers walking Wembley right now. Police CAD6322. Also Fire marshal called and Removed them. Police helped get the boys out now and are keeping an eye on the area	Fire Marshal		
14/03/2025	19:48:00	Anne	Trespass	Trespassers	Landsby	LE	there's a group of 4/5 men filming in LE reception. Fire marshal called and removed them	Fire Marshal		
14/03/2025	20:59:00	Night Team	Trespass	Trespassers	Repton Gardens	Not specified	3 trespassers removed from the building	Not required		
14/03/2025	17:10:00	Malia Alphonso	Trespass	Suspected Trespassers	Canada Gardens	Collyer	reports of trespassers tailgating in via Collyer to Podium/ Fire marshal called but all clear at Podium	Fire Marshal		
13/03/2025	14:19:00	Emilia	Trespass	Trespassers	Landsby	LW Basement	The usual trespassers reported in the bin store / cycle store . They entered after residents from the back door in block A. They are smoking weed. They have left.	Not required		
13/03/2025	20:58:00	Night Team	Trespass	Trespassers	Landsby	LW B staircase	Trespassers removed from LW block B staircase. One of them used to live in Madison.	Not required		
13/03/2025	02:27:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	Trespasser seen entering RW basement and heading towards 17th floor at 02:27. Escorted out at 02:31	Not required		
13/03/2025	15:44:00	Ken	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers entering Robinson West basement lifts. Same group that was in Landsby block A not long ago. They're on the 17th floor smoking weed. Fire marshal had a word with them outside, they have now moved on towards Repton.	Fire Marshal		
13/03/2025	21:35:00	Night Team	Trespass	Trespassers	Robinson	RW basement	6 trespassers seen at basement car park heading towards RW basement entrance at 21:35. removed immediately	Not required		
12/03/2025	01:10:00	Night Team	Trespass	Aggressive Trespassers	Landsby	n/a	Resident saw a group of trespassers. I went with a colleague from Repton. They run away to the outside however on of them left a phone charger inside. We collected the phone charger and came outside with it. As soon as we came out One of them got aggressive and threatened to grab my camera the situation got very aggressive me and my colleague matched their energy for the proposes of de-escalation and conflict management. The aggressive one walked away and the situation came down. same Trespasser group seen at Robinson before and at Madison after.	Other		
12/03/2025	13:04:00	Milton / Anne	Trespass	Trespassers	Landsby	Several	intruder smoking in Landsby car park. trespasser just exited through LW reception.	Not required		
12/03/2025	14:13:00	Milton D	Trespass	Trespassers	Landsby	Several	5 trespassers just broke into vista main door and will most definitely make their way to Landsby via the car park.	Fire Marshal		
12/03/2025	16:14:00	Anne	Trespass	Trespassers	Landsby	Several	Reports of other trespassers heading towards Landsby. The same long haired gay has entered vista with the girl. And another grey hoodie one. All in LW now	Fire Marshal		
12/03/2025	01:40:00	Night Team	Trespass	Aggressive Trespassers	Madison	n/a	3 young black boys trespassers. Same ones that access Robinson at 00:30. and Landsby East at 1:00 AM Called the police. Police CAD# 4401/12Mar25	Police	Police CAD# 4401/12Mar25	
12/03/2025	00:30:00	Night Team	Trespass	Aggressive Trespassers	Robinson	RW 17th floor	3 trespassers Two- IC3, one -IC6 Teenagers seen at RW 17th floor Den area. Entered from RW basement at 00:28. Escorted offsite at 00:35 and recorded in Bodycam and informed Duty manager, Wembley Security. Same group of trespassers seen later at Landsby then at Madison. Incident Report made.	ECR		
12/03/2025	03:10:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	2 trespassers seen at RW 17th floor Den area. Entered from RW basement . Escorted offsite at 03:15	Not required		
12/03/2025	11:31:00	Ifty	Trespass	Trespassers	Robinson	RW 17th floor	Tresspassers in Robinson west 17th floor. Removed by fire marshal.	Fire Marshal		
12/03/2025	17:59:00	Ken	Trespass	Trespassers	Robinson	RS	Trespassers accessing the lifts in Robinson South, they're headed towards the rooftop. Removed by fire marshal	Fire Marshal		
12/03/2025	20:54:00	Night Team	Trespass	Trespassers	Robinson	RS 23rd floor	2 trespassers seen entering RS main lobby and heading towards 23rd floor at 20:54. Escorted out at 21:06	Not required		
11/03/2025	11:28:00	Anne / Emilia	Trespass	Trespassers	Landsby	Several	the trespassers boys are in LE now. Trespassers removed by Fire marshal. But A resident informed us that as soon as they were removed they pushed Vista door and entered the building. they found their way to block B via basement car park. then in the corridor in Block B now entering the lounge. fire marhsal called by they left	Fire Marshal		
11/03/2025	15:14:00	Emilia	Trespass	Trespassers	Landsby	Several	4 trespassers in Landsby east, again same group. They are standing outside to let more in. They reached Block B LW again via car park. They reached 6th floor via Stairwell. Removed by fire marshal. the remaining two have left the building by the main lobby . came from lifts Block B covering their face. same guy with long hair.	Fire Marshal		
11/03/2025	18:11:00	Emilia	Trespass	Trespassers	Landsby	LE	same group just entered Landsby East again they entered stairwell from GF lift lobby.Then left and have tried to enter altogether but refused entry by fire marshal. WPS called to hopefully move them along as they are waiting for fire marshal to move to regain entry.	ECR		
11/03/2025	22:00:00	Night Team	Trespass	Attempt Trespassers	Landsby	n/a	Denied access to Trespassers. They did not accessed the building.	Not required		

11/03/2025	19:29:00	Maria Padilla	Trespass	Aggressive Trespassers	Madison	Several	While at the reception desk, speaking with two residents near the parcel room, the doorbell rang. I checked and saw it was a delivery driver, so I opened the door to let him in. However, as he entered, a group of people followed, including the two trespassers from the previous incident. As soon as they entered, one of them said, “There she is.” Although I could not identify exactly who spoke, I noticed one of them staring directly at me. Based on security footage, they then attempted to surround the reception desk. Recognizing the potential risk, I called the nearby residents to come with me into the kitchen for safety. I also did not feel safe leaving them near the trespassers, as I was unsure of their intentions. While walking to the kitchen, I directed the delivery driver to proceed to the appropriate floor. As seen in the security footage, immediately after I hid, the trespassers left. Before exiting, they appeared to look around the desk as if searching for something. Their intentions are unclear. Security was called	ECR		
11/03/2025	09:00:00	Liana Barsan	Trespass	Trespassers	Robinson	RW 17th floor	Group of children trespassers seen by cleaning team sleeping on RW 17th floor The Den. Fire marshal called, but they left.	Fire Marshal		
11/03/2025	20:10:00	Ifty	Trespass	Trespassers	Robinson	DDA Stairs	Trespassers on DDA stairwell next to Robinson waiting to get in the building. Seen later moving towards Canada Gardens. police van sat outside Lexington. Not sure if it is for these trespassers (6 or 7 of them seen)	ECR		
11/03/2025	21:30:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	Two IC3 Teenagers 4 trespassed on RW 17th floor. Entered through RW basement.Escorted offsite at 21:35	Not required		
10/03/2025	14:43:00	Anne / Emilia	Trespass	Trespassers	Landsby	Both LE and LW	trespassers have attempted to enter LE, failed and now have gone to Vista. Later somehow found their way to west .they just left via the main lobby. The same that entered vista managed to get in Landsby via the car park. They were found by a resident smoking in the stairwell and they left via the main lobby, looking at us in a very confrontational way. Two girls were with them	Not required		
10/03/2025	16:57:00	Anne	Trespass	Trespassers	Landsby	LE	Trespassers in Landsby east entered 5th floor stairwell. They are knocking random doors. Later entered lifts. Later seen on 14th floor. Removed by fire marshal	Fire Marshal		
10/03/2025	18:04:00	Anne	Trespass	Trespassers	Landsby	LE	Unsuccessful trespasser getting into LE. He’s in vista GF stairs. Barged our main door, and failed. But then opened the Vista door with ease.	Not required		
10/03/2025	13:11:00	QL OSA Hamza	Trespass	Trespassers	Robinson	DDA Stairs	2 tresspassers DDA stairs, later seen in the Den. Removed by fire marshal	Fire Marshal		
10/03/2025	17:25:00	Petra S	Trespass	Trespassers	Robinson	Robinson West	Trespassers in Robinson West enter building from car park forcing the door in. Went inside and to 17th floor. Removed by fire marshal	Fire Marshal		
10/03/2025	?	Jayvi Nayee	Trespass	Aggressive Trespassers	Madison	UGF - Residents Manager office	I heard noise and commotion happening outside of the Resident Manager office on Upper Ground Floor, so I decided to step out to investigate where the noise is coming from as we do not have any CCTV cameras located on the corridor, so it couldn’t be checked remotely. As I opened the door, I saw two individuals who I immediately identified as trespassers. Upon seeing me, they took two to three steps towards me in an aggressive manner shouting ‘I live here’. As I did not have my phone with me at that moment, I called my colleague downstairs and asked her to contact security. She confirmed she would do so. As the trespassers moved downstairs, I was able to observe them from a upper barrier point overlooking the area. I noticed that they walked toward my colleague aggressively. However, when she informed security that the individuals were present at the desk, they immediately pressed the button to exit the building and left.	ECR		
09/03/2025	16:57:00	Maria Padilla	Trespass	Attempt Trespassers	Landsby	LE	Trespassers in LE trying to come in	Not required		
09/03/2025	19:41:00	Anne	Trespass	Trespassers	Landsby	2nd floor podium	LE trespassers 2nd floor podium. Removed by fire marshal	Fire Marshal		
09/03/2025	16:15:00	QL OSA Hamza	Trespass	Trespassers	Robinson	DDA Stairs	2 tresspasser DDA stairs. Removed by fire marshal	Fire Marshal		
09/03/2025	17:41:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers at 17th Robinson West lift lobby. Removed by fire marshal	Fire Marshal		
09/03/2025	18:07:00	Concierge	Trespass	Suspected Trespassers	Robinson	RW 17th floor	A resident just came to tell me that again on the 17th some potential trespassers asked if he had a key to enter the living room area	Fire Marshal		
08/03/2025	11:12:00	Emilia	Trespass	Trespassers	Landsby	Dining room	Trespassers came in Landsby from the carpark. They were found smoking weed in the Dining Room. Maintenance found them and escorted them out but they were very confrontational. they may try to enter another building, they are pretty high.	Other		
08/03/2025	18:20:00	Anne	Trespass	Trespassers	Landsby	LE	the usual trespassers are in LE. Removed by fire marshal and they left the area as they were siting outside after being escorted out of building	Fire Marshal		
08/03/2025	04:00:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	Trespasser seen at RW 17th floor Den area. Entered through RW basement. Escorted offsite at 04:08	Not required		
08/03/2025	21:35:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	Trespasser seen at RW 17th floor Den area. Entered through RW basement. Escorted offsite at 21:40	Not required		
07/03/2025	10:03:00	Emilia	Trespass	Suspected Trespassers	Landsby	LE second floor	Trespassers in Landbsy East second floor. Fire marshal called but all clear	Fire Marshal		
07/03/2025	14:59:00	Milton D	Trespass	Trespassers	Landsby	LE LG floor	Trespassers in Landsby East LG emergency door open and kid from Madison in with them.	Fire Marshal		
07/03/2025	19:18:00	Concierge	Trespass	Trespassers	Robinson	5th floor	Resident reported 3 tresspassers in 5th floor festival gardens. They’ve been reported to be peering over the glass ledge facing Canada garden. Removed by fire marshal	Fire Marshal		
07/03/2025	22:06:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	4 trespassers seen on RW 17th floor. Entered through RW basement. Escorted offsite at 22:15	Not required		
07/03/2025	19:29:00	Fire Marshal	Trespass	Trespassers	Canada Gardens	Collyer	Removed 2 trespassers in Collyer	Not required		
06/03/2025	16:40:00	Maria Padilla	Trespass	Trespassers	Landsby	LE	trespassers going out of LE through the emergency door, which a couple of times now,I have found a jar. Later trespasser came back and is just right now in the LG by the emergency door smoking in the staircase. Removed by fire marshal. the same group tried to enter back in but saw me and moved on	Fire Marshal		
06/03/2025	12:00:00	Fire Marshal	Trespass	Trespassers	Repton Gardens	n/a	Trespassers removed from repton gardens.	Not required		
06/03/2025	21:05:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	2 trespassers seen at RW 17th floor Den area. Entered from RW basement at 20:58. escorted offsite at 21:12	Not required		
06/03/2025	17:08:00	Shane H	Trespass	Trespassers	Madison	n/a	Got a few kids come into Madison, seen at 4th floorthen to the roof	Fire Marshal		
05/03/2025	19:41:00	Daniel Parton	Trespass	Suspected Trespassers	Landsby	LE ground floor	Not sure if there are still trespassers in LE but definitely have been some on ground floor stairs as clear evidence of smoking. Also there has been smoking in the lift as the lift smells very strongly of smoke and there is ash on the floor of the lift.	Not required		
05/03/2025	19:55:00	Concierge	Trespass	Trespassers	Landsby	LE 15th floor	a resident just informed that some tr3spassers have entered the building in east. group was heading to the 15th floor and they are currently there smoking weed	Fire Marshal		
05/03/2025	12:23:00	Ken	Trespass	Trespassers	Robinson	RS 23rd floor	trespassers hiding in The Robinson South 23rd floor bathroom. Fire marshal called. All clear	Fire Marshal		
04/03/2025	16:38:00	Milton D / Daniel Parto	Trespass	Trespassers	Landsby	LE lobby	intruders. They just accessed Landsby east lobby went to the stairs. Trespassers still sitting on ground floor stairs in LE smoking. Boys were play fighting but removed by fire marshal. one of the boys is who try to set fire in vista last week.	Fire Marshal		
04/03/2025	16:32:00	Concierge	Trespass	Suspected Trespassers	Repton Gardens	Birch	Trespassers in Birch. Fire marshal checked but all clear	Fire Marshal		
04/03/2025	21:08:00	Night Team	Trespass	Trespassers	Robinson	RS 22nd floor	5 trespassers found at RS 22nd floor. Seen on CCTV tailgating a resident through RS main entrance. Trespassers escorted offsite	Not required		
04/03/2025	16:34:00	Greg Arabian	Trespass	Suspected Trespassers	Canada Gardens	BBQ area podium	3 tresspassers reported by BBQ area podium. Fire marshal called. All clear	Fire Marshal		
03/03/2025	14:49:00	Fire Marshal	Trespass	Trespassers	Landsby	LE	Just stoped three usual trespassers from entering LE. They have now gone towards CG	Not required		
03/03/2025	18:08:00	Anne	Trespass	Trespassers	Landsby	GF LE	Trespasser in LE ground floor. He’s left now, but will probably be back. The fire exit door had been left open, but Closed now. Later he came back and tried to go through the side door only to realise it was locked. Stopped by fire marshal	Fire Marshal		
02/03/2025	13:11:00	Concierge	Trespass	Trespassers	Landsby	LE Staircase	trespasser in LE staircase ground floor. The fire exit door had been left open, but Closed now. Fire marshal removed trespasser	Fire Marshal		
02/03/2025	17:41:00	Concierge	Trespass	Trespassers	Landsby	LE	Resident just reported trespassers in LE. Resident just reported more trespassers 40 min after. Fire marshal checked all floors . Couldn’t find any trespassers but the staircase smells of weed.	Fire Marshal		
01/03/2025	17:28:00	QL OSA Hamza	Trespass	Trespassers	Robinson	DDA Stairs	2 trespassers dda stairs. Fire marshal called, but they left.	Fire Marshal		

01/03/2025	21:05:00	Zubair Hassan - securit	Trespass	Trespassers	Robinson	Car park	There are 3 IC2 male and 2 females in Robinson car parking. They entered from from Canada or Madison buildings.	Other		
01/03/2025	16:40:00	Concierge	Trespass	Trespassers	Madison	Car park	Resident has informed us that around 6 kids are in E01-E05 car park smoking. Fire marshal called. There's police officers in the car park too looking for trespassers and found some of them.	Police		

Daily security report April 2025

Summary

DAILY SECURITY REPORT - APRIL - 2025

Type of issue	Specification	QT Solar	QT Luna	QT Canada Gardens	QT Madison	QT Robinson	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	0	0	18	3	35	13	0	7	**76**
	Attempt/Suspected Trespass	0	0	5	2	12	4	0	2	**25**
	Unauthorised access sales)	0	0	0	0	0	0	0	0	**0**
Theft	Vehicle theft	0	0	0	0	0	0	0	0	**0**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Public Disturbance	0	1	0	0	0	0	0	1	**2**
Fire response:	Emergency	0	0	0	0	0	0	0	0	**0**
	Other (false alarm)	0	0	0	0	0	0	0	0	**0**
Police response:	Called by QL	0	0	0	0	0	1	0	0	**1**
	Called by resident	0	0	0	0	1	0	1	0	**2**
Medical response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Other	Specify	0	0	1	1	0	0	0	0	**2**
Total incidents per development		**0**	**1**	**24**	**6**	**48**	**18**	**1**	**10**	**108**

0

Daily security report April 2025

Month Details

SECURITY REPORT - MONTH Summary Details

Date	Time	Report Made By	Type of issue	Specify (choose from table below)	Development	Block/Location	Details of incident	Support Required	Reference	Remarks
01/04/2025	14:51:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Heward	2 boys just gone through Heward. Fire marshal found them in stairwell and removed them	Fire Marshal		
01/04/2025	14:56:00	Ken	Trespass	Trespassers	Robinson	DDA entrance	2 trespassers entering the building via DDA entrance. Removed from Car park area by Fire marshal. But still seen around the area, to be aware	Fire Marshal		
01/04/2025	15:21:00	Ken	Trespass	Trespassers	Robinson	RE car park area	more trespassers have been reported entering via the carpark near Robinson East. Removed by fire marshal	Fire Marshal		
01/04/2025	19:47:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	tresspass 17th floor	Other		
02/04/2025	19:18:00	Daniel Parton	Trespass	Trespassers	Landsby	LE lobby	Potential trespasser sitting in landsby east lobby. Later seen him walking outside so he has left landsby	Not required		
02/04/2025	22:10:00	Night Team	Trespass	Trespassers	Robinson	DDA entrance	A group Tresspassers removed from Blue car park via DDA stairs and escorted out 22:15	Not required		
03/04/2025	02:30:00	Night Team	Trespass	Trespassers	Robinson	DDA entrance	Three Tresspassers tried to enter via DDA stairs, stopped them from entering. Escorted out of the area at 02:32 and called WPS to be vigilant	Not required		
03/04/2025	14:06:00	Concierge	Trespass	Trespassers	Robinson	DDA entrance	Tresspassers DDA stairs. Fire marshal called. All clear	Fire Marshal		
03/04/2025	17:34:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Lismer	kids reported smoking weed in Lismer stairway. Removed by fire marshal	Fire Marshal		
04/04/2025	10:49:00	Fire marshal	Trespass	Trespassers	Madison	Car Park	2 trespassers removed from car park	Not required		
04/04/2025	16:24:00	Anne	Trespass	Trespassers	Landsby	LW rooftop	Trespassers in Landsby West . Later they left but the roof door is open	Not required		
04/04/2025	16:48:00	Violet	Trespass	Trespassers	Robinson	Car Park	Trespassers Robinson west stairs car park, later seen at lvl 2 car park Robinson. Removed by fire marshal	Fire Marshal		
04/04/2025	17:12:00	Violet	Trespass	Trespassers	Robinson	RW side door	Trespassers back in Robinson. Entered via side door west. Removed by fire marshal	Fire Marshal		
04/04/2025	17:15:00	Concierge	Trespass	Suspected trespassers	Repton Gardens	Aspen	Aspen house trespassers. I just received a call from a resident. Fire marshal called but all clear	Fire Marshal		
04/04/2025	17:59:00	Ken	Trespass	Trespassers	Robinson	DDA entrance	Trespassers entering Robinson West via DDA carpark	Other		
04/04/2025	18:36:00	Concierge	Trespass	Trespassers	Repton Gardens	Gym	resident just came complaining about some kids trying to gain entrance to the gym at repton garden. Removed by fire marshal	Fire Marshal		
04/04/2025	18:48:00	Violet	Trespass	Trespassers	Robinson	RW staircase	Trespassers In staircase Robinson west. Removed by fire marshal	Fire Marshal		
05/04/2025	14:13:00	Anne	Trespass	Trespassers	Landsby	LW	group of about 4-6 boys left LW, not sure how they got in	Not required		
05/04/2025	17:48:00	Concierge	Trespass	Trespassers	Landsby	Dining Room	Trespassers smoking in the dining room landsby west. Fire marshal called	Fire Marshal		
05/04/2025	18:52:00	Ken	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers on Robinson West roof top. Removed by fire marshal	Fire Marshal		
06/04/2025	14:32:00	Ken	Trespass	Trespassers	Robinson	DDA entrance	Trespassers entering via DDA stairs. Fire marshal called	Fire Marshal		
06/04/2025	14:58:00	Yusuf K	Trespass	Trespassers	Canada Gardens	Car Park	4 Tresspassers inside Canada gardens coach Car park. Removed by fire marshal	Fire Marshal		
06/04/2025	16:48:00	Violet	Trespass	Trespassers	Canada Gardens	Cub House	Trespassers in Canada gardens Thompson lift. Later at Club House. Removed by fire marshal	Fire Marshal		
07/04/2025	13:16:00	Petra S	Trespass	Trespassers	Repton Gardens	Lounge	Trespassers in Lounge in RG. Removed by fire marshal	Fire Marshal		
07/04/2025	13:49:00	Malia Alphonso-C	Trespass	Trespassers	Canada Gardens	Several locations	Trespassers at Lismer - seen later at Heward. Removed by fire marshal	Fire Marshal		
07/04/2025	13:57:00	QL OSA Hamza	Trespass	Trespassers	Robinson	DDA entrance	DDA stairs tresspassers	Fire Marshal		
08/04/2025	16:17:00	Maintenance Team	Trespass	Attempt trespassers	Robinson	Car Park	3 trespassers smoking at robinson car park, gone down the basement. Fire marshal called. All clear	Fire Marshal		
08/04/2025	17:11:00	Liane Evans	Trespass	Trespassers	Robinson	DDA entrance	Trespassers at Rob West DDA stairwell. Removed by fire marshal	Fire Marshal		
08/04/2025	18:15:00	Liane Evans	Trespass	Trespassers	Robinson	DDA entrance	3 boys Trespassers just accessed DDA stairwell. Removed by fire marshal	Fire Marshal		
08/04/2025	20:00:00	Jonathan Abraha	Trespass	Trespassers	Repton Gardens	Not specified	Trespassers in repton. Removed by fire marshal	Fire Marshal		
08/04/2025	22:02:00	Night Team	Trespass	Attempt trespassers	Robinson	DDA entrance	A group of teenagers Tresspassers tried to enter via DDA stairs, stopped them from entering	Not required		
09/04/2025	17:00:00	Concierge	Trespass	Suspected trespassers	Robinson	Car Park	Kids just entered the Robinson west entrance then down to car park. Fire marshal called. All clear	Fire Marshal		
09/04/2025	17:40:00	Fire marshal	Trespass	Attempt trespassers	Robinson	Car Park	Caught two trespassers sneaking in and escorted them out	Not required		
09/04/2025	20:45:00	Night Team	Trespass	Trespassers	Robinson	RW	Two teenagers Tresspassed in RW. fire marshal Escorted them out	Fire Marshal		
09/04/2025	23:25:00	Night Team	Trespass	Attempt trespassers	Robinson	DDA entrance	Two IC6 teenagers Tresspassers tried to enter via DDA stairs, stopped them from entering	Not required		
10/04/2025	03:55:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	5 trespassers Two- IC3, Three -IC6 Teenagers seen at RW 17th floor Den area. Entered from RW Basement. WP security notified as well	Not required		
10/04/2025	19:07:00	Adnan	Trespass	Trespassers	Repton Gardens	Aspen	5 trespassers have entered into Aspen, but left 15 min after	Not required		
11/04/2025	15:29:00	Maintenance Team	Trespass	Trespassers	Canada Gardens	Heward	Trespassers seen at Heward. Fire marshal called. They've left already. The door in Heward was left open slightly which is how they could've came in.	Fire Marshal		
11/04/2025	17:00:00	Brunel B	Trespass	Trespassers	Canada Gardens	Lismer	3 young people roaming outside Thomson looking to tailgate. They've tried to tailgate in through Lismer but fire marshal stopped them. There's security patrolling around CG and robinson so they shouldn't be an issue anymore	Fire Marshal		
12/04/2025	17:15:00	Emilia	Trespass	ASB - Trespassers	Landsby	LE podium	Wembley Park security called as trespasser kids were throwing water balloons from the LE podium into the street pavement. Fire marshal called and see them as they were leaving, spoken to them and they now are leaving the area	Fire Marshal		
13/04/2025	12:22:00	Shane H	Trespass	Suspected trespassers	Madison	Outside building	security called to Madison as it was getting quite busy with people arond due to Stadium event	Other		
13/04/2025	15:01:00	Malia Alphonso-C	Trespass	Attempt trespassers	Canada Gardens	Several locations	Group of trespassers seen outside Jackson, later gone round towards Lismer side. I've also just had a word with our event day security as they are letting anyone in. Fire marshal called . All clear	Fire Marshal		
14/04/2025	12:11:00	Ken	Trespass	Attempt trespassers	Robinson	Car Park	Trespassers entering through Robinson east basement carpark. Removed from DDA stairwell Robinson by fire marshal	Fire Marshal		
14/04/2025	16:10:00	Liane Evans	Trespass	Attempt trespassers	Robinson	DDA entrance	Group of 7-8 kids hanging around outside the DDA entrance in Robinson west. Fire marshal called. Reported to WPS also. two tried to sneak but removed.	Fire Marshal		
14/04/2025	16:57:00	Liane Evans	Trespass	Attempt trespassers	Robinson	DDA entrance	2 kids just entered DDA stairwell. They got spooked and left. Walking towards CG. Later same Big group just entered DDA stairwell but saw fire marshal and left.	Fire Marshal		
15/04/2025	09:33:00	Liane Evans	Trespass	Attempt trespassers	Robinson	Car Park	kids hanging around on the car park next to the entrance to Robinson West. Same group as yesterday. Fire marshal called.	Fire Marshal		
15/04/2025	09:46:00	Fire marshal	Trespass	Trespassers	Robinson	RW 17th floor	Cleaner just reported trespasser 17 floor Robinson and just broke one of the doors. Removed by fire marshal	Not required		
15/04/2025	13:38:00	Fire marshal	Trespass	Trespassers	Canada Gardens	Podium - Thomson	Found a group on the Podium of Thomson. Thry said they were waiting for a friend. I asked what block and number they replied "two something" sol asked them to wait outside the building. Removed.	Not required		
15/04/2025	18:24:00	Emilia	Trespass	Trespassers	Landsby	LW Block A stairwell	Trespassers in block A Landsby bin area, probably entered via the back entrance. They may have reached the stairwell now, resident could smell weed. Removed by fire marshal	Fire Marshal		
15/04/2025	19:37:00	Emilia	Trespass	Trespassers	Landsby	LW Block A stairwell	Same Trespassers have returned. Landsby block A stairwell. Fire marshal called. All clear	Fire Marshal		
16/04/2025	15:23:00	Violet	Trespass	Trespassers	Canada Gardens	at level Podium	Trespassers at CG Podium towards Robinson. Removed by fire marshal	Fire Marshal		
16/04/2025	20:05:00	Emilia	Trespass	Suspected trespassers	Landsby	Aspen	A group of teens with their face covered just exited Aspen House. Not sure if they are residents	Not required		
17/04/2025	02:25:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	4 trespassers three- IC3, one -IC6 Teenagers seen at RW 17th floor Den area. Entered from RW Basement, They are coming from Bowery Building, one of the tresspasser lives in Bowery. Escorted out, Recorded in Bodycam, informed other concerniages, WPS security	Not required		
17/04/2025	03:15:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	Tresspasser IC6 Male Teenager seen on 17th floor lift lobby, Removed at 03:20	Not required		
17/04/2025	14:31:00	Concierge	Trespass	Trespassers	Madison	Social spaces	trespasser in Madison social spaces. Fire marshal called. Removed	Fire Marshal		
17/04/2025	17:12:00	Adnan	Trespass	Trespassers	Repton Gardens	Club room	3 trespassers in club room. Fire marshal called. Removed	Fire Marshal		
18/04/2025	12:24:00	Violet	Trespass	Trespassers	Robinson	RE staircase	Robinson East ground floor staircase trespassers reported by residents. Removed by fire marshal	Fire Marshal		
18/04/2025	18:23:00	Concierge	Trespass	Trespassers	Robinson	Not specified	3 tresspassers forced entry. Went into stairs. Removed by fire marshal	Fire Marshal		
19/04/2025	21:20:00	Night Team	Trespass	Trespassers	Canada Gardens	Lismer	Three trespassers have been escorted out of Lismer but could potentially be going to another building so keep a look out for them.	Not required		
19/04/2025	23:00:00	Night Team	Trespass	Trespassers	Canada Gardens	Club House	Two trespassers were found sitting in the clubhouse as soon I was about to close the social spaces.	Not required		
20/04/2025	12:09:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	RW 17th floor taxi 3 trespassers. Removed by fire marshal	Fire Marshal		
20/04/2025	17:46:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	2 trespassers took the lift to RW 17th floor. Removed by fire marshal	Fire Marshal		
20/04/2025	19:22:00	Concierge	Trespass	Trespassers	Robinson	DDA entrance	DDA stairs 4 trespassers. Removed later by fire marshal	Fire Marshal		
20/04/2025	23:20:00	Night Team	Trespass	Trespassers	Canada Gardens	Podium	Three trespassers were located and found by seath building on the podium.	Not required		
20/04/2025	23:00:00	Night Team	Trespass	Suspected trespassers	Landsby	LE	Trespass was reported by a resident in Landsby East. Upon further investigation no trespassers were found.	Not required		
21/04/2025	15:21:00	Anne	Trespass	Trespassers	Landsby	LE GF stairwell	4 trespassers in LE - including a bike. GF stairwell. Fire marshal removed them	Fire Marshal		
21/04/2025	15:54:00	Sonam Rajal	Trespass	Attempt trespassers	Canada Gardens	Several locations	group of kids are outside of Heward. Later aroud Lismer. Removed by Estate marshals	Other		
21/04/2025	16:52:00	QL OSA Hamza	Trespass	Trespassers	Robinson	Several locations	Dda stairs 5 tresspassers. All entered via basement. Then stairs. All seen later on RW 17th floor by the rooms next to the taxi. Removed by fire marshal	Fire Marshal		
21/04/2025	22:00:00	Night Team	Trespass	Suspected trespassers	Landsby	LE	Trespass was reported by a resident in Landsby East. Upon further investigation no trespassers were found.	Not required		

23/04/2025	13:59:00	Liane Evans	Trespass	Trespassers	Robinson	Car Park	Random teen in the Robinson car park. Hanging around the Robinson west entrance. From bowery apparently. Removed by fire marshal	Fire Marshal		
23/04/2025	18:19:00	Sonam Rajal	Trespass	Trespassers	Canada Gardens	Heward	group of young kids have just gone through Heward stairway from the lobby. Removed by fire marshal	Fire Marshal		
23/04/2025	22:35:00	Night Team	Trespass	Trespassers	Robinson	RS 23rd floor	3 trespassers seen tailgating at RS main lobby and heading up to 23rd floor. found in blue caravan and escorted out at 22:40	Not required		
24/04/2025	17:40:00	Anne	Trespass	Suspected trespassers	Landsby	Not specified	Usual long haired trespasser is back	Not required		
24/04/2025	19:38:00	Adnan	Trespass	Trespassers	Repton Gardens	Aspen House	Trespassers at Aspen House lobby. Removed by fire marshal	Fire Marshal		
24/04/2025	20:04:00	Fire marshal	Trespass	Trespassers	Canada Gardens	Thomson	Trespassers removed from CG Thomson	Fire Marshal		
25/04/2025	16:20:00	Liane Evans	Trespass	Trespassers	Robinson	RE staircase	Trespassers in Robinson East Just entered the stairwell on the ground floor. Later another tresppser tried to come in. All removed by fire marshal	Fire Marshal		
25/04/2025	17:11:00	Ifty	Trespass	Suspected trespassers	Robinson	DDA entrance	2 Trespassers entered DDA through stairs.Fire marshal called. Cannot locate them	Fire Marshal		
25/04/2025	18:07:00	Ifty	Trespass	Trespassers	Robinson	RE rooftop	Usual trespassers in Robinson East rooftop. Removed by fire marshal. The whole corridor and lift stinking of weed	Fire Marshal		
25/04/2025	19:26:00	Ken	Trespass	Trespassers	Robinson	Several locations	Trespassers attempting to enter Robinson West via DDA carpark. Later Trespassers reported by residents smoking in the Robinson East lobby. Fire marshal. All clear	Fire Marshal		
25/04/2025	19:26:00	Fire marshal	Trespass	Trespassers	Canada Gardens	Not specified	Trespassers in CG removed	Not required		
26/04/2025	07:13:00	Night Team	Trespass	Attempt trespassers	Madison	Mad West	Two trrespassers enter madison west by following resident. I removed out them from the buliding.	Not required		
26/04/2025	15:23:00	Brunel B	Trespass	Suspected trespassers	Canada Gardens	Lismer	Reports of trespassers trying to get into the building via Lismer front door. Fire marshal called. All clear	Fire Marshal		
26/04/2025	15:29:00	Shane H	Trespass	Trespassers	Madison	16th floor	4 kids went into the lift and are on the 16 the floor going down the stairs well. Removed by fire marshal. one other has gone through the stair well again, but removed as well	Fire Marshal		
27/04/2025	01:45:00	Night Team	Trespass	Trespassers	Canada Gardens	Lismer	Two trespassers were located and found by pods near lismer. It looked as if they was preparing something which they was about to smoke. Escoted them out	Not required		
27/04/2025	15:32:00	Sonam Rajal	Trespass	Suspected trespassers	Canada Gardens	Podium gardens	reports of 2 young female trespassers on level 2 podium garden in CG by the pirate ship . It's a girl in a white top and another girl in a black head scarf	Fire Marshal		
27/04/2025	17:15:00	Anne	Trespass	Trespassers	Landsby	LE podium	3 trespassers in LE. Seen at Podium. Removed by fire marshal	Fire Marshal		
27/04/2025	18:16:00	Anne	Trespass	Trespassers	Landsby	Block B car park	trespasser and a friend are in the car park. Later seen at Block B. removed by fire marshal	Fire Marshal		
28/04/2025	12:56:00	Greg	Trespass	Attempt trespassers	Canada Gardens	Outside building	Known trespasser (with long hair) seen around, please contact the police if he access.He damaged door in Lismer on Friday	Not required		
28/04/2025	15:34:00	Emilia	Trespass	Police attendance - Trespasser	Landsby	Vista / Car park	Same trespasser seen at CG earlier has entered Vista now, we spotted him while checking CCTV .Police called but they will not be sending anyone out as there is no damage to the property. Spoke to Sergeant Madden - 122 North West. Case number 4688/28-April-2025. He has entered Landsby East now. later seen at Landsby west. They are on the side entrance, opposite Tian Tian entering with E bikes. After a few minutes, police called back mentioning that they are aware of the criminal damaged this individual caused in the past but as there was not actual damage on this occasion this could be dealt by onsite security. They said if they start being hostile towards staff, then we can call them back. Fire marshal attended and checked both of Lansby East and west and its all clear. Police eventually arrived. They are now patrolling the building. They could not find them in the building but they mentioned that they will remain in the area if we spot them again	Police		
28/04/2025	17:10:00	Malia Alphonso-C	Trespass	Trespassers	Canada Gardens	Podium	A resident has just reported 3x teens in the WFH Shed by Seath. Trespassers removed from CG by fire marshal	Fire Marshal		
28/04/2025	19:45:00	Anne	Trespass	Trespassers	Landsby	Vista / Car park	The same trespasser guy from earlier came back and is with 2 friends now. entered through vista, and in the car park. I've told the night team to keep an eye	Other		
28/04/2025	23:45:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	2 trespassers -Teenagers seen at RW 17th floor Den area. Escorted out	Not required		
29/04/2025	11:38:00	Anne	Trespass	Trespassers	Repton Gardens	Birch	I think there's some tailgaters in Aspen House. Trespassers seen in Birch. Removed by fire marshal	Fire Marshal		
29/04/2025	13:15:00	QL OSA Hamza	Trespass	Suspected trespassers	Robinson	RW 17th floor	Reported 2 tresspassers RW 17th staircase. Fire marshal called. All clear. 3 tresspassers seen. left via RW lobby	Fire Marshal		
29/04/2025	16:28:00	Anne	Trespass	Trespassers	Landsby	Gym	Looks like there's some kids tresspassers under 18 in the gym. Removed by fire marshal	Fire Marshal		
29/04/2025	19:11:00	Brunel B	Trespass	Trespassers	Canada Gardens	Lismer	Reports of trespassers in Lismer stairwell. Approximately 8 to 10 boys. 5 teens removed by fire marshal. Tried to get back again later, but were removed by fire marshal again. They are now outside by the fountain causing trouble, so called Wembley Park Security	Fire Marshal		
29/04/2025	23:06:00	Night Team	Trespass	Trespassers	Robinson	RW 7th floor	3 male and 2 female trespassers seen entering RW basement and heading towards stairs. Checked and found trespassers on 7th floor stairs. Escorted out of the building	Not required		
30/04/2025	02:30:00	Night Team	Trespass	Trespassers	Robinson	RW 17th floor	2 female trespassers seen at RW 17th floor. Escorted out of the building	Not required		
30/04/2025	13:42:00	Liana Barsan	Trespass	Attempt trespassers	Robinson	Green car park	Kids messing around in the green car park. Wembley park security notified	Other		
30/04/2025	17:54:00	Fire marshal	Trespass	Attempt trespassers	Repton Gardens	Aspen House	I have just detered 2 of the common trespassers who tried or wanted to tail gate in to Aspen but turned around as soon as they saw me	Not required		

Daily security report May 2025

Summary

DAILY SECURITY REPORT - MAY - 2025

Type of issue	Specification	QT Solar	QT Luna	QT Canada Gardens	QT Madison	QT Robinson	QT Landsby	QT Ferrum	QT Repton Gardens	Total incidents by type
Trespass	Trespass	0	0	12	2	47	32	3	23	**119**
	Attempt/Suspected Trespass	0	0	1	0	7	4	0	1	**13**
	Unauthorised access sales)	0	0	0	0	0	0	0	0	**0**
Theft	Vehicle theft	0	0	0	1	1	0	0	0	**2**
	Theft from vehicle	0	0	0	0	0	0	0	0	**0**
	Street robbery	0	0	0	0	0	0	0	0	**0**
	Burglary	0	0	0	0	0	0	0	0	**0**
ASB	Assault	0	0	0	0	0	0	0	0	**0**
	Public Disturbance	0	0	2	1	0	2	0	0	**5**
Fire response:	Emergency	0	0	0	0	0	0	0	0	**0**
	Other (false alarm)	0	0	0	0	0	0	0	0	**0**
Police response:	Called by QL	0	0	0	0	1	0	0	0	**1**
	Called by resident	0	0	2	0	0	0	0	0	**2**
Medical response:	Called by QL	0	0	0	0	0	0	0	0	**0**
	Called by resident	0	0	0	0	0	0	0	0	**0**
Other	Specify	0	0	0	0	1	2	0	0	**3**
Total incidents per development		**0**	**0**	**17**	**4**	**57**	**40**	**3**	**24**	**145**

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Daily security report May 2025

Month Details

SECURITY REPORT - MONTH Sumary Details

Date	Time	Report Made By	Type of issue	Specify (choose from table below)	Development	Block/Location	Details of incident	Support Required	Reference	Remarks
01/05/2025	13:23:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	One of the guys from the usual group17th floor Robinson west , In the Brixton room. They were in the dark. Fire marshal callesd, but all clear as they were chased off by cleaner team	Other		
01/05/2025	17:53:00	Anne	Trespass	Trespassers	Landsby	Gym	Trespassers teenanges removed from LE gym by Fire marshal.	Fire Marshal		
02/05/2025	04:08:00	Night Concierge	Trespass	Trespassers	Robinson	RW 17th floor	6 trespassers seen smoking in RW 17th floor den area. Entered through RW basement. Trespassers escorted out	Not required		
02/05/2025	11:39:00	Malia Alphonso-Cotton	Trespass	Trespassers	Canada Gardens	Podium	received reports of teens smoking in WFH Shed at Podium. Trespassers removed by fire marshal	Fire Marshal		
02/05/2025	13:56:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers on 17th floor Robinson	Fire Marshal		
02/05/2025	14:27:00	Janet Lake-G	Trespass	Trespassers	Repton Gardens	11th floor	Trespassers on 11 floor garden. Removed by fire marshal	Fire Marshal		
02/05/2025	18:29:00	Petra Sevcovicova	Trespass	Trespassers	Robinson	several locations	Trespassers in Robinson car park. They are aggressive. They will likely head to the 17th floor. one of them was verbally abusive to a member of the team. Fire marhal called, but could not locate them	Fire Marshal		
03/05/2025	02:45:00	Night Concierge	Trespass	Trespassers	Robinson	RW basement	4 trespassers caught entering RW basement. Escorted out site	Not required		
03/05/2025	15:02:00	Anne	Trespass	Trespassers	Landsby	LE Gym	Same group of tredpasser boys at LE gym . 3rd time this week, same group. Removed by fire marshal	Fire Marshal		
03/05/2025	15:02:00	Maria Padilla	Trespass	Attempt trespassers	Madison	Outside building	there is a group of trespassers outside Madison waiting for a chance to get in. Residents have also reported this as they are becoming aggressive to them. Thry later moved towards Robinson.	Fire Marshal		
03/05/2025	15:30:00	Sonam Rajal	Trespass	Police attendance - trespassers	Canada Gardens	Lismer	3 boys in Lismer now just forced their way into the building think they may have gone through the stairs. A resident has had called the police. 6 police officers have tunred up and they dealt with them. CAD 4608/03MAY25 - CAD number provided by the police. They escorted the trespassers off the premises and have taken their details down. The following trespassers were removed.	Police		
03/05/2025	16:15:00	QL OSA Hamza	Trespass	Trespassers	Robinson	RW	RW 3 trespassers. Fire marshal called. Removed them.	Fire Marshal		
03/05/2025	18:16:00	QL OSA Hamza	Trespass	Trespassers	Robinson	several locations	Trespassers access via DDA stairs. Later seen at 17th floor RW. Seen smoking in rooftop. Removed by fire marshal	Fire Marshal		
03/05/2025	18:29:00	Milton Duche Maita	Trespass	Trespassers	Landsby	LW block B	LW Block B intruders smoking weed. They left, but still around area	Not required		
03/05/2025	19:06:00	Brunel Basunda	Trespass	Trespassers	Canada Gardens	Podium	Reports of trespassers in the CG podium. Removed by fire marshal	Fire Marshal		
03/05/2025	21:45:00	Night Concierge	Trespass	Trespassers	Canada Gardens	Heward	A group of trespassers were found in the heward building doing balloons (fastgas) and making too much noise. Escorted out of the building	Not required		
03/05/2025	22:00:00	Night Concierge	Trespass	Attempt trespassers	Landsby	Not specified	Prevented a group of trespassers from accessing the building. They walked away without issues.	Not required		
03/05/2025	21:30:00	Night Concierge	Trespass	Trespassers	Robinson	several locations	2 trespassers -Teenagers seen at RW 16th floor stairs, Entered via RW Basement Escorte off site	Not required		
04/05/2025	06:30:00	Night Concierge	Trespass	Trespassers	Robinson	RW 17th floor	IC3 teenager Tresspassed -seen at RW 17th floor Den	Not required		
04/05/2025	15:59:00	Fire marshal	Trespass	Trespassers	Landsby	LE	5 trespassers removed from Landsby East	Not required		
04/05/2025	18:38:00	Daniel P / Emilia	Trespass	Trespassers	Landsby	LE podium	Trespassers landsby east 2nd fooor podium. fire Marshall says they are from next door building - VISTA - and have access to area, however they seem to have left now and left rubbish there but probably still in the building somewhere. They later exited by LE door, however one fo them is sitting at LE lobby. 3 more have joined and sitting on the sofas in the lobby. Removed by fire marshal	Fire Marshal		
04/05/2025	18:48:00	QL OSA Hamza	Trespass	Trespassers	Robinson	DDA Stairs	2 tresspassers DDA stairs. Fire marshal called	Fire Marshal		
04/05/2025	21:35:00	Night Concierge	Trespass	Trespassers	Landsby	Not specified	Removed two Trespassers, they got access via Vista building. They were removed without issues.	Not required		
05/05/2025	03:20:00	Night Concierge	Trespass	Trespassers	Landsby	LW level 10th	One trespasser was removed from level 10 stairs in Landsby West.	Not required		
04/05/2025	20:10:00	Night Concierge	Trespass	Attempt trespassers	Robinson	RW lift lobby	2 trespassers -Teenagers seen at RW Ground Floor Lift lobby trying to go to 17th Floor Removed, Entered via RW Basement. Escorted off site	Not required		
05/05/2025	00:30:00	Night Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Two IC3 teenager Tresspassed -seen at RW 17th floor Den. Escorted offsite	Not required		
05/05/2025	02:55:00	Night Concierge	Trespass	Attempt trespassers	Robinson	RW basement	IC3 two teenagers entered via RW Basement trying to go to 17th Floor, Stopped them at Ground Floor and escorted out	Not required		
05/05/2025	05:00:00	Night Concierge	Trespass	Attempt trespassers	Robinson	DDA Stairs	Three Teenagers IC2 Male , IC1 Male and Female tried to enter DDA stairs with a dog, Stopped them from entering. Escorted off site	Not required		
05/05/2025	20:20:00	Night Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Four IC6 trespassers -Teenagers seen at Den area 17th Floor Removed, Entered via RW Basement. Escorted offsite	Not required		
06/05/2025	03:00:00	Night Concierge	Trespass	Trespassers	Landsby	LE Bin store - car park	Wembley Security were looking for group of Trespassers who were hiding in Landsby East bin store. I informed Wembley security of their location who dealt with them.	ECR		
06/05/2025	15:20:00	Ifty	Trespass	Trespassers	Robinson	RW 17th floor	Tresspassers in Camden phone booth 17th floor RW. Fire marshal removed them	Fire Marshal		
06/05/2025	21:00:00	Night Concierge	Trespass	Attempt trespassers	Robinson	DDA Stairs	Two IC1 trespassers -Teenagers tried to entered DDA stairs, Removed	Not required		
06/05/2025	21:20:00	Night Concierge	Trespass	Trespassers	Landsby	Not specified	Removed three teenager trespassers.	Not required		
07/05/2025	13:29:00	Milton Duche Maita	Trespass	Trespassers	Landsby	LE 15th floor	Landsby East 15th floor Trespassers, pushing door for access to rooftop. Fire marshal called. Removed them	Fire Marshal		
08/05/2025	01:42:00	Night Concierge	Trespass	Trespassers	Robinson	RW basement	2 female trespassers entered through RW basement. Stopped at ground floor and escorted out	Not required		
08/05/2025	13:12:00	QL OSA Hamza	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers at 17th floor RW. Removed by fire marshal	Fire Marshal		
09/05/2025	16:21:00	Concierge	Trespass	Trespassers	Repton Gardens	Podium	4 trespassers on the podium. Removed by fire marshal	Fire Marshal		
09/05/2025	22:06:00	Night Concierge	Trespass	Trespassers	Robinson	RS 23rd floor	4 males and 2 females seen trespassing at RS 23rd floor. Tailgated a resident through RS main entrance. Escorted offsite. Next morning we found at DDA basement floor, Broken glass all over the floor.	Not required		
11/05/2025	14:44:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Tresspassers reported 17/18th floor RW. Fire marshal called	Fire Marshal		
12/05/2025	03:20:00	Night Concierge	Trespass	Homeless trespasser	Landsby	9th floor	During routine patrolling I spotted an individual sleeping on the 9th floor he seemed to be under the influence of either alcohol or drugs, I asked him to leave he seemed unsteady on his feet I offered to call ambulance for him he declined. He was compliant therefore we did not call the Police. I escorted him offsite. Some rubbish been left behind by the Trespasser along the stairs.	Not required		
12/05/2025	18:53:00	Milton Duche Maita	Trespass	Trespassers	Landsby	LW 6th floor	Intruders 6th floor Landsby west . Rmoved by fire marshal	Fire Marshal		
14/05/2025	11:43:00	Anne	Trespass	Trespassers	Landsby	LE podium	trespassers in LE podium. they came in through LE. 2 school kids removed by fire marshal	Fire Marshal		
14/05/2025	13:42:00	Brunel Basunda	Trespass	Trespassers	Canada Gardens	Allotments area	A group of boys are at the allotments area. they're there smoking.Trespassers removed from Thomson (alloments) by Fire marshal	Fire Marshal		
14/05/2025	15:10:00	Concierge	Trespass	Trespassers	Repton Gardens	Podium	Resident report of 5 trespassers on the podium. All young wearing black	Fire Marshal		
14/05/2025	15:53:00	Shane	Trespass	Trespassers	Madison	Mad East entrance	4 kids just trying to get into Madison east. lingering around there and accesssed. Fire marshal caught them on patrol . Removed	Fire Marshal		
14/05/2025	16:24:00	Fire marshal	Trespass	Trespassers	Repton Gardens	11th floor	removed some trespassers from Birch House on patrol, caught on 11 floor The Outlook.	Not required		
14/05/2025	17:21:00	Concierge	Trespass	Trespassers	Canada Gardens	Gym	some residents are reporting teenagers in our gym that appear to look like trespassers. Removed by fire marshal	Fire Marshal		
14/05/2025	18:27:00	Jonathan Abraha	Trespass	Trespassers	Repton Gardens	several locations	Trespassers in RG entered through aspen house. See by BBQ seating at Podium level. Later seen at 11th floor. Removed by fire marshal via Birch	Fire Marshal		
14/05/2025	19:41:00	Brunel Basunda	Trespass	Trespassers	Canada Gardens	Collyer stairwell	Reports of 3/4 trespassers in Collyer stairwell - between 2nd and 3rd floor. Fire marshal called. All clear	Fire Marshal		
15/05/2025	13:59:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	trespassers on 17th floor now. Seen in DEN later. Removed by fire marshal	Fire Marshal		
15/05/2025	14:41:00	Violet	Trespass	Police attendance - trespassers	Robinson	RS 23rd floor	Robinson south entrance, guy with long hair. Went to 23rd floor. They gone inside blue caravan. They pulled all curtains in the caravan. Karolina Saw police speeding past Madison now towards Robinson. Gareth is with Police. Trespassers have been caught, but no arrests were made. The police have let them go as they had nothing on them but a grinder which they took	Police		
15/05/2025	15:24:00	Petra Sevcovicova	Trespass	Trespassers	Repton Gardens	Aspen house	Same guys as Robinson. We called police because they started in RG and decided to walk out through reception, music blazing?! Scott McCormick had a word with them outside after they broke in to Aspen	Not required		
15/05/2025	19:12:00	Brunel Basunda	Trespass	Suspected trespassers	Canada Gardens	Collyer	Reports of trespassers in Collyer - about 3 teenagers. Fire marshal called. But All clear	Fire Marshal		
16/05/2025	11:37:00	Fire marshal	Trespass	Trespassers	Repton Gardens	Birch 11th floor	Group of 4 Trespassers in Birch House floor 11. I've removed them now	Not required		
16/05/2025	14:22:00	Milton Duche Maita	Trespass	Suspected trespassers	Landsby	Not specified	Landsby East. Resident reported unusual people just entered the building	Fire Marshal		
16/05/2025	14:41:00	Ifty	Trespass	Trespassers	Robinson	RS 23rd floor	trespassers in RS staircase 23rd floor. Removed by fire marshal	Fire Marshal		
16/05/2025	15:56:00	Fire marshal	Trespass	Trespassers	Repton Gardens	Aspen house	4 trespassers in Aspen House removed	Not required		
16/05/2025	16:12:00	Concierge	Trespass	Attempt trespassers	Repton Gardens	Birch house	we've got 3 consistently trying to get into Birch house. They've not made it into the building as far as I can tell but they're trying multiple residents intercoms. ECR contacted to patrol the area	ECR		
16/05/2025	17:25:00	QL OSA Hamza	Trespass	Trespassers	Robinson	RW	RW 4 tresspassers. Removed by fire marshal	Fire Marshal		
16/05/2025	17:25:00	Anne	Trespass	Trespassers	Landsby	LE podium	5 trespassrs in LE podium. Removed by fire marshal	Fire Marshal		
16/05/2025	18:44:00	Anne	Trespass	Trespassers	Landsby	LE podium	4 Trespassers in LE, they pressed the emergency call button. There's 2 already on the LE podium that they've met with. Removed by fire marshal	Fire Marshal		
17/05/2025	20:46:00	Night Concierge	Trespass	Trespassers	Repton Gardens	Podium	7 Trespassers were removed from the the building main podium	Not required		
18/05/2025	09:59:00	Ken	Trespass	Attempt trespassers	Robinson	Car Park	Trespassers attempting to gain access via residents carpark at Robinson. They've tailgated in. He walked out through the entrance gate no longer in the car park but She is still in there. Removed by fire marshal	Fire Marshal		

18/05/2025	18:08:00	Milton Duche Maita	Trespass	Suspected trespassers	Landsby	LE staircase	an unusual person just went to the stairs opposite lifts Landsby East entrance.	Fire Marshal		
18/05/2025	??	Night Concierge	Trespass	Trespassers	Landsby	Car Park	Two(2) trespassers were removed from the building and later came back again through the VISTA Basement. I again removed them.	Not required		
19/05/2025	10:09:00	Anne	Trespass	Trespassers	Landsby	LW block B	Trespasser at Block B 10th Stairwell LW. She has a dog with her. She's a VISTA resident. Removed by fire marshal	Fire Marshal		
19/05/2025	10:46:00	Anne	Trespass	Trespassers	Landsby	LW block B	there's a group of kids back at Landsby Block B. There's more coming through Vista car park. They've tried coming to landsby through vista but Fire marshal stopped them	Fire Marshal		
19/05/2025	18:36:00	Milton Duche Maita	Trespass	Trespassers	Landsby	LE 15th floor	Landsby east 15th floor. Fire marshal called	Fire Marshal		
19/05/2025	22:55:00	Night Concierge	Trespass	Trespassers	Madison	MW studio	3IC6 males(trespassers) found in madison west studio I manage to removed them from the building they left immediately.	Not required		
20/05/2025	15:50:00	Concierge	Trespass	Trespassers	Repton Gardens	11th floor Birch	Trespassers at 11th floor birch. Fire marshal removed them.	Fire Marshal		
20/05/2025	16:30:00	QL OSA Hamza	Trespass	Trespassers	Repton Gardens	12th floor Birch	2x tresspassers at 11th floor Birch. Fire marshal called. Removed them	Fire Marshal		
20/05/2025	21:30:00	Night Concierge	Trespass	Trespassers	Repton Gardens	13th floor Birch	Five tresspassers were removed from the 10th floor podium of Birch house. They were lighting up drugs to smoke. We also recovered a clamp bar underneath the sofa on the same 10 floor. It was not clear if the clamp bar was brought by the trespassers.	Not required		
21/05/2025	13:47:00	Concierge	Trespass	Trespassers	Repton Gardens	11th floor Birch	had a call from a resident that 3 kids tailgated them into Aspen. They're on 11th floor birch	Fire Marshal		
21/05/2025	16:35:00	QL OSA Hamza	Trespass	Attempt trespassers	Robinson	RW car park	Tresspassers RW basement and car park. Waiting to tailgate someone. Fire marshal called. All clear	Fire Marshal		
21/05/2025	20:10:00	Night Concierge	Trespass	Trespassers	Robinson	RS 23rd floor	Teenagers seen on RS 23th Roof Top in the blue caravan, Removed	Not required		
21/05/2025	23:30:00	Night Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Teenager seen in Den area 17th Floor RW, entered via RW basement	Not required		
22/05/2025	15:28:00	Concierge	Trespass	Trespassers	Repton Gardens	11th floor Birch	Trespassers 11th floor Birch. Wembley park security here - they cannot act inside the building but will stay posted by the Birch House exit so please escort via BH main exit. Fire Marshal called and removed them	Fire Marshal		
22/05/2025	15:50:00	Concierge	Trespass	Trespassers	Repton Gardens	Aspen house	More kids trespassers Aspen house - look like they plotting to go in again. A goup of 3. fire marshal called. Remvoed them.	Fire Marshal		
22/05/2025	17:54:00	Ifty	Trespass	Trespassers	Robinson	RW 17th floor	two teens in school uniforms on the 17th floor RW. Fire marshal called, but trespassers alredy left by then.	Not required		
23/05/2025	14:08:00	Concierge	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers in 17th floor west building Robinson. Removed by fire marshal	Fire Marshal		
23/05/2025	14:42:00	Anne / Emilia	Trespass	Attempt trespassers	Landsby	LE outside	there's a group of kids who are fighting in front of LE. Later the group of teens, previously fighting outside the building (WPS was made aware) were trying to access following residents.They are stationed outside the door, waiting for a chance to enter. Fire Marshal called	Fire Marshal		
23/05/2025	15:23:00	Concierge	Trespass	Trespassers	Robinson	DDA Stairs	bunch of trespassers entered through DDA stairs next to Robinson	Fire Marshal		
23/05/2025	15:58:00	Concierge	Trespass	Trespassers	Repton Gardens	11th floor Birch	Trespassers Repton Birch 11th floor. Fire marshal called. Removed them	Fire Marshal		
23/05/2025	16:41:00	Concierge	Trespass	Trespassers	Robinson	RS 23rd floor	Trespassers at Level 23 south Robinson. They couldn't get onto the roof. Removed by fire marshal	Fire Marshal		
23/05/2025	19:37:00	Emilia	Trespass	Trespassers	Landsby	LW Block B Stairwell	trespassers in block B LW, smoking weed in the straiwell. Removed by fire marshal	Fire Marshal		
23/05/2025	23:25:00	Night Concierge	Trespass	Attempt trespassers	Robinson	DDA Stairs	3 Teenagers tried to enter via DDA stairs stopped them from entering . Removed	Not required		
24/05/2025	01:30:00	Night Concierge	Trespass	Trespassers	Robinson	RW 17th floor	2 Teenagers tresspassered in on 17th Floor Taxi lobby, Entered via RW Basement	Not required		
24/05/2025	13:41:00	Ken	Trespass	Trespassers	Robinson	Resi Car park	Trespassers at the residents carpark, some of them managed to get in to Rob South Gym. Fire marshal called. Removed them	Fire Marshal		
24/05/2025	16:53:00	Anne	Trespass	Trespassers	Landsby	Gym	there's trespassers in Landsby Gym. Removed by fire marshal	Fire Marshal		
24/05/2025	17:18:00	Ken	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers in Robinson West roof top. Fire marshal called	Fire Marshal		
24/05/2025	18:26:00	Ken	Trespass	Trespassers	Robinson	RW 18th floor	the teenagers are back on the 18th floor and they're vaping. More trespassers heading into the Robinson West. Fire marshal called. Removed them	Fire Marshal		
25/05/2025	11:59:00	Anne	Trespass	Trespassers	Landsby	LW block B	3 girls in the Landsby Car Park likely going to Block B. Fire marshal called	Fire Marshal		
25/05/2025	13:48:00	Anne	Trespass	Trespassers	Landsby	LE GF stairwell	2 girls in LE GF/stairwell . Fire marshal called	Fire Marshal		
25/05/2025	16:00:00	Anne	Trespass	Trespassers	Landsby	Gym	vista trespassers in Landsby gym. Fire marshal called. Removed them	Fire Marshal		
25/05/2025	17:40:00	Ken	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers I'm Robinson west 17th floor . Removed by fire marshal	Fire Marshal		
25/05/2025	21:00:00	Night Concierge	Trespass	Trespassers	Ferrum	FE1 rooftop	3IC6 males (trespassers) found fe 1 rooftop by checkiing cctv and I went there removed them from the building they left immediately.	Not required		
26/05/2025	01:20:00	Night Concierge	Trespass	Trespassers	Ferrum	FE3 9th floor	At 01:20 1IC3 male (trespasser) found fe3 9th floor in the stairs I removed out from the buliding he left immediately.	Not required		
26/05/2025	14:17:00	Ken	Trespass	Trespassers	Robinson	DDA Stairs	Trespassers entered the building via DDA entrance . Fire marshal called. All clear	Fire Marshal		
26/05/2025	16:43:00	Ifty	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers at 17th floor RW by the taxi and some hiding in the phone booths. Fire marshal called. 12 trespassers removed, all school kids	Fire Marshal		
26/05/2025	16:50	Anne	Trespass	Trespassers	Landsby	3rd floor	3 trespassers 3rd floor stair well. 4 left from the fire exit but 1 is left there now . 3 have just left from the fire exit - they've somehow multiplied by	Fire Marshal		
26/05/2025	17:16	RG concierge / Anne	Trespass	Trespassers	Repton Gardens	Several locations	trespassers outside Aspen entrance. They're waiting to get in. WPS was called. they've just tailgated inside. Later they just let 6 more in. Alll Just gone into Birch 11th floor . Fire marshal called. But they all left	Fire Marshal		
26/05/2025	17:30	Anne	Trespass	Trespassers	Landsby	Several locations	Same tresspassers from earlier at RG . They're making their way to Landsby car park via Block B LW. 4 attempting to kick the door in LE and now they're inside. Fire marshal called. removed 1 attempting from 1st floor and there are three more upstairs. 4 school kids removed from reception area from LE. Removed 7 attempting from LW 6th floor.	Fire Marshal		
26/05/2025	18:25	Anne	Trespass	Trespassers	Landsby	LE 2nd floor	LE 2nd floor podium and throwing stuff at people on Olympic Way - they're Vista residents.4 school kidz removed from LE 2nd floor by fire marshal	Fire Marshal		
26/05/2025	18:47	Concierge	Trespass	Trespassers	Repton Gardens	Podium	Same trespassers from earlier again, 2 or 4 on the podium by the bbqs. Fire marshal Removed them,but they might have fob key for entrance both buildings as one of them was saying he is living here. But usually One of them will follow a resident in, then let their buddies in after.	Fire Marshal		
27/05/2025	11:18	Brunel	Trespass	Trespassers	Canada Gardens	Gym	A boy entered the gym without a fob. He waited for someone to go in Now he is inside. Fire marsall removed			
27/05/2025	12:32	Ifty	Trespass	Trespassers	Robinson	DDA Stairs	we have two trespassers in DDA stairs. Fire marsall removed			
27/05/2025	13:31	ken	Trespass	Trespassers	Robinson	Robinson South Gym	2 trespassers entered Robinson South gym. Fire marsall removed			
27/05/2025	15:39	Anne	Trespass	Trespassers	Landsby	Gym	Trespassers in LE. all the kids in tracksuits are not our residents. Fire marsall removed			
27/05/2025	15:44	Repton Concierge	Trespass	Trespassers	Repton Gardens	Floor 11	They are in Birch now. They are trespassers 1 guy and 1 girl. Fire marsall removed			
27/05/2025	16:21	Anne	Trespass	Trespassers	Repton Gardens	Aspen	The couple just entered Aspen again. Fire marsall removed			
27/05/2025	18:03	Anne	Trespass	Trespassers	Landsby	LE 2nd floor podium	can you remove the same trespassers from LE podium please? They have a ball.			
27/05/2025	19:27	Anne	Trespass	Trespassers	Landsby	LE GF stairs	Trespassers in LE again - GF stairs. Fire marsall removed			
28/05/2025	14:30	Brunel	Trespass	Trespassers	Canada Gardens	2md floor podium	Reports of trespassers on the second floor podium. Fire marsall removed			
28/05/2025	15:51	Greg	Trespass	Trespassers	Canada Gardens	Garden / Clubhouse	trespasser just entered in Heward , it was a couple. They went into the garden, near the clubhouse. Fire marsall removed			
28/05/2025	16:18	Fire Marshall	Trespass	Trespassers	Robinson	Car park	Trespassers caught in Robinson car park and removed			
28/05/2025	17:54	Janet	Trespass	Trespassers	Repton Gardens	Podium	Report of Trespassers Repton in the podium garden just gone up the steps by birch and aspen. Fire marsall removed			
28/05/2025	18:35	Ifty	Trespass	Trespassers	Robinson	DDA	Known trespassers entering DDA. Fire marsall removed			
28/05/2025	20:38	Night staff	Trespass	Trespassers	Canada Gardens	Podium shed	Three trespassers caught in podium shed, escorted out			
28/05/2025	21:46	karolina	Trespass	Trespassers	Ferrum	Rooftop	I think you have trespassers on 20th floor - they were waiting to tailgate after residents and went up to the 20th floor. Removed by Night Staff			
29/05/2025	12:02	Ifty	Trespass	Trespassers	Robinson	DDA	These two are in and out of Robinson. Just gone in to DDA. The girl was smoking on the 17th floor. Fire marsall removed			
29/05/2025	16:07	Concierge	Trespass	Trespassers	Robinson	RW basement	Robinson west in the basement. Fire marsall removed			
29/05/2025	17:58	Concierge	Trespass	Trespassers	Robinson	level 17	Group of 6 on level 17. Removed by Fire Marshal			
29/05/2025	19:12	Janet	Trespass	Trespassers	Repton Gardens	11th floor	group of 6. removed by fire marshall			
29/05/2025	19:25	Concierge	Trespass	Trespassers	Robinson	level 17	group of 6. removed by fire marshall			
29/05/2025	19:56	Milton	Trespass	Trespassers	Landsby	Landsby East lobby	, resident Landsby east reported group of kids about to enter Landsby east. Removed by FM			
29/05/2025	23:11	Night staff	Trespass	Trespassers	Canada Gardens	Pirate ship / podium	Three trespassers caught in pirate ship, escorted out			
30/05/2025	15:21	Ifty	Trespass	Trespassers	Robinson	level 17	Tresspassers in RW 17th floor next to the long table. 5 removed by FM			
30/05/2025	17:32	Janet	Trespass	Trespassers	Repton Gardens	11th floor Birch house	Trespassers Repton 11 floor birch house. 8 removed by FM			
31/05/2025	16:49	Hamza	Trespass	Trespassers	Robinson	DDA	Dda stairs 2 tresspassers. Removed by FM			
31/05/2025	16:59	Fire Marshall	Trespass	Trespassers	Landsby	Landsby East	Group of kids have been removed from LE 2nd floor by FM			
31/05/2025	17:24	Hamza	Trespass	Trespassers	Robinson	DDA	Group of 9 kids removed by FM			
31/05/2025	19:19	Hamza	Trespass	Trespassers	Robinson	DDA	Group of 4 kids removed by FM			

Daily security report June 2025

Month Details

SECURITY REPORT - MONTH Sumary Details

Date	Time	Report Made By	Type of issue	Specify (choose from table below)	Development	Block/Location	Details of incident	Support Required	Reference	Remarks
01/06/2025	17:13:00	Anne	Trespass	Trespassers	Landsby	Gym	3 trespassers in the gym. Removed by FM			
01/06/2025	17:35:00	Anne	Trespass	Trespassers	Landsby	Block B, Level 1	2 boys removed by FM			
01/06/2025	18:27:00	Anne	Trespass	Trespassers	Repton Gardens	Podium	Trespassers on podium. Removed by FM			
01/06/2025	19:33:00	Hamza	Trespass	Trespassers	Robinson	Stairs	Group of 6 removed by FM			
01/06/2025	21:57:00	Night Staff	Trespass	Trespassers	Landsby	Gym	2 trespassers in the gym. Removed by Night Staff			
02/06/2025	09:44:00	Emilia	Trespass	Trespassers	Landsby	Block b, 7th floor	Agressive and refused to leave. Police called CHS 27782 02/06/2025			
02/06/2025	10:03:00	Ken	Trespass	Trespassers	Robinson	17th floor	trespassers on the 17th floor. Removed by FM			
02/06/2025	13:56:00	Anne	Trespass	Trespassers	Landsby	Gym	2 boys in the gym. Removed by FM			
02/06/2025	19:26:00	Ifty	Trespass	Trespassers	Robinson	DDA	Trespassers entering through DDA doors. Removed by FM			
03/06/2025	09:47:00	Fire Marshall	Trespass	Trespassers	Robinson	DDA	Two trespassers removed from Robinson DDA stairwell.			
03/06/2025	13:31:00	Ifty	Trespass	Trespassers	Robinson	17th Floor RW	Trespassers on the 17th floor RW. Removed by FM			
03/06/2025	14:12:00	Anne	Trespass	Trespassers	Landsby	Landsby East	Trespassers just entered Landsby east. Removed by FM			
03/06/2025	16:07:00	Anne	Trespass	Trespassers	Landsby	Landsby West	Hi 3 trespassers in LW, came in through Vista. Left on own accord			
04/06/2025	13:35:00	Hamza	Trespass	Trespassers	Robinson	17th Floor RW	Trespassers on the 17th floor RW. Removed by FM			
04/06/2025	15:18:00	Fire Marshall	Trespass	Trespassers	Canada Gardens	Thomson roof top	Trespassers removed from Thomson roof top. Removed by FM			
04/06/2025	20:22:00	Night staff	Trespass	Trespassers	Canada Gardens	Heward	Night staff stopped a tresapsser at Heward entrace and escaorted out			
05/06/2025	03:10:00		Trespass	Suspected trespasser	Landsby	LW	Night staff reported urination on 9th floor fire ecape stairs			
06/06/2025	12:18:00	Hamza	Trespass	Trespassers	Robinson	DDA	7 trespassers DDA stairs - Removed by FM			
06/06/2025	13:34:00	Hamza	Trespass	Trespassers	Robinson	17th Floor RW	Trespassers on the 17th floor RW. Removed by FM			
06/06/2025	17:18:00	Anne	Trespass	Trespassers	Landsby	Landsby West	2 female trespassers in LW. No response from FM			
06/06/2025	20:40:00	Night Staff	Trespass	Trespassers	Robinson	Unknown	Trespassers escorted out of Robinson			
06/06/2025	21:22:00	Night Staff	Trespass	Trespassers	Robinson	Unknown	Trespassers escorted out of Robinson			
07/06/2025	13:23:00	Anne	Trespass	Trespassers	Landsby	Gym	there's a trespasser in Landsby Gym - blonde curly haired boy. Removed by FM			
07/06/2025	15:35:00	Hamza	Trespass	Trespassers	Canada Gardens	Collyer	4 trespassers in Collyer - Removed by FM			
07/06/2025	15:55:00	Anne	Trespass	Trespassers	Landsby	Landsby West	4 trespassers in Block B - Removed by FM			
07/06/2025	20:20:00	Night staff	Police response	Police attendnce - Called by resident	Madison	Apt 1313	Resident asked fro 2 woment to be removed from building. they are asociates of the resident but resident claimed they had stolen something. 2 women left building, police had been called by resident but did not attend			
08/06/2025	14:44:00	Hamza	Trespass	Trespassers	Robinson	17th Floor RW	8 tresspassers reported in 17th RW near taxi - Removed by FM			
08/06/2025	15:49:00	Hamza	Trespass	Trespassers	Robinson	RW basement	7 trespassers RW basement, MOved to RW 17th floor, hid in various places. Removed by FM			
08/06/2025	19:37:00	Concierge	Trespass	Trespassers	Robinson	DDA	3 trespassers DDA stairs - Removed by FM			
08/06/2025	19:39:00	Concierge	Trespass	Trespassers	Canada Gardens	2nd floor garden	2 tresappsers in WFH sheds - Removed by FM			
08/06/2025	23:05:00	Night Security	Trespass	Trespassers	Landsby	LE lobby	2 trespassers removed from Lobby			
09/06/2025	16:37:00	Liane	Trespass	Trespassers	Robinson	17th Floor RW	Resident reported group of kids breaking through the basement door in Robinson and west. Up on 17th floor now. Left ontheir own and went towards Madison			
09/06/2025	22:26:00	Night staff	Trespass	Trespassers	Robinson	RW basement	4 trespassers removed from Basement			
10/06/2025	13:10:00	Anne	Trespass	Trespassers	Landsby	15th floor	3 trespassers in LE - they've just left now but they're in the area circling			
10/06/2025	13:39:00	Anne	Trespass	Trespassers	Landsby	15th floor	Same group 5 trespassers in LE. The boys have previously been aggressive with staff - removed by FM			
10/06/2025	19:05:00	Sonam	Trespass	Trespassers	Canada Gardens	Lobby	Just had these two trespassing in CG. They walked through the lobby then back out after I questioned them			
10/06/2025	19:31:00	Concierge	Trespass	Trespassers	Robinson	RW	Trespassers in RW - removed by FM			
10/06/2025	23:52:00	Night Staff	Trespass	Trespassers	Landsby	Carpark	2 trespassers removed from landsby carpark Basement			
10/06/2025	23:18:00	Night Staff	Trespass	Trespassers	Robinson	17th Floor RW	2 tresappsers in WFH sheds - Removed by night staff			
11/06/2025	11:33:00	Hamza	Trespass	Trespassers	Robinson	DDA	2 tresspassers dda stairs. moved to 17th floor - removed by FM			
11/06/2025	12:06:00	Anne	Trespass	Trespassers	Landsby	Landsby East	Two seen going from Vista to Landsby. FM could not locate			
11/06/2025	12:08:00	Hamza	Trespass	Trespassers	Robinson	Unknown	1 in Robinson - FM could not locate			
11/06/2025	12:13:00	Fire Marshall	Trespass	Trespassers	Canada Gardens	Heward	Just removed a group of trespassers from Heward CG			
11/06/2025	13:22:00	Karolina	Trespass	Trespassers	Robinson	DDA	Trespassers entered DDA stairwell Robinson - Removed by FM			
11/06/2025	13:54:00	Fire Marshall	Trespass	Trespassers	Canada Gardens	Thomson roof top	Trespassers removed from CG Thomson rooftop terrace.			
11/06/2025	16:34:00	Anne	Trespass	Trespassers	Landsby	Landsby West	there's some people in LW- FM could not locate			
11/06/2025	23:59:00	Night Staff	Trespass	Trespassers	Landsby	Landsby West	Trespassers removed by LW Block B			
12/06/2025	13:09:00	Anne	Trespass	Trespassers	Landsby	Gym	Trespasser in gym. Removed by FM			
12/06/2025	15:05:00	Fire Marshall	Trespass	Trespassers	Canada Gardens	Thomson roof top	Just removed group of kids from CG Thomson rooftop terrace but they went down in lift. Could you make sure they have left the building			
12/06/2025	18:05:00	Anne	Trespass	Trespassers	Landsby	Gym	Same trespasser in gym. Removed by FM			
13/06/2025	13:26:00	Anne	Trespass	Trespassers	Landsby	Gym	the boy that was trespassing in the gym is back - removed by FM			
13/06/2025	15:18:00	Anne	Trespass	Trespassers	Landsby	Gym	He's back and playing football - removed by FM			
13/06/2025	15:29:00	Fire Marshall	Trespass	Trespassers	Repton Gardens	Aspen House	3 trespassres in Aspen - Removed			
13/06/2025	17:57:00	Ken	Trespass	Trespassers	Robinson	DDA	Trespassers on the second floor of DDA carpark, please attend when you can. Removed by FM			
14/06/2025	14:30:00	Anne	Trespass	Trespassers	Landsby	Gym	Hi I think there's trespassers in Landsby gym. One of them is a resident but they're all under the age limit. Left before FM attendance			
14/06/2025	18:55:00	Hamza	Trespass	Trespassers	Robinson	DDA	5 trespassers DDA stairs - removed by FM			
14/06/2025	19:44:00	Hamza	Trespass	Trespassers	Robinson	DDA	3 trespassers DDA stairs - removed by FM			
14/06/2025	21:28:00	Night Staff	Trespass	Trespassers	Robinson	Clash club - RW	Trespasser kids group removed from Robinson west clash club			
14/06/2025	21:20:00	Night Staff	Trespass	Trespassers	Canada Gardens	Thomson roof top	Trespassers removed by Night staff			
14/06/2025	22:00:00	Night Staff	Trespass	Trespassers	Canada Gardens	Podium	Trespassers removed by Night staff			
15/06/2025	11:25:00	Several	Fire response	Fire within apartment	Canada Gardens	Collyer 843	3 fire engines, 2 police cars and 3 ambulances have gone past arena towards CG area all with lights and sirens on. here's heavy smoke coming out of a room on the 8th floor CG Collyer. Fire was caused by faulty dishwasher in apt 843 collyer as per Fire Brigade report. Incident report made by QL Team - Sonam R	Police		
15/06/2025	16:02:00	Sonam	Trespass	Trespassers	Canada Gardens	Collyer	bunch of kids trespassers in Collyer level 2 podium. Fire marshal called	Fire Marshal		
16/06/2025	09:55:00	Concierge	Trespass	Trespassers	Landsby	LE gym	boy trespassing in Landsby east gym is back. Removed by fire marshal.	Fire Marshal		
16/06/2025	12:25:00	Sonam	Trespass	Suspected trespasser	Canada Gardens	Outside buildings	usual trespasser who has been accessing CG is sitting outside CG by the fountain.	Not required		
16/06/2025	13:25:00	Liane Evans	Trespass	Trespassers	Robinson	RW 17th floor	group of the kids is in 17 floor Robison west. Fire marshal attended. All clear	Fire Marshal		
16/06/2025	13:40:00	Concierge	Trespass	Trespassers	Canada Gardens	Thomson roof top	group of kids on 26th Thomson. Fire marshal called. Removed them	Fire Marshal		
16/06/2025	14:15:00	Liana Barsan	Trespass	Trespassers	Robinson	RW 17th floor	Robinson West 17 floor - trespassers. Fire marshal checked 17th and 18th floor. All clear.	Fire Marshal		
16/06/2025	18:28:00	Sonam	Trespass	Trespassers	Canada Gardens	Thomson roof top	bunch of trespassers on level 26 Thomson. Later seen in the Peak. There was a few more that tried come in later but stopped. Removed by fire marshal. They caused damage to the door and broke it	Fire Marshal		
16/06/2025	18:43:00	Sonam	Trespass	Trespassers	Canada Gardens	Lismer	Same group again. all of them have entered again via Lismer - seen in Podium level. Removed by fire marshal	Fire Marshal		
17/06/2025	12:03:00	Concierge	Trespass	Trespassers	Canada Gardens	Thomson roof top	trespassers in Thompson heading towards rooftop. Fire marshal called. Removed them	Fire Marshal		
17/06/2025	13:09:00	Liane Evans	Trespass	Trespassers	Robinson	Several locations	Kid trying to get into the car park. Another one already inside. Both seen at Rob East lobby, then at Rob West. Another guy is up on the 17th floor stairwell, and other at 18th floor. Fire marshal removed first two. Later removed the other 2.	Fire Marshal		
17/06/2025	14:02:00	Yusuf K	Trespass	Trespassers	Canada Gardens	Podium	Tresspassers in podium. They have gone towards Emily's playhouse 3 teenagers one female. Fire marshal called. All clear. But trespassers entered through the side door again peeped through the lobby and ran out of Thomson side door fire exit.	Fire Marshal		
17/06/2025	14:35:00	Fire Marshall	Trespass	Trespassers	Canada Gardens	Thomson roof top	Found this group in stairwell of CG Thomson 23rd. Trespassers removed	Not required		
17/06/2025	15:12:00	Anne	Trespass	Trespassers	Landsby	LW	3 trespassers in Landsby West. Female. Fire marshal called. All clear	Fire Marshal		
17/06/2025	16:20:00	Sonam	Trespass	Trespassers	Canada Gardens	Thomson roof top	group of teens on level 26 peak. Fire marshal called. All removed except for one later removed. They're heading towards Robinson to be aware	Fire Marshal		
18/06/2025	08:20:00	Anne	Trespass	Trespassers	Landsby	LW Block B	female trespasser in LW block B. Fire marshal called. All clear	Fire Marshal		
18/06/2025	15:51:00	QL OSA Hamza	Trespass	Trespassers	Robinson	RW 17th floor	RW 2 tresspassers forced entry. removed from Robinson 17th floor by fire marshal	Fire Marshal		

19/06/2025	14:15:00	Daniel Parton	Trespass	Trespassers	Luna	Rooftop	trespasser at Luna (rooftop). Only notices till next Day while checking the CCTV	Not required		
19/06/2025	19:33:00	Concierge	Trespass	Trespassers	Robinson	RW basement	Trespassers seen at Rob west basement lobby. Fire marshal called. All clear	Fire Marshal		
20/06/2025	12:33:00	Anne	Trespass	Trespassers	Landsby	Gym	Usual trespasser seen in the gym , then left but came back again 30 min after. Removed by Fire marshal	Fire Marshal		
20/06/2025	17:37:00	Ifty	Trespass	Trespassers	Robinson	RW 17th floor	Tresspassers on the 17th floor RW. Removed by fire marshal.	Fire Marshal		
21/06/2025	18:19:00	Samuel T	Trespass	Trespassers	Canada Gardens	Thomson roof top	Trespassers in Thompson rooftop. Removed by Fire marshal	Fire Marshal		
21/06/2025	21:30:00	Night concierge	Trespass	Trespassers	Robinson	RW 17th floor	Group of IC3 kids were removed from the 17th floor the classh club Robinson west. Same group that trespassed yesterday. Karolina mentioned that two boys from this group have just been arrested by police outside of ferrum, taken away in handcuffs.	Police		
22/06/2025	15:31:00	Sonam	Trespass	Trespassers	Canada Gardens	Thomson roof top	two trespassers on level 26 Thomson. Removed by fire marshal	Fire Marshal		
22/06/2025	17:39:00	Concierge	Trespass	Trespassers	Landsby	LW 13th floor	Trespassers Landsby west 13th floor. Fire marshal called	Fire Marshal		
22/06/2025	18:38:00	Sonam	Trespass	Trespassers	Canada Gardens	Thomson roof top	reports of kids on the Thomson rooftop. And more on the other side in Peak. All removed by fire marshal	Fire Marshal		
23/06/2025	12:31:00	Ken	Trespass	Trespassers	Robinson	RW 17th floor	trespassers on the 17th floor opposite the taxi. Removed by fire marshal	Fire Marshal		
23/06/2025	13:59:00	Sonam	Trespass	Trespassers	Canada Gardens	Several locations	Usual trespassers trying to access Thomson through the side doors again. 2 boys and 2 girls. Heard them say "let's try accessing through a different way" . Gone through collyer staircase. Removed by Fire marshal. Same ones from earlier at Robinson.	Fire Marshal		
23/06/2025	16:57:00	Concierge	Trespass	Trespassers	Canada Gardens	Thomson roof top	3 trespassers on level 26 Thomson. They have gone back into the lift. Fire marshal called. All clear	Fire Marshal		
23/06/2025	20:20:00	Night concierge	Trespass	ASB - Trespassers	Landsby	Gym	A Trespasser was harassing female residents at Landsby GYM asking them for their contact details.I removed him from the GYM. Please see Body-cam for interv	Not required		
23/06/2025	21:50:00	Night concierge	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers removed from the clash club 17th floor robinson west	Not required		
23/06/2025	22:55:00	Night concierge	Trespass	Trespassers	Robinson	RW 17th floor	Trespassers IC3 kids removed from the office work space 17th floor and the Den	Not required		
25/06/2025	16:14:00	Fire Marshall	Trespass	Trespassers	Canada Gardens	Heward	Just caught two known trespassers trying to get in to Heward but saw me so was a quick deter	Not required		
26/06/2025	11:33:00	Petra	Trespass	ASB - Trespassers	Landsby	Gym	Trespaser watching porn on phone, and disturbing residents around. Fire marshal called, but trespasser left before	Fire Marshal		
26/06/2025	12:21:00	QL OSA Hamza	Trespass	Trespassers	Robinson	DDA stairs	2x tresspass at DDA stairs. 1 boy 1 girl. Removed by fire marshal.	Fire Marshal		
26/06/2025	13:54:00	QL OSA Hamza	Trespass	Trespassers	Robinson	DDA stairs	1x tresspass at DDA stairs. Fire marshal called	Fire Marshal		
26/06/2025	16:55:00	Concierge	Trespass	Trespassers	Landsby	Gym	Trespassers in the landsby gym. Fire marshal called. All clear	Fire Marshal		
26/06/2025	22:20:00	Night concierge	Police response	Resident's guest issues - Aggrssive and under the influnce	Ferrum	Flat 852 Fe2	Resident from flat 852 FE2 contacted night concierge for assistance to remove invited guest who refused to leave. Guest seem under the influence and not stable. Police was called due to guest being aggressive. Also ambulance was called due to the guest found unconcious on the floor. Police and ambulance arrived around 23:20 and police took the statement from the resident also paramedics took the unknown person with them to the hospital. police left after taking resident's statement. Incident report made.	Medical		
27/06/2025	15:35:00	Concierge	Trespass	Trespassers	Landsby	Car park	Tresspaser in Landsby car park . Fire marshal called. All clear but the landsby West entrance door from car park has been broken.	Fire Marshal		
27/06/2025	16:49:00	Concierge	Trespass	Trespassers	Landsby	Gym	Trespassers landsby gym. Removed by fire marshal.	Fire Marshal		
27/06/2025	21:00:00	Night concierge	Trespass	Trespassers	Robinson	RW 18th floor	Trespassers removed from the 18th floor terrace . Moving towards CG	Not required		
27/06/2025	21:55:00	Night concierge	Trespass	Trespassers	Canada Gardens	Thomson roof top	Trespassers were removed from the rooftop. Same ones from Robinson earlier	Not required		
27/06/2025	22:45:00	Night concierge	Trespass	Trespassers	Robinson	The Den	Trespassers removed form the Den	Not required		
30/06/2025										

Specify type of issue	
Trespass	Tresspass

***this document contains drop down menu in some of the cells. Anything specific plese fill into remarks**

WhatsApp Group Chat Week 1

05/06/2023-12/06/2023

[03/06/2023, 13:28:32] Quintain Living - Building Trespasser Alerts: Messages and calls are end-to-end encrypted. Only people in this chat can read, listen to, or share them.
[03/06/2023, 13:28:32] Faysal: Faysal created this group
[03/06/2023, 13:38:34] Quintain Living - Building Trespasser Alerts: Alisha added you
[03/06/2023, 14:18:02] Quintain Living - Building Trespasser Alerts: Petra Sevcovicova added Adnan NWL and ~ Rubens Magri
[05/06/2023, 08:10:13] Quintain Living - Building Trespasser Alerts: Daniel Parton added Barbara, Jana Ferrum, and 2 others. Tap to see all.
[05/06/2023, 11:52:18] Faysal: Hi
[05/06/2023, 11:52:25] Faysal: Landsby East - 15th floor
[05/06/2023, 11:52:34] Faysal: 6 youths causing damage
[05/06/2023, 11:58:46] Daniel Parton: Security on the way
[05/06/2023, 12:00:30] Gareth AKA Captain G : They where with me at Ferrum so be there in 5
[05/06/2023, 12:24:54] Russell: Are security mobiles on this group?
[05/06/2023, 12:27:21] Faraaz Security Patrol : Yes
[05/06/2023, 12:27:46] Russell: Great
[05/06/2023, 13:18:25] Russell: Did the trespassers get moved on Faraaz? Faysal, images sent to security and police called?
[05/06/2023, 13:19:20] Faysal: They are still around - hovering around Landsby east (one on a bike) and smoking in the mini park in Elvin gardens.
[05/06/2023, 13:19:49] Faysal: Images sent to security and police called - CAD number on spreadsheet. Police lady came over to Landsby but they were not around at that time. Must have seen her approaching. She advised that we continue to report these
[05/06/2023, 13:20:35] Faraaz Security Patrol : The trespassers left by the time we reached but they were around the area for a while and the same has been informed to Wembley park control.
[05/06/2023, 13:21:04] Faraaz Security Patrol : We are still patrolling the area just in case we come across again
[05/06/2023, 13:21:30] Russell: Great thank you both - excellent job - slowly slowly make things more difficult for them and keeping strong comms with the estate control room so they can follow them on cctv
[05/06/2023, 13:22:06] Faraaz Security Patrol : All received ☺
[05/06/2023, 13:36:11] Greg “The General” CG’s RM: Landsby west please! 7 kids trying to break in!
[05/06/2023, 13:36:37] Faraaz Security Patrol : On our way
[05/06/2023, 13:36:53] Greg “The General” CG’s RM: Thanks Faraaz
[05/06/2023, 16:16:22] Quintain Living - Building Trespasser Alerts: Liane Robinson added ~ Mary and ~ Rodrigues Rodrigues
[05/06/2023, 17:16:57] Quintain Living - Building Trespasser Alerts: Faysal added Ifty, Ivana NWL, and M D M
[05/06/2023, 17:20:11] Quintain Living - Building Trespasser Alerts: Greg “The General” CG’s RM added Maria Padilla and Piotr Wytrykowski
[05/06/2023, 13:38:36] Dee - Security Patroll: Security on site
[05/06/2023, 13:39:22] Dee - Security Patroll: No one here on 17th floor
[05/06/2023, 13:43:09] Gareth AKA Captain G : Just saw a group of kids walking away from Landsby towards library on corner

[05/06/2023, 13:43:45] Faraaz Security Patrol : Yep we're in the same area
[05/06/2023, 17:15:58] Sonam Rajal: Heads up Team - @4474380332132 kids from yesterday have just entered Lismer. Police called CAD number on spreadsheet, todays incident added on yesterdays report as confirmed by police.
[05/06/2023, 17:16:51] Faraaz Security Patrol : The kids has been moved out of the building and still around the area. Keeping an on them
[05/06/2023, 17:17:31] Faraaz Security Patrol : Eye**
[05/06/2023, 17:20:03] Russell: Nice!
[06/06/2023, 10:21:09] Dee - Security Patroll: Morning, I’m dee I’ll be patrolling today. This is my number if you need me today just give me a bell.

🙏
[06/06/2023, 10:21:56] Liane Robinson: Thanks Dee!
[06/06/2023, 10:22:25] Dee - Security Patroll: If you all can message me privately so I can save your numbers with location that would be fab👍
[06/06/2023, 10:24:53] Dee - Security Patroll: On site from now 👍
[06/06/2023, 10:41:19] Russell: Welcome Dee!
[06/06/2023, 11:21:18] Faysal: @447456666946 Landsby East - the kids are back. Being a nuisance and scaring residents off
[06/06/2023, 11:21:21] Faysal: You nearby ?
[06/06/2023, 11:21:56] Dee - Security Patroll: Yea
[06/06/2023, 11:22:08] Dee - Security Patroll: I’m in the building
[06/06/2023, 11:22:08] Dee - Security Patroll: What floor
[06/06/2023, 11:22:34] Dee - Security Patroll: ?
[06/06/2023, 11:22:32] Faysal: They were on floor 15 but we have lost them on cctv as they have taken the staircase
[06/06/2023, 11:22:35] Dee - Security Patroll: Give us a call
[06/06/2023, 11:46:05] Russell: Same kids as yesterday Faysal?
[06/06/2023, 11:47:07] Faysal: Not 100% sure as I caught a glimpse last minute as they went down the stair core
[06/06/2023, 15:04:31] Dee - Security Patroll: <attached: 00000050-PHOTO-2023-06-06-15-04-31.jpg>
[06/06/2023, 15:04:46] Dee - Security Patroll: <attached: 00000051-PHOTO-2023-06-06-15-04-46.jpg>
[06/06/2023, 15:06:12] Dee - Security Patroll: Spoke to film crew it’s there tracks and they will speak with grips and sort it. Otherwise all is ok
[06/06/2023, 15:08:27] Dee - Security Patroll: Also let them aware about the no smoking on the podium they have been advised where is ok to do so.
[06/06/2023, 15:09:26] Adnan NWL: @447456666946 Thanks 🙏
[06/06/2023, 15:26:58] Russell: Dee - great job! Film crews already tend to push the boundaries so it’s important to keep on their case - thank you!
[06/06/2023, 16:13:30] Dee - Security Patroll: No probs👍
[07/06/2023, 12:10:58] Dee - Security Patroll: Hey all, I’ve made contact with the youngsters on elvin gardens. Made it clear they are more than welcome to walk around but not to attend any apartments.

Location is still Elvin Gardens.
[07/06/2023, 12:12:43] Gareth AKA Captain G : Some of them walking towards Landsby east Dee
[07/06/2023, 12:13:29] Gareth AKA Captain G : I just walked past estate team so I

told them to go down
[07/06/2023, 12:14:02] Dee - Security Patroll: Yes yes showing presence 👍
[07/06/2023, 12:14:17] Dee - Security Patroll: No problem
[07/06/2023, 15:01:38] Dee - Security Patroll: <attached:
00000062-PHOTO-2023-06-07-15-01-38.jpg>
[07/06/2023, 15:24:29] Dee - Security Patroll: Package left in lobby of birch house
[07/06/2023, 15:24:40] Dee - Security Patroll: <attached:
00000064-PHOTO-2023-06-07-15-24-40.jpg>
[07/06/2023, 15:24:45] Dee - Security Patroll: <attached:
00000065-PHOTO-2023-06-07-15-24-45.jpg>
[08/06/2023, 10:10:11] Quintain Living - Building Trespasser Alerts: Faysal added Landsby Concierge, Robinson Concierge, and alameda concierge number
[07/06/2023, 17:46:12] Dee - Security Patroll: Attended Beton about 7 minutes ago, all clear. 👍
[08/06/2023, 12:37:29] ~ Scott: Faysal added ~ Scott
[08/06/2023, 15:39:52] Liane Robinson: Hi Dee, we have a group of kids on the stairwell for the Blue car park next to Robinson.
[08/06/2023, 15:40:06] Dee - Security Patroll: Ok
[08/06/2023, 15:40:08] Dee - Security Patroll: On route
[08/06/2023, 15:48:48] Liane Robinson: They are on the rooftop in Robinson West
[08/06/2023, 15:48:52] Liane Robinson: 18th floor
[08/06/2023, 15:48:57] Dee - Security Patroll: We are in the stairs
[08/06/2023, 15:49:01] Dee - Security Patroll: Yea
[08/06/2023, 15:49:02] Dee - Security Patroll: Sweet
[08/06/2023, 15:49:32] Dee - Security Patroll: Scott I have two with me
[08/06/2023, 15:50:05] Dee - Security Patroll: I have all with me
[08/06/2023, 16:45:32] Alisha : Thanks for your help with this one Dee, you’re quick!! 👌
[08/06/2023, 16:45:51] Dee - Security Patroll: Not a problem👍
[09/06/2023, 10:52:03] Faraaz Security Patrol : Morning!
It's Faz again, I'll be patrolling today. If you guys need me feel free to call or drop a msg here ☺
[09/06/2023, 10:56:07] Russell: 👍
[09/06/2023, 10:56:23] Russell: Stay well hydrated Faz
[09/06/2023, 10:59:40] Faraaz Security Patrol : Will do, thank you ☺
[09/06/2023, 17:06:09] Faraaz Security Patrol : There are about 8 kids trying to jump in bowery which has been moved now but they keep coming again. Is there anyone I can inform bowery or Lexington?
[09/06/2023, 17:13:23] Russell: Not our buildings so just let control room know please
[09/06/2023, 17:13:45] Faraaz Security Patrol : Yes the same has been informed to Wembley park control
[09/06/2023, 17:26:46] Faraaz Security Patrol : The same kids entered in lismer and moved them out
[09/06/2023, 17:40:42] ~ Rubens Magri: Hi guys please can we get someone at Landsby West there’s is a drunken man falling asleep on the desk
[09/06/2023, 17:41:17] Faraaz Security Patrol : On my way
[09/06/2023, 17:41:27] ~ Rubens Magri: Thank you so much!
[09/06/2023, 17:41:58] Russell: On the desk?
[09/06/2023, 17:42:31] ~ Rubens Magri: Got a phone call from Landsby cover saying

he was trying to fall asleep on the desk yes
[09/06/2023, 17:58:05] Faraaz Security Patrol : He was drunk and sleeping in the lobby, he said he's the resident and we both went to his room but he wasn't able to access the door. Later he left the building.
[09/06/2023, 18:09:20] ~ Rubens Magri: Thank you for helping out! Much appreciated
[09/06/2023, 18:20:17] Faraaz Security Patrol : No worries ☺
[10/06/2023, 14:09:36] Yusuf Khalifa: Trespassers in Lismer if someone can attend please 3 girls apparently trying to get into the bike store and 2 lads that went up the stairs
[10/06/2023, 14:09:45] Faraaz Security Patrol : On my way
[10/06/2023, 14:16:57] Yusuf Khalifa: Just an update I also went to check but couldn’t find

Checked garden also

@447586637245 if you happen to come across them again let us know :)
[10/06/2023, 14:18:21] Faraaz Security Patrol : Yes, we couldn't find anyone up here
[10/06/2023, 14:18:56] Faraaz Security Patrol : Thank you for the update 😉
[10/06/2023, 14:57:00] Sonam Rajal: @447438033213 resident has reported a young male with curly hair tailgated through Lismer - please can you check - looking at CCTV now
[10/06/2023, 14:57:12] Faraaz Security Patrol : On my way
[10/06/2023, 15:06:48] Faraaz Security Patrol : Couldn't find anyone up here,
Did you get anything on CCTV?
[10/06/2023, 15:09:31] Sonam Rajal: Nothing on CCTV
[10/06/2023, 15:12:16] Faraaz Security Patrol : Thank you,
Please review the information on CCTV before reporting because it could be resident as well.
[10/06/2023, 15:13:35] Sonam Rajal: Noted. But also the teenager in question was verbally abusive to the resident. thanks!
[10/06/2023, 15:14:56] Faraaz Security Patrol : Thank you, we're still in the area anyway.
[10/06/2023, 16:48:39] ~ Sofia Jovenazzzo: Greg “The General” CG’s RM added ~ Sofia Jovenazzzo
[10/06/2023, 18:56:20] Robinson Concierge: Hi this is Ellen the temp concierge at Robinson west, is anyone available for a question. I know this isn’t the right chat but don’t know who to contact
[10/06/2023, 18:57:29] Sonam Rajal: Hey, please contact Yusuf from Canada Gardens as mentioned he will be able to support you
[10/06/2023, 18:57:30] Yusuf Khalifa: I’ll give you a call
[11/06/2023, 19:23:26] Robinson Concierge: Hi, I got report of some boys being in RW on the 17th floor, trying to access the facilities without fobs
[11/06/2023, 19:23:38] Faraaz Security Patrol : On my way
[11/06/2023, 19:23:53] Robinson Concierge: Thx
[11/06/2023, 19:30:20] Robinson Concierge: I went to check - haven’t seen anyone
[11/06/2023, 19:31:58] Faraaz Security Patrol : Same couldn't find anyone at the location.
[11/06/2023, 19:58:32] Madison concierge: Greg “The General” CG’s RM added Madison concierge

WhatsApp Group Chat Week 2

06/01/2025-12/01/2025

[06/01/2025, 12:55:20] Fire Marshall - QL Pace: <attached: 00007257-PHOTO-2025-01-06-12-55-20.jpg>
[06/01/2025, 13:40:08] Landsby Concierge: Hey, resident just reported another trespasser on the 9th floor staircase smoking
[06/01/2025, 13:40:38] Landsby Concierge: Could you possibly check this out if you're available? Thank you
[06/01/2025, 13:40:52] Landsby Concierge: Landsby East 9th floor
[06/01/2025, 13:46:12] Fire Marshall - QL Pace: Will check
[06/01/2025, 13:46:44] Landsby Concierge: Thanks a lot
[06/01/2025, 13:47:23] Landsby Concierge: He said they may have gone to the roof if they are not on the staircase
[06/01/2025, 13:48:06] Fire Marshall - QL Pace: Ok thanks for the update
[06/01/2025, 13:48:58] Landsby Concierge: No worries 👍
[06/01/2025, 14:00:02] Fire Marshall - QL Pace: <attached: 00007266-PHOTO-2025-01-06-14-00-02.jpg>
[06/01/2025, 14:00:56] Landsby Concierge: Thank you sir, appreciate that
[06/01/2025, 14:01:14] Landsby Concierge: Were they the same guys as this?
[06/01/2025, 14:17:50] Fire Marshall - QL Pace: No different ones
[06/01/2025, 14:18:04] Fire Marshall - QL Pace: Your welcome
[06/01/2025, 14:19:26] Landsby Concierge: Cool, thanks again
[06/01/2025, 14:23:06] Fire Marshall - QL Pace: Welcome
[06/01/2025, 15:11:34] Faysal: <attached: 00007273-PHOTO-2025-01-06-15-11-34.jpg>
[06/01/2025, 15:12:24] Fire Marshall - QL Pace: Hiya, yes it's mine much appreciated
[06/01/2025, 15:12:38] Faysal: It’s with me at reception
[06/01/2025, 15:12:54] Fire Marshall - QL Pace: Thank you
[06/01/2025, 15:58:32] Sonam Rajal: @447384784915Reports of trespassers entered through Heward just now please could you check as they may have gone to level 2 podium. Thanks <This message was edited>
[06/01/2025, 15:58:58] Fire Marshall - QL Pace: Will do
[06/01/2025, 16:05:49] Fire Marshall - QL Pace: All clear
[06/01/2025, 16:10:26] Sonam Rajal: Thank you 🙏
[06/01/2025, 16:11:07] Fire Marshall - QL Pace: Welcome
[06/01/2025, 16:18:19] Landsby Concierge: Apologies @447384784915 kids have returned to Landsby East, Located in the lobby smoking- couple residents just called now
[06/01/2025, 16:25:01] Fire Marshall - QL Pace: Will check
[06/01/2025, 16:30:41] Landsby Concierge: Thanks
[06/01/2025, 16:38:06] Maria Padilla: We have 2 trespassers in Landsby east reception
[06/01/2025, 16:39:03] Fire Marshall - QL Pace: They have just left
[06/01/2025, 16:39:57] Maria Padilla: There is also a very strong smell of weed on the 9th floor staircases and the light are on
[06/01/2025, 16:41:45] Fire Marshall - QL Pace: Yes they werw smoking there earlier
[06/01/2025, 16:41:57] Fire Marshall - QL Pace: They have left now
[06/01/2025, 16:42:45] Landsby Concierge: Cool, thanks a lot
[06/01/2025, 16:43:17] Maria Padilla: Thank you so much!
[06/01/2025, 16:43:48] Fire Marshall - QL Pace: Welcome
[06/01/2025, 18:15:50] Landsby Concierge: Kids trespassed into Landsby East again 😒

[06/01/2025, 18:16:24] Fire Marshall - QL Pace:
[06/01/2025, 18:16:35] Landsby Concierge: I was checking the main door and saw a teen looking very suspicious waiting outside it
[06/01/2025, 18:16:59] Landsby Concierge: I asked him if he lives there he said yes
[06/01/2025, 18:17:09] Landsby Concierge: He is obviously lying
[06/01/2025, 18:17:36] Landsby Concierge: I saw him use the emergency door not main door
[06/01/2025, 18:18:10] Fire Marshall - QL Pace: Will check
[06/01/2025, 18:18:23] Landsby Concierge: Thank you sir
[06/01/2025, 18:18:53] Fire Marshall - QL Pace: Welcome
[06/01/2025, 18:37:51] Fire Marshall - QL Pace: All clear here
[06/01/2025, 18:38:10] Fire Marshall - QL Pace: As I got to groud floor 4 trespassers had entered but was removed.
[06/01/2025, 18:39:03] Landsby Concierge: Cool, Thanks a lot - appreciate it
[06/01/2025, 18:57:44] Fire Marshall - QL Pace: Welcome
[06/01/2025, 19:22:13] Landsby Concierge: <attached: 00007306-PHOTO-2025-01-06-19-22-13.jpg>
[06/01/2025, 19:26:14] Landsby Concierge: This phone belongs to the fire Marshall, if anyone sees him please let him know his phone has been returned to the front desk at landsby by a resident
[06/01/2025, 19:29:10] Landsby Concierge: No worries he has come to landsby and has the phone now
[06/01/2025, 19:37:34] Fire Marshall - QL Pace: Yes fire marshal here i have the phone thats so much 🙏
[06/01/2025, 19:47:00] Landsby Concierge: No worries
[06/01/2025, 21:53:32] Daniel Parton: FYI and just for reporting purposes. Trespasser in LE 9th floor (regular trespasser) just saw me in the fire exit as I was seeing where the very strong smell of cannabis was coming from and as soon as he saw me he packed up his stuff and left.
[07/01/2025, 09:09:38] Fire Marshall - QL Pace: Fire marshal on site.
Kindly call, message and radio me if needed.
[07/01/2025, 13:19:08] Landsby Concierge: Good afternoon team, just got a call from a resident about someone smoking weed in the landsby east stair case
[07/01/2025, 13:20:11] Fire Marshall - QL Pace: Yes they went in left, they seem to keep going in and out
[07/01/2025, 13:20:55] Landsby Concierge: Ah ok, hopefully they don't return
[07/01/2025, 13:21:03] Landsby Concierge: Thanks 👍
[07/01/2025, 13:21:19] Fire Marshall - QL Pace: Fingers crossed 🤞
[07/01/2025, 13:21:24] Fire Marshall - QL Pace: Welcome
[07/01/2025, 15:19:20] Liane Robinson: Cleaners have reported a group of trespassers on the 17th floor in Robinson West
[07/01/2025, 15:19:45] Fire Marshall - QL Pace: Will check
[07/01/2025, 15:19:49] Liane Robinson: <attached: 00007321-PHOTO-2025-01-07-15-19-49.jpg>
[07/01/2025, 15:19:49] Liane Robinson: In the Camden phone booth
[07/01/2025, 15:29:28] Fire Marshall - QL Pace: <attached: 00007323-PHOTO-2025-01-07-15-29-28.jpg>
[07/01/2025, 15:29:43] Liane Robinson: Merci!
[07/01/2025, 15:33:20] M D M: <attached: 00007325-PHOTO-2025-01-07-15-33-20.jpg>
[07/01/2025, 15:34:25] Fire Marshall - QL Pace: On my way

[07/01/2025, 15:40:48] M D M: Thank you!
[07/01/2025, 15:41:43] Fire Marshall - QL Pace: This message was deleted.
[07/01/2025, 15:42:05] Fire Marshall - QL Pace: He has a fob and says he is waiting for his ainty at 807 Lansby
[07/01/2025, 15:43:54] Fire Marshall - QL Pace: He is sitting outside Lansby East now
[07/01/2025, 15:56:32] M D M: Hello, we know who lives in 807 East and is not this person. Is not telling the truth
[07/01/2025, 15:58:02] Greg “The General” CG’s RM: @447557571560 @447917642678 this is the young boy who lives in Madison no?
[07/01/2025, 15:58:57] Shane: It could be but kinda hard to tell, can’t really see the facial features clear enough
[07/01/2025, 16:23:53] Maria Padilla: Hi, strong smell of weed on floors 9/10th and could hear music, also trespassers in reception, they are the same as yesterday
[07/01/2025, 16:23:59] Maria Padilla: Landsby east
[07/01/2025, 16:24:16] Maria Padilla: Can you o please check? Thanks
[07/01/2025, 16:28:08] Landsby Concierge: Indeed, I was just about to report the same
[07/01/2025, 16:29:06] Landsby Concierge: <attached: 00007338-PHOTO-2025-01-07-16-29-06.jpg>
[07/01/2025, 16:40:53] Landsby Concierge: <attached: 00007339-PHOTO-2025-01-07-16-40-53.jpg>
[07/01/2025, 16:47:02] Landsby Concierge: <attached: 00007340-PHOTO-2025-01-07-16-47-02.jpg>
[07/01/2025, 16:48:38] Fire Marshall - QL Pace: Oh ok well he had a key which gave him access so im nlt sure where he got it
[07/01/2025, 16:49:29] Fire Marshall - QL Pace: Yes will check
[07/01/2025, 16:51:26] Landsby Concierge: Thank you, could you kindly check the staircase and 15th floor lift lobby 🙏
[07/01/2025, 16:51:50] Landsby Concierge: I'm not sure which stair case
[07/01/2025, 16:54:42] Landsby Concierge: Thank you fire Marshall just saw you remove some trespassers
[07/01/2025, 16:55:08] Fire Marshall - QL Pace: <attached: 00007346-PHOTO-2025-01-07-16-55-08.jpg>
[07/01/2025, 16:55:17] Landsby Concierge: I think there's some more on the staircase ? Unless I'm mistaken
[07/01/2025, 16:55:23] Landsby Concierge: Thank you sir
[07/01/2025, 16:56:56] Maria Padilla: Thank you so much!
[07/01/2025, 16:59:34] Fire Marshall - QL Pace: Welcome
[07/01/2025, 16:59:34] Fire Marshall - QL Pace: No all clear
[07/01/2025, 16:59:34] Fire Marshall - QL Pace: Welcome
[07/01/2025, 17:21:01] Fire Marshall - QL Pace: You was right, there were more that just found and have removed.
[07/01/2025, 17:22:08] Landsby Concierge: Knew it haha! Thanks so much @447384784915 appreciate it 🙏
[07/01/2025, 18:02:24] Fire Marshall - QL Pace: Most welcome
[08/01/2025, 08:53:38] Fire Marshall - QL Pace: Fire marshal on site.
Kindly call, message and radio me if needed.
[08/01/2025, 11:44:09] ~ Anne - RA Landsby: Faysal added ~ Anne - RA Landsby
[08/01/2025, 11:35:26] Maria Padilla: Good morning, just to let you know when

leaving my apartment in Landsby east 9th floor, a very suspicious teenager was standing just outside of my door as if he was trying to enter my apartment, he stayed in reception Landsby east
[08/01/2025, 11:41:05] Daniel Parton: @447384784915 please can you go and have a look at landsby east as per the above message
[08/01/2025, 11:41:33] Fire Marshall - QL Pace: Is the person still there?
[08/01/2025, 11:46:02] Faysal: Checking and we will let you know

@447901670300 to confirm
[08/01/2025, 11:46:24] Fire Marshall - QL Pace: Thank you
[08/01/2025, 11:46:47] Landsby Concierge: We're monitoring the CCTV too
[08/01/2025, 11:47:11] Fire Marshall - QL Pace: Super 🫶
[08/01/2025, 11:49:33] M D M: Nothing unusual on CCTV, however would be helpful if fire marshal can have an additional check
[08/01/2025, 11:54:28] Fire Marshall - QL Pace: All clear
[08/01/2025, 11:54:40] Daniel Parton: Thanks
[08/01/2025, 11:55:40] Fire Marshall - QL Pace: Welcome. There are some men doing removals and deliveries.
[08/01/2025, 11:56:17] ~ Anne - RA Landsby: It should be just one truck I believe WR71TRT
[08/01/2025, 12:26:48] Faysal: Hi @447384784915 hoofed trespasser just entered landsby east - are you around?
[08/01/2025, 12:26:55] Faysal: He’s got a face covering
[08/01/2025, 12:26:58] Faysal: Hooded *
[08/01/2025, 12:27:10] Fire Marshall - QL Pace: On my way
[08/01/2025, 12:27:46] Faysal: He’s standing by the fire exit door waiting for others
[08/01/2025, 12:27:49] Landsby Concierge: <attached: 00007375-PHOTO-2025-01-08-12-27-49.jpg>
[08/01/2025, 12:32:20] Landsby Concierge: I didn't see him go to the 15th floor, but worth a check just in case I missed him
[08/01/2025, 12:32:32] Landsby Concierge: They like to go to the staircase
[08/01/2025, 12:34:44] Fire Marshall - QL Pace: All clear here
[08/01/2025, 12:36:03] Fire Marshall - QL Pace: Checked them
[08/01/2025, 12:36:35] Landsby Concierge: Cool thanks a lot
[08/01/2025, 12:36:50] Landsby Concierge: I'll keep an eye on CCTV
[08/01/2025, 12:38:10] Fire Marshall - QL Pace: Welcome
[08/01/2025, 12:38:18] Fire Marshall - QL Pace: Much appreciated
[08/01/2025, 13:16:08] Robinson Concierge: Report from maintenance of 2 school kids acting v strange on 17th floor, can’t see them on cctv
[08/01/2025, 13:17:29] Fire Marshall - QL Pace: On my way
[08/01/2025, 13:28:56] Robinson Concierge: Is 4 now, 2 more just went up from the basement forced the door
[08/01/2025, 13:41:27] Fire Marshall - QL Pace: All removed.
[08/01/2025, 17:47:56] Fire Marshall - QL Pace: 2 trespassers removed from Landsby East.
[08/01/2025, 17:48:38] Landsby Concierge: Thanks a lot
[08/01/2025, 17:49:21] Fire Marshall - QL Pace: Welcome
[08/01/2025, 17:54:57] Landsby Concierge: <attached: 00007391-PHOTO-2025-01-08-17-54-57.jpg>

[08/01/2025, 17:55:30] Liane Robinson: Group of trespassers in the residents car park by Robinson west entrance smoking weed
[08/01/2025, 17:59:56] Fire Marshall - QL Pace: Are they still there as im keeping an eye on Landsby East? As this has become a major problem 👀
[08/01/2025, 18:01:46] Gareth AKA Captain G : Landsby east requires additions proactive patrols, doesn't need to be stationed. If no trespassers at landsby right now then make way to Car Park. Thanks
[08/01/2025, 18:07:04] Robinson Concierge: They have left if it was a group of 5
[08/01/2025, 18:07:13] Robinson Concierge: Just getting what pictures I can of them from cctv
[08/01/2025, 18:07:33] Fire Marshall - QL Pace: Passing gym Lansby East, the same kid is inside again
[08/01/2025, 18:07:46] Robinson Concierge: I can imagine it was the same group they left on their own
[08/01/2025, 18:07:56] Fire Marshall - QL Pace: Ok thanks for the update
[08/01/2025, 18:11:00] Robinson Concierge: <attached: 00007400-PHOTO-2025-01-08-18-11-00.jpg>
[08/01/2025, 18:11:01] Robinson Concierge: <attached: 00007401-PHOTO-2025-01-08-18-11-01.jpg>
[08/01/2025, 18:11:01] Robinson Concierge: <attached: 00007402-PHOTO-2025-01-08-18-11-01.jpg>
[08/01/2025, 18:11:01] Robinson Concierge: <attached: 00007403-PHOTO-2025-01-08-18-11-01.jpg>
[08/01/2025, 18:11:19] Robinson Concierge: <attached: 00007404-PHOTO-2025-01-08-18-11-19.jpg>
[08/01/2025, 18:11:36] Fire Marshall - QL Pace: Yh 💯 same group that always comes
[08/01/2025, 18:12:38] Fire Marshall - QL Pace: Just removing him now
[08/01/2025, 18:17:45] Robinson Concierge: Ones just gone into DDA stairwell then up the stairs
[08/01/2025, 18:18:03] Fire Marshall - QL Pace: On my way
[08/01/2025, 18:18:29] Fire Marshall - QL Pace: Just dealing with an issue
[08/01/2025, 18:28:44] Landsby Concierge: Young boy was working out in the gym, he was let in by a resident in Landsby east who was trying to do a good deed.

Me and the fire Marshall explained to the boy and resident this is strictly NOT allowed as the gym is for residents only.

The boy said he lives in the Lexington or bowery building.
[08/01/2025, 18:36:47] Fire Marshall - QL Pace: All clear.
[08/01/2025, 19:14:44] Robinson Concierge: <attached: 00007412-PHOTO-2025-01-08-19-14-44.jpg>
[08/01/2025, 19:15:06] Fire Marshall - QL Pace: On my way
[08/01/2025, 19:23:44] Fire Marshall - QL Pace: All clear here
[08/01/2025, 19:24:27] Robinson Concierge: <attached: 00007415-PHOTO-2025-01-08-19-24-27.jpg>
[08/01/2025, 19:29:37] Fire Marshall - QL Pace: Yes they made an exit through car park street level first way
[08/01/2025, 19:30:28] Robinson Concierge: <attached: 00007417-PHOTO-2025-01-08-19-30-28.jpg>
[08/01/2025, 19:31:04] Liane Robinson: That's the DDA stairwell in Robinson East

[08/01/2025, 19:38:49] Fire Marshall - QL Pace: Found them they just left
[08/01/2025, 19:43:24] Landsby Concierge: image omitted
[08/01/2025, 19:43:38] Landsby Concierge: <attached:
00007421-PHOTO-2025-01-08-19-43-38.jpg>
[08/01/2025, 19:45:31] Fire Marshall - QL Pace: Has he left or just went in?
[08/01/2025, 19:45:51] Landsby Concierge: Pretty sure I saw him leave
[08/01/2025, 19:45:58] Landsby Concierge: Just now
[08/01/2025, 19:46:03] Fire Marshall - QL Pace: Ok thanks
[08/01/2025, 19:46:19] Landsby Concierge: No problem
[08/01/2025, 19:46:55] Daniel Parton: Very strong smell of weed in fire escape stairs on floor 9/10 of LE but no one there now so I assume it was this guy who just left
[08/01/2025, 19:47:36] Landsby Concierge: Indeed yes i suspect it was him, I saw him take a puff
[08/01/2025, 22:03:04] Daniel Parton: Trespassers in landsby east, usual smoker, he saw me and left but said his friends are in the building. Don’t believe him as he is usually on his own but might be worth checking @447936338945 <This message was edited>
[08/01/2025, 22:13:43] Landsby Concierge: Caught him
[08/01/2025, 22:13:58] Landsby Concierge: Both of them are outside the building
[08/01/2025, 22:17:27] Daniel Parton: Thanks
[09/01/2025, 08:49:46] Fire Marshall - QL Pace: Fire marshal on site.
Kindly call, message and radio me if needed.
[09/01/2025, 14:19:08] Landsby Concierge: <attached:
00007434-PHOTO-2025-01-09-14-19-08.jpg>
[09/01/2025, 14:19:21] Landsby Concierge: <attached:
00007435-PHOTO-2025-01-09-14-19-21.jpg>
[09/01/2025, 14:19:37] Landsby Concierge: They just tailgated the cleaner inside
[09/01/2025, 14:20:16] Fire Marshall - QL Pace: On my way
[09/01/2025, 14:20:53] Landsby Concierge: <attached:
00007438-PHOTO-2025-01-09-14-20-53.jpg>
[09/01/2025, 14:21:00] Landsby Concierge: 15th floor
[09/01/2025, 14:21:08] Landsby Concierge: They went inside the staircase
[09/01/2025, 14:21:17] Landsby Concierge: Thank you sir
[09/01/2025, 14:22:01] Fire Marshall - QL Pace: Welcome
[09/01/2025, 14:26:32] Fire Marshall - QL Pace: Thanks for the update
[09/01/2025, 14:26:32] Fire Marshall - QL Pace: Removed.
[09/01/2025, 14:26:36] QL OSA Hamza: 3 trespassers dda stairs
[09/01/2025, 14:27:00] Landsby Concierge: No problem
[09/01/2025, 14:27:12] Landsby Concierge: Thanks a lot
[09/01/2025, 14:28:01] QL OSA Hamza: @447384784915
[09/01/2025, 14:28:08] QL OSA Hamza: Robinson
[09/01/2025, 14:37:38] Fire Marshall - QL Pace: Thank you. On. My way
[09/01/2025, 15:28:45] Fire Marshall - QL Pace: All clear here
[09/01/2025, 16:20:28] Landsby Concierge: Hey firemarshall trespassers in landsby east
[09/01/2025, 16:20:42] Landsby Concierge: Smoking weed
[09/01/2025, 16:21:03] Landsby Concierge: Just walked past them
[09/01/2025, 16:21:22] Landsby Concierge: They're just sitting in the back entrance
[09/01/2025, 16:21:26] Fire Marshall - QL Pace: On my way

[09/01/2025, 16:21:37] Landsby Concierge: Thank you
[09/01/2025, 16:22:13] Landsby Concierge: In the staircase ground floor lobby back entrance
[09/01/2025, 16:25:30] Fire Marshall - QL Pace: Thanks for the update 🙏
[09/01/2025, 16:25:34] Fire Marshall - QL Pace: Welcome
[09/01/2025, 16:27:57] Landsby Concierge: No worries 👍
[09/01/2025, 16:29:05] Fire Marshall - QL Pace: All clear here
[09/01/2025, 16:29:26] Landsby Concierge: Cool thanks, they must have left or gone somewhere else
[09/01/2025, 16:29:36] Landsby Concierge: I'll keep an eye on CCTV
[09/01/2025, 16:30:48] Fire Marshall - QL Pace: Welcome. Theres a big group of boys outside but WPS are there
[09/01/2025, 16:31:15] Landsby Concierge: Cool thanks for letting me know
[09/01/2025, 16:31:29] Fire Marshall - QL Pace: Most welcome
[09/01/2025, 16:44:14] Landsby Concierge: image omitted
[09/01/2025, 16:46:06] Fire Marshall - QL Pace: On my way
[09/01/2025, 16:46:45] Landsby Concierge: 15th floor
[09/01/2025, 16:47:14] Fire Marshall - QL Pace: Thanks for the update
[09/01/2025, 16:47:17] Landsby Concierge: I saw them go to the 15th floor, then take the lift to exit the 15th floor to go somewhere else
[09/01/2025, 16:47:28] Landsby Concierge: Haven't seen them leave the building
[09/01/2025, 16:47:39] Landsby Concierge: No worries
[09/01/2025, 16:52:59] Fire Marshall - QL Pace: All clear here
[09/01/2025, 16:53:00] Liane Robinson: 2 kids just gone in the DDA stairwell
[09/01/2025, 16:53:28] Landsby Concierge: Cool thank you for checking, appreciate it 🙏
[09/01/2025, 16:55:51] Fire Marshall - QL Pace: Welcome. Someone was smoking in the stairwell of 12 floor Landsby East could have been a resident as there are no kids
[09/01/2025, 16:56:08] Landsby Concierge: Indeed someone just called now
[09/01/2025, 16:56:28] Landsby Concierge: He said around the 9th floor staircase
[09/01/2025, 16:56:51] Landsby Concierge: Yeah or 12th
[09/01/2025, 16:59:13] Fire Marshall - QL Pace: Will check the rest of floors
[09/01/2025, 16:59:37] Landsby Concierge: Thank you, appreciated
[09/01/2025, 17:02:23] Landsby Concierge: <attached: 00007484-PHOTO-2025-01-09-17-02-23.jpg>
[09/01/2025, 17:06:14] Fire Marshall - QL Pace: <attached: 00007485-PHOTO-2025-01-09-17-06-14.jpg>
[09/01/2025, 17:07:19] Landsby Concierge: Thank you boss! Very much appreciated 👏
[09/01/2025, 17:08:42] Fire Marshall - QL Pace: Found the kid on 8 floor smoking. Tried to be smart as they always go to 15 11 and 10. Removed
[09/01/2025, 17:09:44] Landsby Concierge: Indeed they are trying to be smart. thanks again for that
[09/01/2025, 17:10:43] Fire Marshall - QL Pace: Welcome
[09/01/2025, 18:19:53] Landsby Concierge: Hey firemarshall sorry to disturb, a member of staff suspects a trespasser in landsby east 4th floor if you could kindly check please
[09/01/2025, 18:20:24] Fire Marshall - QL Pace: No problem, will check
[09/01/2025, 18:20:36] Landsby Concierge: Thank you
[09/01/2025, 18:20:50] Fire Marshall - QL Pace: Most welcome
[09/01/2025, 18:24:43] Robinson Concierge: Group of kids found on the 17th floor.

Just left through the Robinson west entrance. Hanging around union park
[09/01/2025, 18:30:18] Fire Marshall - QL Pace: Trespasser removed.
[09/01/2025, 18:30:41] Landsby Concierge: Much appreciated, thanks a lot
[09/01/2025, 18:30:47] Fire Marshall - QL Pace: Welcome
[09/01/2025, 18:31:33] Fire Marshall - QL Pace: Thanks for the update. Try and contact WPS
[09/01/2025, 18:32:46] Robinson Concierge: They've moved on now.
[09/01/2025, 18:35:02] Robinson Concierge: <attached: 00007500-PHOTO-2025-01-09-18-35-02.jpg>
[09/01/2025, 18:35:07] Robinson Concierge: <attached: 00007501-PHOTO-2025-01-09-18-35-07.jpg>
[09/01/2025, 18:35:07] Robinson Concierge: <attached: 00007502-PHOTO-2025-01-09-18-35-07.jpg>
[09/01/2025, 18:35:18] Robinson Concierge: Just sending pics for reference
[09/01/2025, 18:36:22] Fire Marshall - QL Pace: Yh same ones
[09/01/2025, 18:58:47] Landsby Concierge: <attached: 00007505-PHOTO-2025-01-09-18-58-47.jpg>
[09/01/2025, 18:59:06] Fire Marshall - QL Pace: On my way
[09/01/2025, 18:59:24] Landsby Concierge: Thanks
[09/01/2025, 18:59:35] Fire Marshall - QL Pace: Welcome
[09/01/2025, 18:59:55] Landsby Concierge: He didn't go 15th floor
[09/01/2025, 19:00:22] Landsby Concierge: Likely gone to a random floor then goes stair case
[09/01/2025, 19:01:16] Fire Marshall - QL Pace: Thanks for the update 🙏
[09/01/2025, 19:01:30] Landsby Concierge: No worries
[09/01/2025, 19:03:27] ~ Ken: Trespassers back on the 17th floor
[09/01/2025, 19:03:34] ~ Ken: <attached: 00007514-PHOTO-2025-01-09-19-03-34.jpg>
[09/01/2025, 19:12:12] Fire Marshall - QL Pace: Removed.
[09/01/2025, 19:12:33] Fire Marshall - QL Pace: Are they still there?
[09/01/2025, 19:12:41] Landsby Concierge: Thanks 👍
[09/01/2025, 19:12:55] Fire Marshall - QL Pace: Welcome
[09/01/2025, 19:13:59] ~ Ken: <attached: 00007519-PHOTO-2025-01-09-19-13-59.jpg>
[09/01/2025, 19:14:10] Fire Marshall - QL Pace: On my way
[09/01/2025, 19:52:41] Landsby Concierge: Hey firemarshall if you're available, resident just called trespassers on landsbh east 11th floor 😢
[09/01/2025, 21:33:36] Daniel Parton: Just seen the regular late night trespasser leave landsby east. He left by the fire exit and made sure the door was slightly open probably so he could easily return. I have secured the door. <This message was edited>
[10/01/2025, 08:06:36] ~ .: Fire marshal on site.
Kindly call, message and radio me if needed.
[10/01/2025, 13:46:59] Landsby Concierge: image omitted
[10/01/2025, 13:48:32] Landsby Concierge: He took the lift somewhere
[10/01/2025, 13:48:55] ~ .: On my way
[10/01/2025, 13:49:01] Landsby Concierge: Thank you
[10/01/2025, 13:49:37] Landsby Concierge: They usually hang around the stair case
[10/01/2025, 13:49:53] Landsby Concierge: They go to a random floor and go to the stair case
[10/01/2025, 13:59:57] ~ .: Removed
[10/01/2025, 14:00:15] Landsby Concierge: Thank you, appreciate it

[10/01/2025, 14:27:57] ~ Anne - RA Landsby: Landsby East stairwell, resident called about someone smoking weed here
[10/01/2025, 14:31:26] Landsby Concierge: @447384784915
[10/01/2025, 14:33:37] ~ .: On my way way
[10/01/2025, 14:34:26] ~ .: Can you check Cctv to see which floor they’re on
[10/01/2025, 14:44:31] M D M: Please assist 7th floor Landsby East - smells weed . (stairs)
[10/01/2025, 14:45:26] ~ Anne - RA Landsby: The resident said above the 9th floor
[10/01/2025, 14:47:13] ~ .: <attached: 00007538-PHOTO-2025-01-10-14-47-13.jpg>
[10/01/2025, 15:01:36] Landsby Concierge: image omitted
[10/01/2025, 15:01:49] Landsby Concierge: Group of them hanging around weaver walk
[10/01/2025, 15:23:24] Landsby Concierge: <attached: 00007541-PHOTO-2025-01-10-15-23-24.jpg>
[10/01/2025, 15:24:13] Landsby Concierge: Landsby east they just entered through emergency exit door
[10/01/2025, 15:25:02] Landsby Concierge: I didn't see them go to the lift lobby, I suspect they're just hanging around the staircase in the ground floor
[10/01/2025, 15:27:50] ~ .: On my way
[10/01/2025, 15:28:00] Landsby Concierge: Thanks 👍
[10/01/2025, 15:32:15] Landsby Concierge: <attached: 00007546-PHOTO-2025-01-10-15-32-15.jpg>
[10/01/2025, 15:32:41] Landsby Concierge: <attached: 00007547-PHOTO-2025-01-10-15-32-41.jpg>
[10/01/2025, 15:37:32] ~ .: Removed
[10/01/2025, 15:37:47] Landsby Concierge: Thanks a lot
[10/01/2025, 15:38:13] Landsby Concierge: Did you manage to find this group by any chance?
[10/01/2025, 15:41:32] ~ .: I’ve checked the staircases, I can’t find anyone
[10/01/2025, 15:42:08] Landsby Concierge: Cool thanks a lot for checking
[10/01/2025, 15:42:33] Landsby Concierge: I'll keep an eye on CCTV
[10/01/2025, 15:46:54] ~ .: <attached: 00007554-VIDEO-2025-01-10-15-46-54.mp4>
[10/01/2025, 15:47:47] Landsby Concierge: I will report this immediately, thanks for letting me know
[10/01/2025, 15:55:11] Maddie Puscas: Lucian will have a look at this on his way home from ferrum
[10/01/2025, 15:55:28] Maddie Puscas: If not able to be secured will book pace security
[10/01/2025, 15:55:41] ~ .: 4 trespassers removed from dda staircase
[10/01/2025, 15:56:36] Landsby Concierge: Was this landsby east?
[10/01/2025, 15:57:05] ~ .: Robinson
[10/01/2025, 15:57:18] Landsby Concierge: Oh Ok
[10/01/2025, 15:58:21] Landsby Concierge: Cool thanks
[10/01/2025, 16:13:04] Robinson Concierge: <attached: 00007563-PHOTO-2025-01-10-16-13-04.jpg>
[10/01/2025, 16:15:02] Landsby Concierge: Trespassers 9th floor landsby east - resident just called
[10/01/2025, 16:15:59] ~ .: On my way
[10/01/2025, 16:16:20] ~ Ken: They’re in the building, currently on the 3rd floor Robinson West
[10/01/2025, 16:22:27] ~ Ken: <attached: 00007567-PHOTO-2025-01-10-16-22-27.jpg>

[10/01/2025, 16:24:34] Landsby Concierge: Same in landsby east again😢, once you're finished in robinson, could you kindly check Landsby east. Thank you firemarshall
[10/01/2025, 16:29:37] ~ .: Removed
[10/01/2025, 16:29:41] ~ .: On my way
[10/01/2025, 16:29:51] ~ Ken: Thank you
[10/01/2025, 16:31:47] Landsby Concierge: Thank you mate, 9th floor LE. I'd advise to check the ground staircase before you go straight up to 9th floor

Shortly after I reported the 9th floor trespassers I saw more go through the emergency exit door in LE <This message was edited>
[10/01/2025, 16:44:46] ~ .: Found 2trespassers on the 15th floor, I've removed them now
[10/01/2025, 16:45:18] ~ .: There's no one on the 9th floor but there is a strong smell of weed
[10/01/2025, 16:46:06] Landsby Concierge: Thanks mate
[10/01/2025, 16:49:16] Landsby Concierge: Oh OK, I will monitor CCTV and let you know if I see anything. If you could check LE every so often, whenever you're free, as the teens like to go there
[10/01/2025, 17:05:47] QL OSA Hamza: image omitted
[10/01/2025, 17:09:26] Landsby Concierge: Landsby east as well, resident just called - some where around the 8th or 9th floor
[10/01/2025, 17:10:56] ~ .: On my way
[10/01/2025, 17:25:07] Landsby Concierge: <attached: 00007580-PHOTO-2025-01-10-17-25-07.jpg>
[10/01/2025, 17:25:55] ~ .: Removed
[10/01/2025, 17:26:10] Landsby Concierge: Thanks a lot
[10/01/2025, 17:26:33] Landsby Concierge: He's been trespassing into the LE the whole day - ridiculous behaviour from him
[10/01/2025, 17:27:23] Landsby Concierge: Please check 9th and 8th floor fire Marshall LE
[10/01/2025, 17:28:12] Landsby Concierge: <attached: 00007585-PHOTO-2025-01-10-17-28-12.jpg>
[10/01/2025, 17:29:01] Landsby Concierge: <attached: 00007586-PHOTO-2025-01-10-17-29-01.jpg>
[10/01/2025, 17:29:29] ~ .: There's no one on the 9floor or 8th
[10/01/2025, 17:29:39] ~ .: Can you see anyone on cctv?
[10/01/2025, 17:30:30] Landsby Concierge: Could you check the 15th floor stair case and ground floor staircase please mate🙏 <This message was edited>
[10/01/2025, 17:30:42] Landsby Concierge: No not at the moment
[10/01/2025, 17:31:50] Landsby Concierge: <attached: 00007591-PHOTO-2025-01-10-17-31-50.jpg>
[10/01/2025, 17:31:58] Landsby Concierge: He's there
[10/01/2025, 17:32:24] Landsby Concierge: He's holding the door open
[10/01/2025, 17:32:41] Landsby Concierge: <attached: 00007594-PHOTO-2025-01-10-17-32-41.jpg>
[10/01/2025, 17:33:14] Landsby Concierge: There have turned around and left
[10/01/2025, 17:33:25] Landsby Concierge: They went away
[10/01/2025, 17:33:32] Landsby Concierge: He is still there
[10/01/2025, 17:34:05] Landsby Concierge: <attached:

00007598-PHOTO-2025-01-10-17-34-05.jpg>
[10/01/2025, 17:34:14] Landsby Concierge: They keep coming
[10/01/2025, 17:34:49] Landsby Concierge: <attached:
00007600-PHOTO-2025-01-10-17-34-49.jpg>
[10/01/2025, 17:37:55] Landsby Concierge: These guys went away
[10/01/2025, 17:42:02] ~ .: Just removed another one from landsby east
[10/01/2025, 17:42:10] Landsby Concierge: Saw you removing that trespasser on CCTV, thank you sir
[10/01/2025, 17:42:19] QL OSA Hamza: <attached:
00007604-PHOTO-2025-01-10-17-42-19.jpg>
[10/01/2025, 17:45:25] Liane Robinson: Group in the car park
[10/01/2025, 17:45:42] Liane Robinson: Just went into Robinson west
[10/01/2025, 17:46:05] Liane Robinson: 4 guys
[10/01/2025, 17:46:18] ~ .: On my way
[10/01/2025, 17:47:14] Robinson Concierge: <attached:
00007609-PHOTO-2025-01-10-17-47-14.jpg>
[10/01/2025, 17:49:06] Robinson Concierge: <attached:
00007610-PHOTO-2025-01-10-17-49-06.jpg>
[10/01/2025, 17:57:14] ~ .: Removed
[10/01/2025, 18:15:19] Robinson Concierge: 7 tresspassers @447384784915 DDA stairs
[10/01/2025, 18:23:55] Robinson Concierge: <attached:
00007613-VIDEO-2025-01-10-18-23-55.mp4>
[10/01/2025, 18:24:29] Canada Gardens Concierge: About 10 trespassers in the car park. Entered via Lexington building @447384784915 please assist
[10/01/2025, 18:24:55] ~ .: On my way
[10/01/2025, 18:41:00] ~ .: Removed
[10/01/2025, 18:46:01] Madison concierge: Can we get assistance - fire alarm sounded at Lexington, lifts have halted
[10/01/2025, 18:49:01] Landsby Concierge: <attached:
00007618-PHOTO-2025-01-10-18-49-01.jpg>
[10/01/2025, 18:49:20] Landsby Concierge: <attached:
00007619-PHOTO-2025-01-10-18-49-20.jpg>
[10/01/2025, 18:49:53] Landsby Concierge: Same guy, he's been doing this the whole day
[10/01/2025, 18:53:14] ~ .: On my way
[10/01/2025, 18:55:25] Landsby Concierge: <attached:
00007622-PHOTO-2025-01-10-18-55-25.jpg>
[10/01/2025, 18:55:32] Landsby Concierge: <attached:
00007623-PHOTO-2025-01-10-18-55-32.jpg>
[10/01/2025, 18:55:44] Landsby Concierge: They just left
[10/01/2025, 18:57:18] Landsby Concierge: Both of them gone
[10/01/2025, 19:38:27] Landsby Concierge: <attached:
00007626-PHOTO-2025-01-10-19-38-27.jpg>
[10/01/2025, 19:38:38] Landsby Concierge: <attached:
00007627-PHOTO-2025-01-10-19-38-38.jpg>
[10/01/2025, 19:42:40] ~ .: On my way
[10/01/2025, 19:43:08] Landsby Concierge: Thanks
[10/01/2025, 19:48:57] ~ .: Removed
[10/01/2025, 19:50:09] Landsby Concierge: Thanks a lot mate
[10/01/2025, 21:03:24] Daniel Parton: This is the guy that I constantly see every

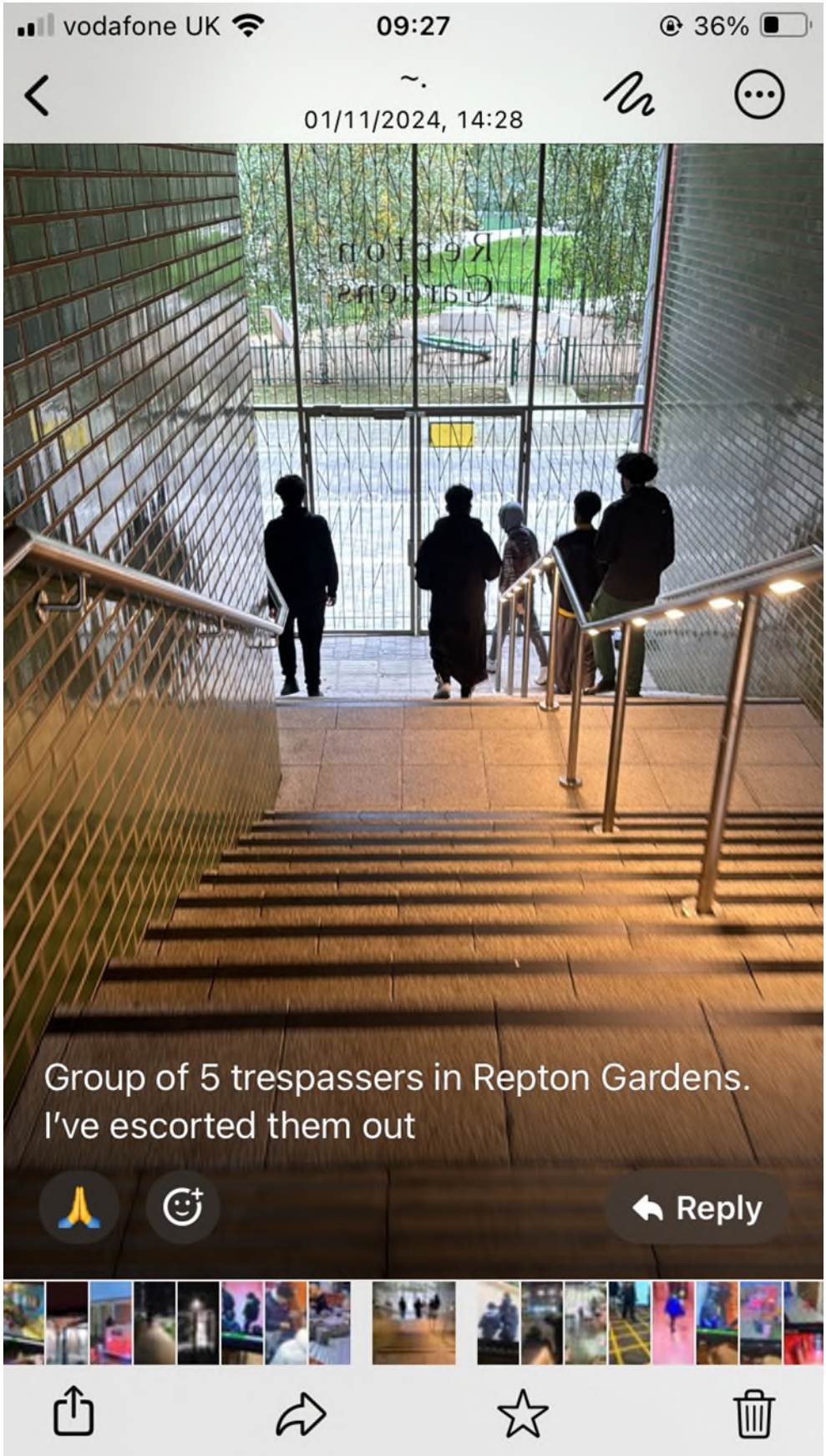
evening.
[11/01/2025, 07:58:41] ~ .: Fire marshal on site.
Kindly call, message and radio me if needed.
[11/01/2025, 14:47:48] Adnan NWL: <attached:
00007634-PHOTO-2025-01-11-14-47-48.jpg>
[11/01/2025, 14:52:24] ~ .: On my way
[11/01/2025, 15:02:29] ~ .: They’re leaving now
[11/01/2025, 15:03:52] Adnan NWL: If they don’t leave in the next minute, take a picture of the car registration
[11/01/2025, 15:07:56] ~ .: They’ve left now
[11/01/2025, 15:31:25] Maria Padilla: I have some trespassers in the carpark for Lexington
[11/01/2025, 15:32:11] Maria Padilla: Can you please go and check if possible to spot them
[11/01/2025, 15:32:58] ~ .: On my way
[11/01/2025, 15:34:25] Maria Padilla: Thank you!
[11/01/2025, 15:39:04] ~ .: Theres no trespassers
[11/01/2025, 15:39:45] Maria Padilla: Ok thanks
[11/01/2025, 16:08:33] Landsby Concierge: <attached:
00007645-PHOTO-2025-01-11-16-08-33.jpg>
[11/01/2025, 16:08:42] Landsby Concierge: <attached:
00007646-PHOTO-2025-01-11-16-08-42.jpg>
[11/01/2025, 16:09:08] Landsby Concierge: <attached:
00007647-PHOTO-2025-01-11-16-09-08.jpg>
[11/01/2025, 16:09:22] Landsby Concierge: He's gone inside
[11/01/2025, 16:09:47] Landsby Concierge: Can you assist please fire Marshall
[11/01/2025, 16:09:56] Landsby Concierge: He went to the stair case
[11/01/2025, 16:10:06] ~ .: On my way
[11/01/2025, 16:10:07] Landsby Concierge: Ground floor stair case
[11/01/2025, 16:10:12] Landsby Concierge: Thanks
[11/01/2025, 16:22:13] ~ .: Removed
[11/01/2025, 16:22:28] Landsby Concierge: Thanks
[11/01/2025, 16:22:40] Landsby Concierge: Hopefully they don't return
[11/01/2025, 16:35:40] Landsby Concierge: <attached:
00007657-PHOTO-2025-01-11-16-35-40.jpg>
[11/01/2025, 16:50:49] Madison concierge: Fire marshal someone has pressed button by Lexington please reset
[11/01/2025, 16:52:40] ~ .: Will do
[11/01/2025, 17:05:11] Robinson Concierge: <attached:
00007660-VIDEO-2025-01-11-17-05-11.mp4>
[11/01/2025, 17:06:33] Robinson Concierge:
[11/01/2025, 17:06:33] Robinson Concierge: <attached:
00007662-PHOTO-2025-01-11-17-06-33.jpg>
[11/01/2025, 17:06:33] Robinson Concierge: <attached:
00007663-PHOTO-2025-01-11-17-06-33.jpg>
[11/01/2025, 17:06:34] Robinson Concierge: <attached:
00007664-PHOTO-2025-01-11-17-06-34.jpg>
[11/01/2025, 17:06:34] Robinson Concierge: <attached:
00007665-PHOTO-2025-01-11-17-06-34.jpg>
[11/01/2025, 17:07:09] ~ .: On my way

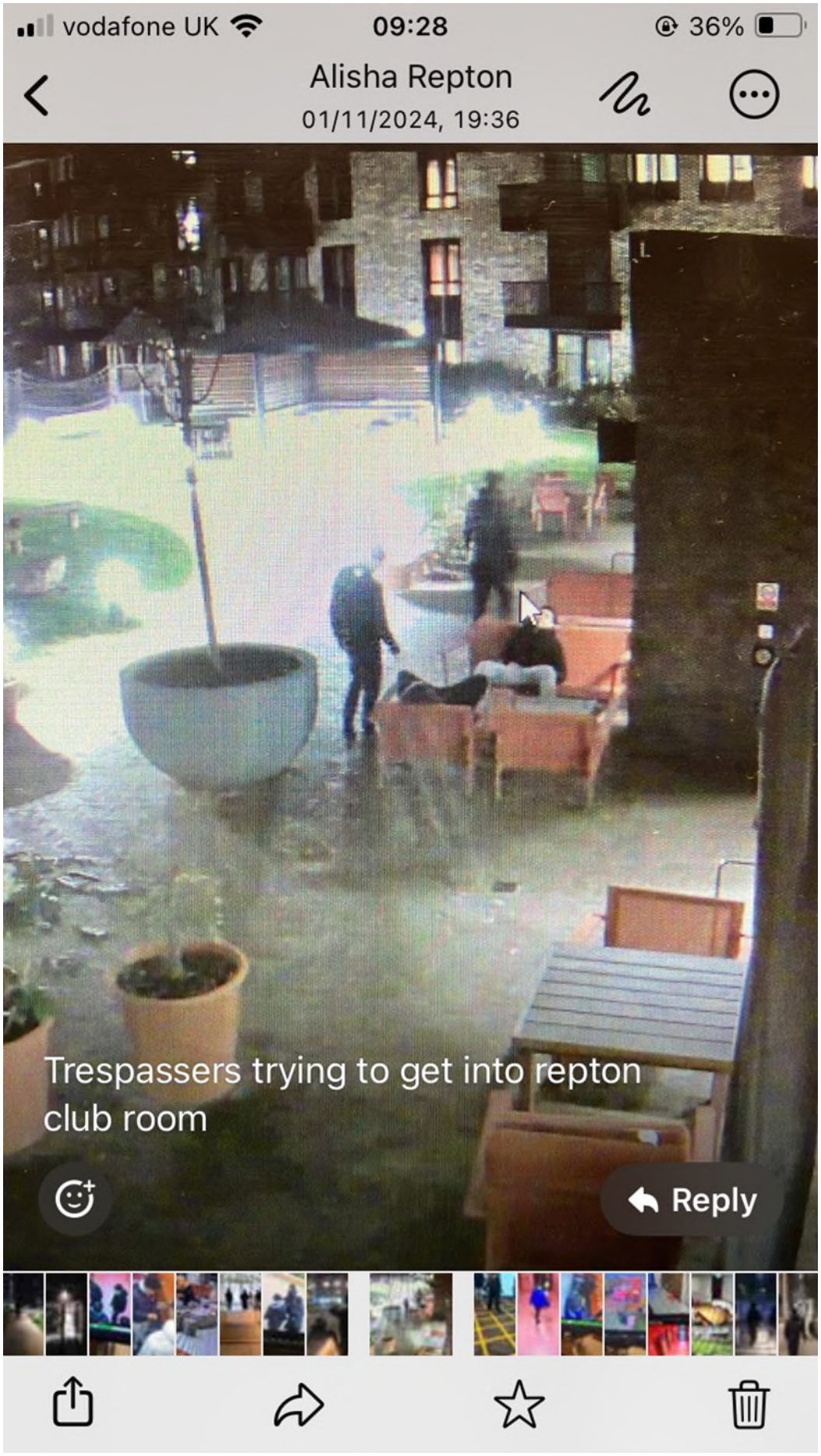
[11/01/2025, 17:07:46] Robinson Concierge: <attached:
00007667-PHOTO-2025-01-11-17-07-46.jpg>
[11/01/2025, 17:09:39] Robinson Concierge: <attached:
00007668-PHOTO-2025-01-11-17-09-39.jpg>
[11/01/2025, 17:10:03] ~ .: Just seen 2 more go through dda
[11/01/2025, 17:16:29] ~ .: Removed
[11/01/2025, 17:36:40] Madison concierge: Hi @447384784915 can you please come to madison West reception please? Thanks
[11/01/2025, 17:40:35] ~ .: On my way
[11/01/2025, 17:42:49] Maria Padilla: Thanks
[11/01/2025, 18:24:48] Repton Concierge : <attached:
00007674-PHOTO-2025-01-11-18-24-48.jpg>
[11/01/2025, 18:25:21] Repton Concierge : Loading bay
[11/01/2025, 18:26:35] Repton Concierge : <attached:
00007676-VIDEO-2025-01-11-18-26-35.mp4>
[11/01/2025, 18:26:51] ~ .: On my way
[11/01/2025, 18:30:49] Repton Concierge : Resident just told me that she walked past them and felt intimidated,please let them know that it's private property where they are taking photos and filming
[11/01/2025, 18:32:35] Repton Concierge : <attached:
00007679-VIDEO-2025-01-11-18-32-35.mp4>
[11/01/2025, 18:36:23] ~ .: They’re leaving now
[11/01/2025, 18:38:39] Landsby Concierge: <attached:
00007681-PHOTO-2025-01-11-18-38-39.jpg>
[11/01/2025, 18:40:11] ~ .: On my way
[11/01/2025, 18:40:20] Landsby Concierge: Thank you
[11/01/2025, 18:40:38] Landsby Concierge: I don't think he's in there anymore, but I think his friends are
[11/01/2025, 18:41:18] Landsby Concierge: Please do a sweep of LE just to make sure. Much appreciated
[11/01/2025, 18:43:10] Landsby Concierge: <attached:
00007686-PHOTO-2025-01-11-18-43-10.jpg>
[11/01/2025, 18:43:13] ~ .: He’s left
[11/01/2025, 18:43:28] ~ .: I’ll do a sweep to make sure his friends aren’t here as well
[11/01/2025, 18:43:45] Landsby Concierge: Thanks mate 👍
[11/01/2025, 19:18:52] Landsby Concierge: <attached:
00007690-PHOTO-2025-01-11-19-18-52.jpg>
[11/01/2025, 19:19:09] Landsby Concierge: <attached:
00007691-PHOTO-2025-01-11-19-19-09.jpg>
[11/01/2025, 19:19:29] Landsby Concierge: <attached:
00007692-PHOTO-2025-01-11-19-19-29.jpg>
[11/01/2025, 19:27:14] Landsby Concierge: Are you available fire Marshall?
[11/01/2025, 19:28:12] ~ .: I’ll head over now
[11/01/2025, 19:28:27] Landsby Concierge: Thank you sir
[11/01/2025, 19:30:16] Landsby Concierge: <attached:
00007696-PHOTO-2025-01-11-19-30-16.jpg>
[11/01/2025, 19:30:45] ~ .: Thanks for the update, I’ll stay close to landsby
[11/01/2025, 19:31:24] Landsby Concierge: No problem
[11/01/2025, 19:31:32] Landsby Concierge: Thanks

[11/01/2025, 19:45:41] Landsby Concierge: <attached:
00007700-PHOTO-2025-01-11-19-45-41.jpg>
[11/01/2025, 19:49:03] ~ .: On my way
[11/01/2025, 19:52:39] ~ .: Removed
[11/01/2025, 19:53:06] Landsby Concierge: Thank you sir
[11/01/2025, 19:54:09] Landsby Concierge: Thanks for your help today mate, much appreciated
[12/01/2025, 07:58:47] ~ .: Fire marshal on site.
Kindly call, message and radio me if needed.
[12/01/2025, 15:32:26] Sonam Rajal: Hey @447384784915 reports of 3 trespassers in Heward please could you assist. I'm checking podium CCTV now
[12/01/2025, 15:33:11] ~ .: On my way
[12/01/2025, 16:27:47] Robinson Concierge: <attached:
00007708-PHOTO-2025-01-12-16-27-47.jpg>
[12/01/2025, 16:31:06] ~ .: On my way
[12/01/2025, 16:37:17] ~ .: Can you see them on cctv?
[12/01/2025, 17:10:02] QL OSA Hamza: Dda stairs same large group of trespassers
[12/01/2025, 17:10:27] QL OSA Hamza: <attached:
00007712-PHOTO-2025-01-12-17-10-27.jpg>
[12/01/2025, 17:10:50] ~ .: On my way
[12/01/2025, 18:14:15] Landsby Concierge: Hey firemarshall, thankfully I haven't seen any trespassers today in LE. When you're done around Robinson, could you please do a sweep of LE?
[12/01/2025, 18:15:13] ~ .: Will do
[12/01/2025, 18:15:38] Sonam Rajal: Hey @447384784915 reports of boys trying to get into Lismer please could you do a sweep
[12/01/2025, 20:03:38] Daniel Parton: There was one at about 17:45 but he saw me as I was going out and left.
[12/01/2025, 20:08:11] Sonam Rajal: Hey @447384784915 reports of trespassers entering Lismer a large group of them I cannot locate them on CCTV
[13/01/2025, 08:26:42] ~ .: Fire marshal on site.
Kindly call, message and radio me if needed.
[13/01/2025, 14:05:06] Emilia Robinson: Trespassers spotted in Landsby east stairwell
[13/01/2025, 14:05:19] Emilia Robinson: Please send support. Thanks
[13/01/2025, 14:05:23] ~ .: On my way
[13/01/2025, 14:17:14] ~ .: Removed
[13/01/2025, 14:17:30] Emilia Robinson: Thanks !
[13/01/2025, 15:45:33] Emilia Robinson: a resident from Landsby East called reception mentioning that a group of teens has attempted to enter the building
[13/01/2025, 15:46:59] Emilia Robinson: Could we please send a team member to patrol the stairwell please?
[13/01/2025, 15:47:50] ~ .: On my way
[13/01/2025, 16:06:42] ~ .: Removed
[13/01/2025, 16:54:46] Maria Padilla: Hi, there are some trespassers in Landsby east reception
[13/01/2025, 16:55:45] Maria Padilla: There is also a group of teens outside Landsby east, if you please kindly check on this, thanks
[13/01/2025, 16:56:43] ~ .: On my way
[13/01/2025, 17:06:30] ~ .: Removed

Trespassers report Repton November 2024

01/11 14:28, 19:36



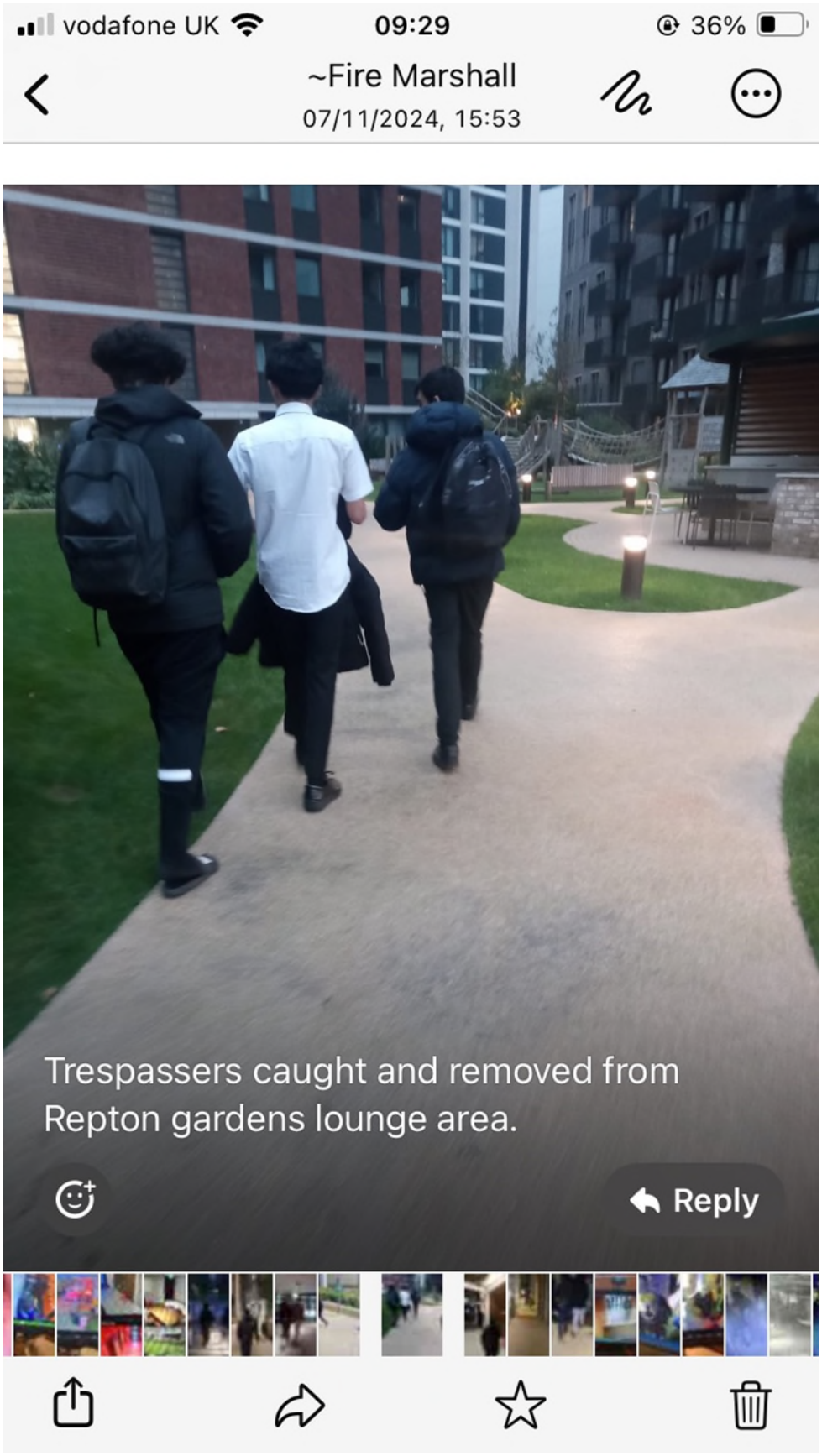

vodafone UK
09:28
36%
Alisha Repton
01/11/2024, 19:36
Trespassers trying to get into repton club room
Reply

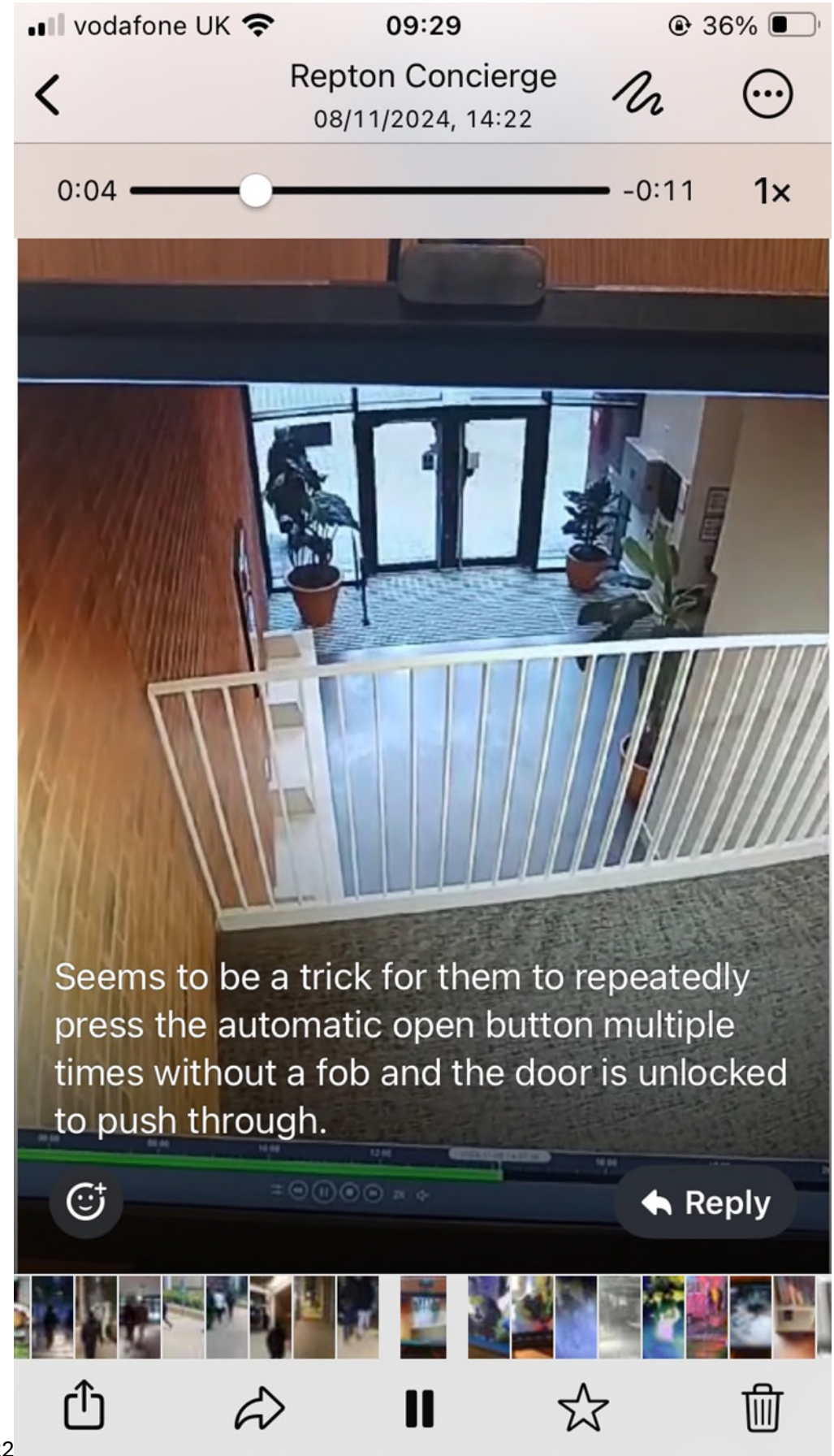
05/11 16:43


vodafone UK
09:28
36%
~Fire Marshall
05/11/2024, 16:43
Trespassers removed from repton.
Reply

06/11 14:30

07/11 15:53




vodafone UK
09:29
36%
Repton Concierge
08/11/2024, 14:22
0:04
-0:11
1×
Seems to be a trick for them to repeatedly press the automatic open button multiple times without a fob and the door is unlocked to push through.
Reply

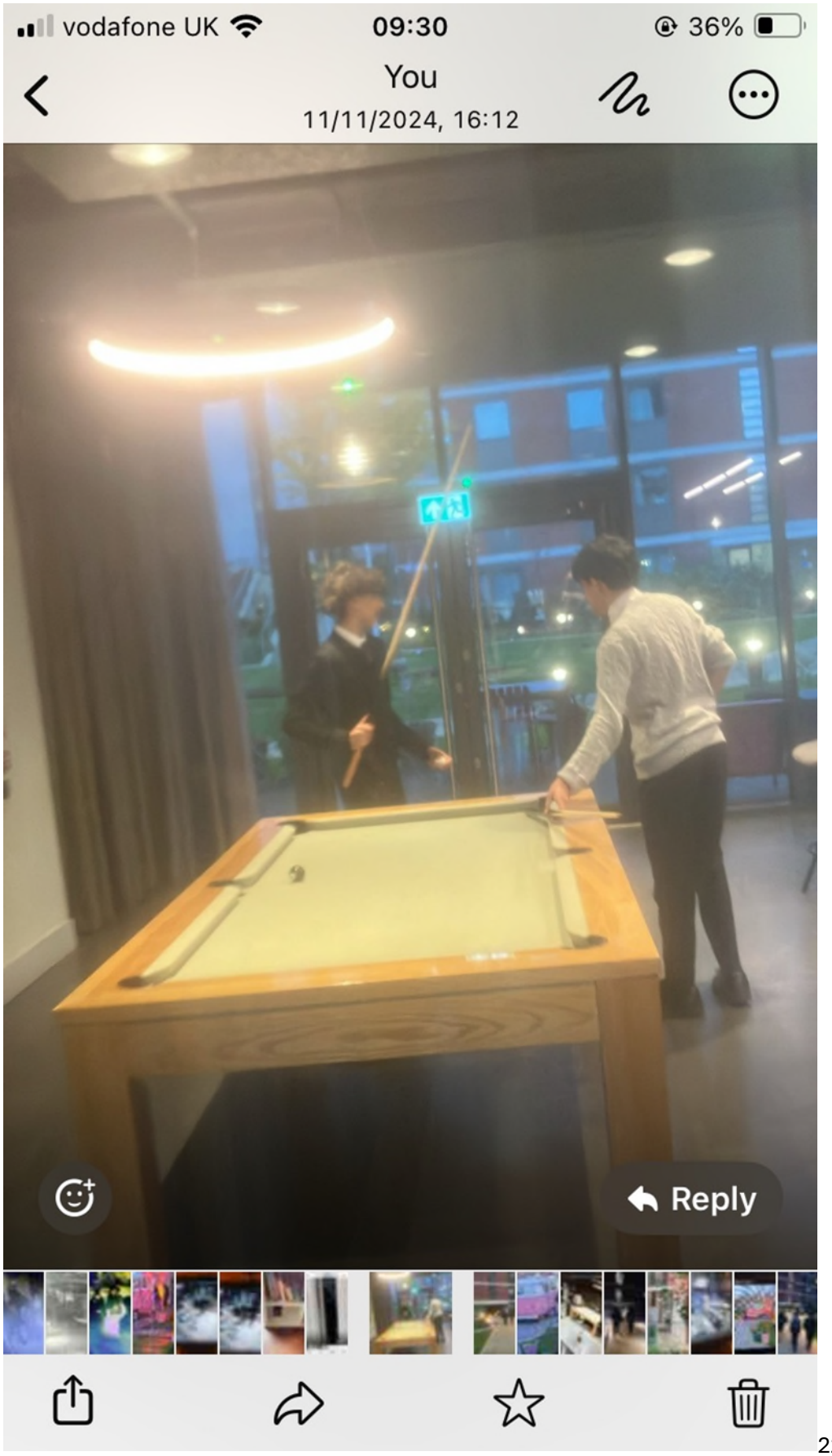
08/11 14:22

10/11 18:16, 18:18

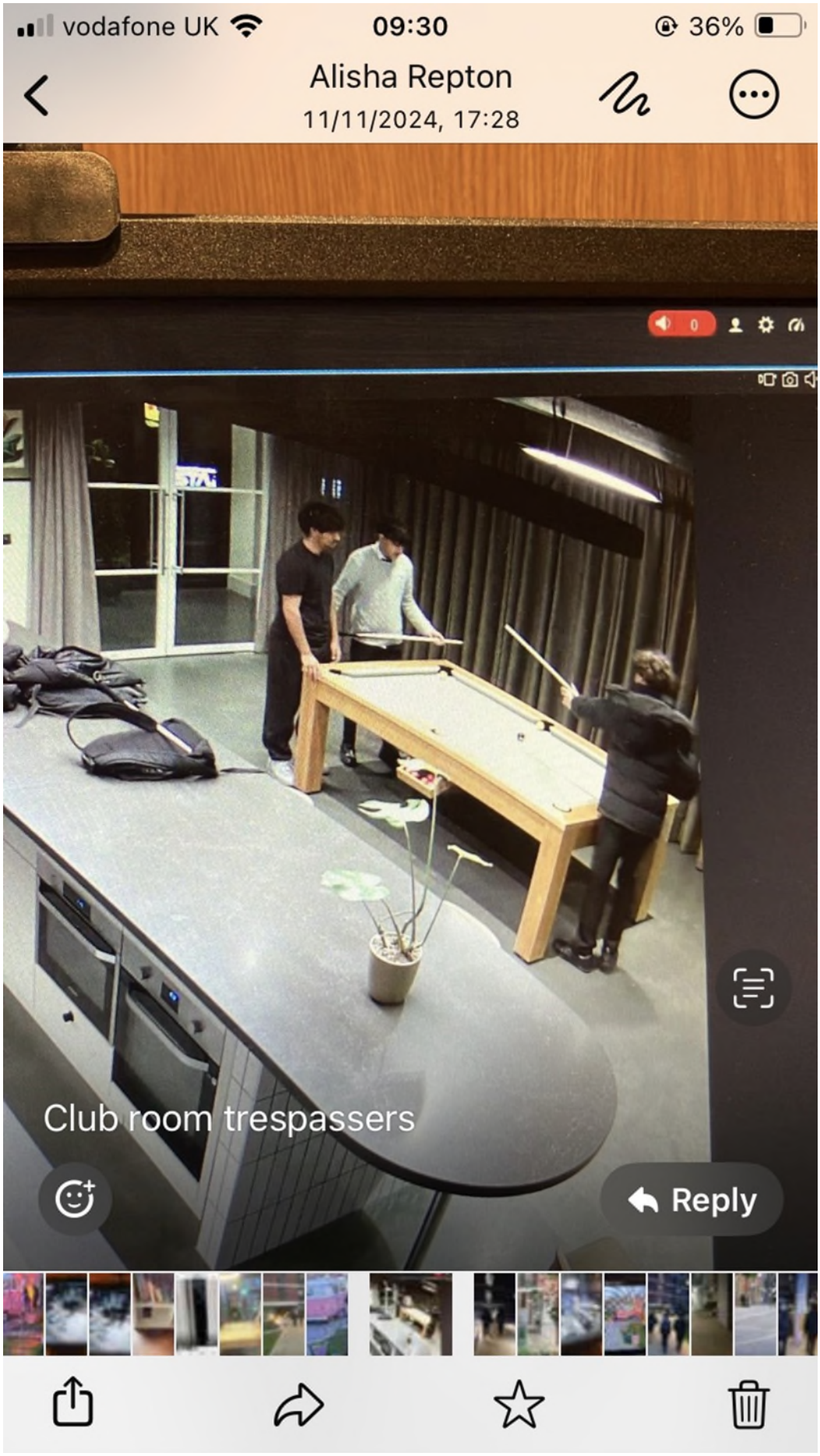



vodafone UK
09:30
36%
Repton Concierge
10/11/2024, 18:18
Reply

11/11 16:12, 17:28, 19:



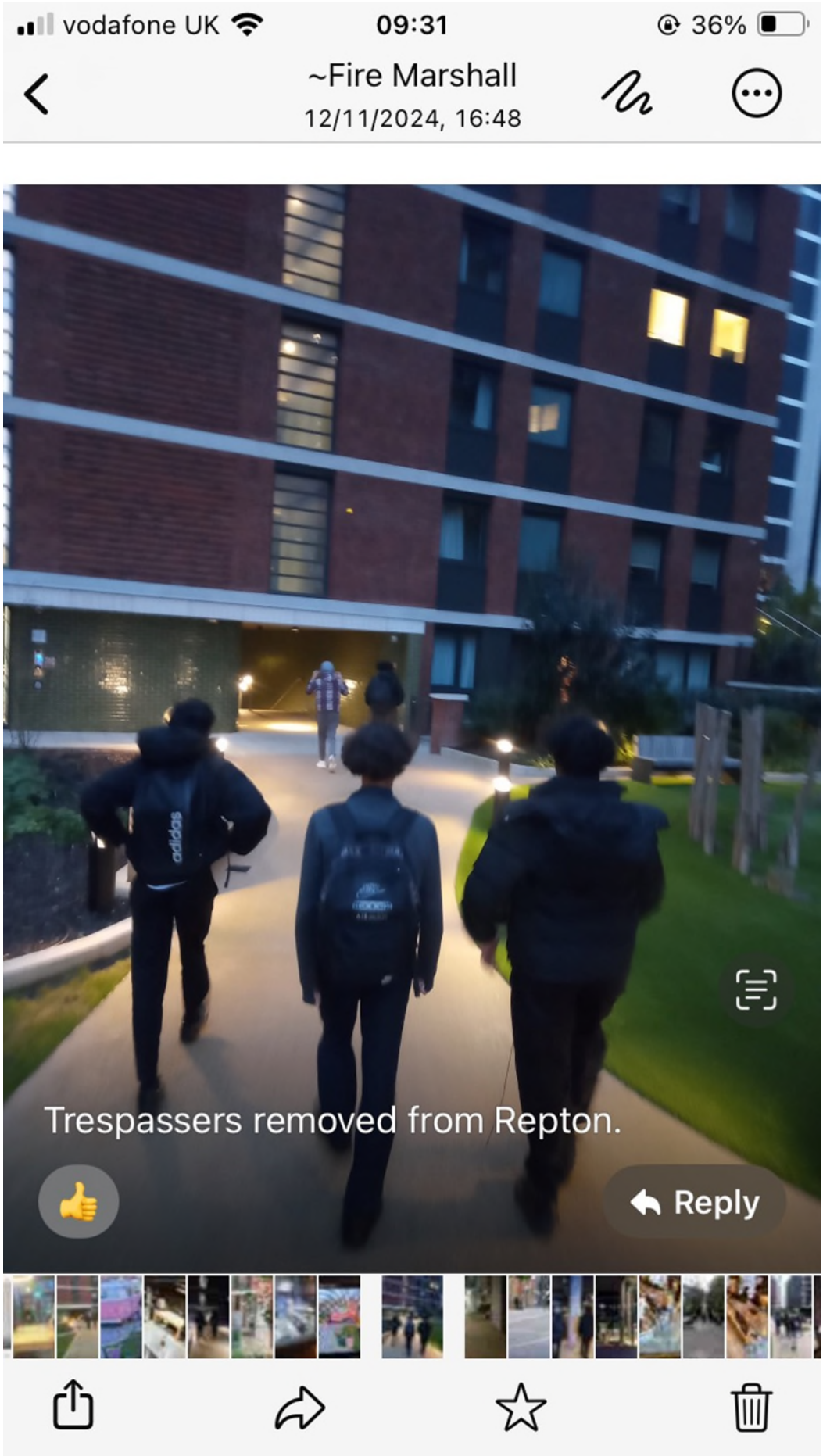
22


vodafone UK
09:30
36%
Alisha Repton
11/11/2024, 17:28
Club room trespassers
Reply

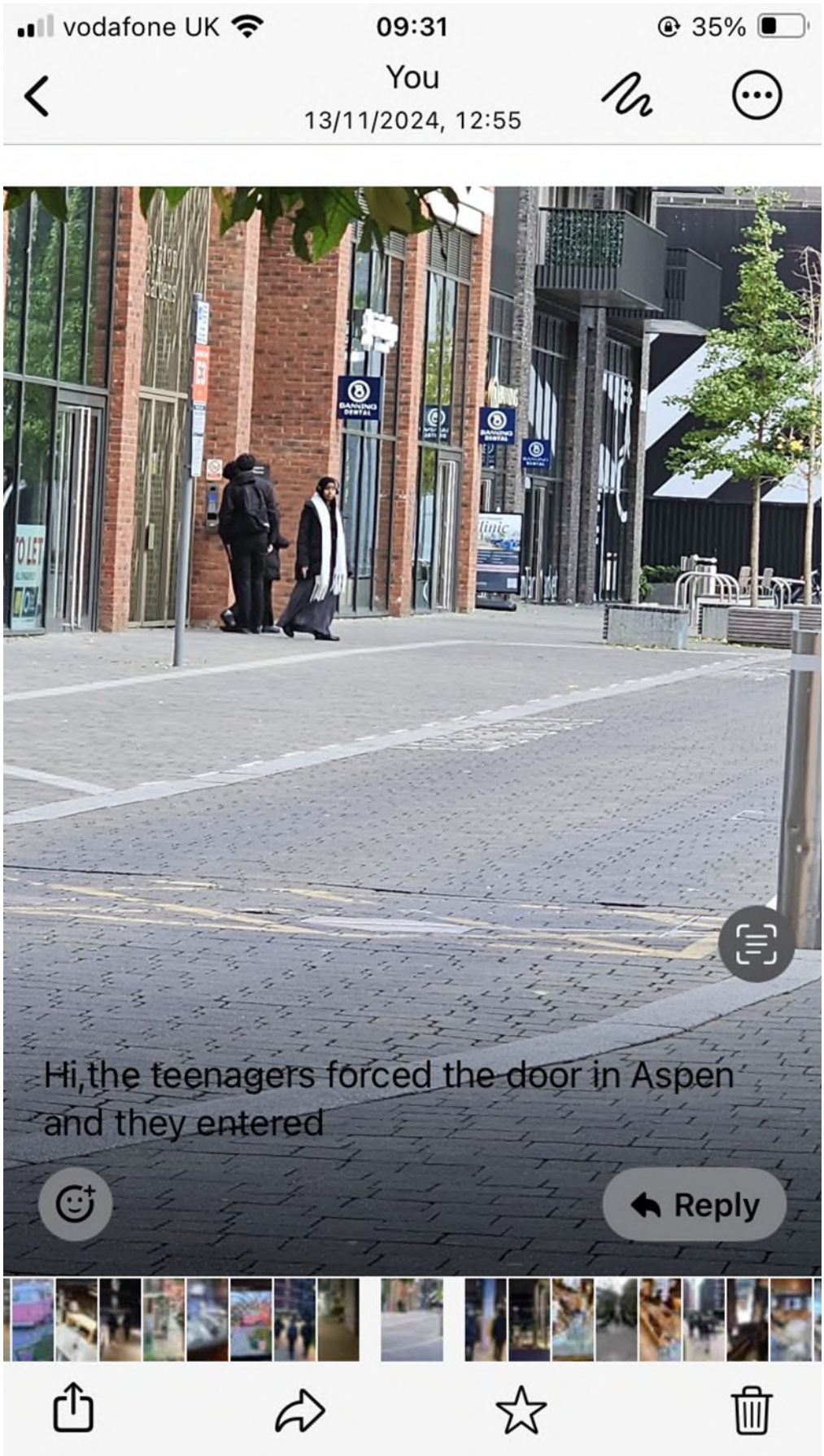

vodafone UK
09:30
36%
~Fire Marshall
11/11/2024, 19:22
Trespassers removed.
Reply

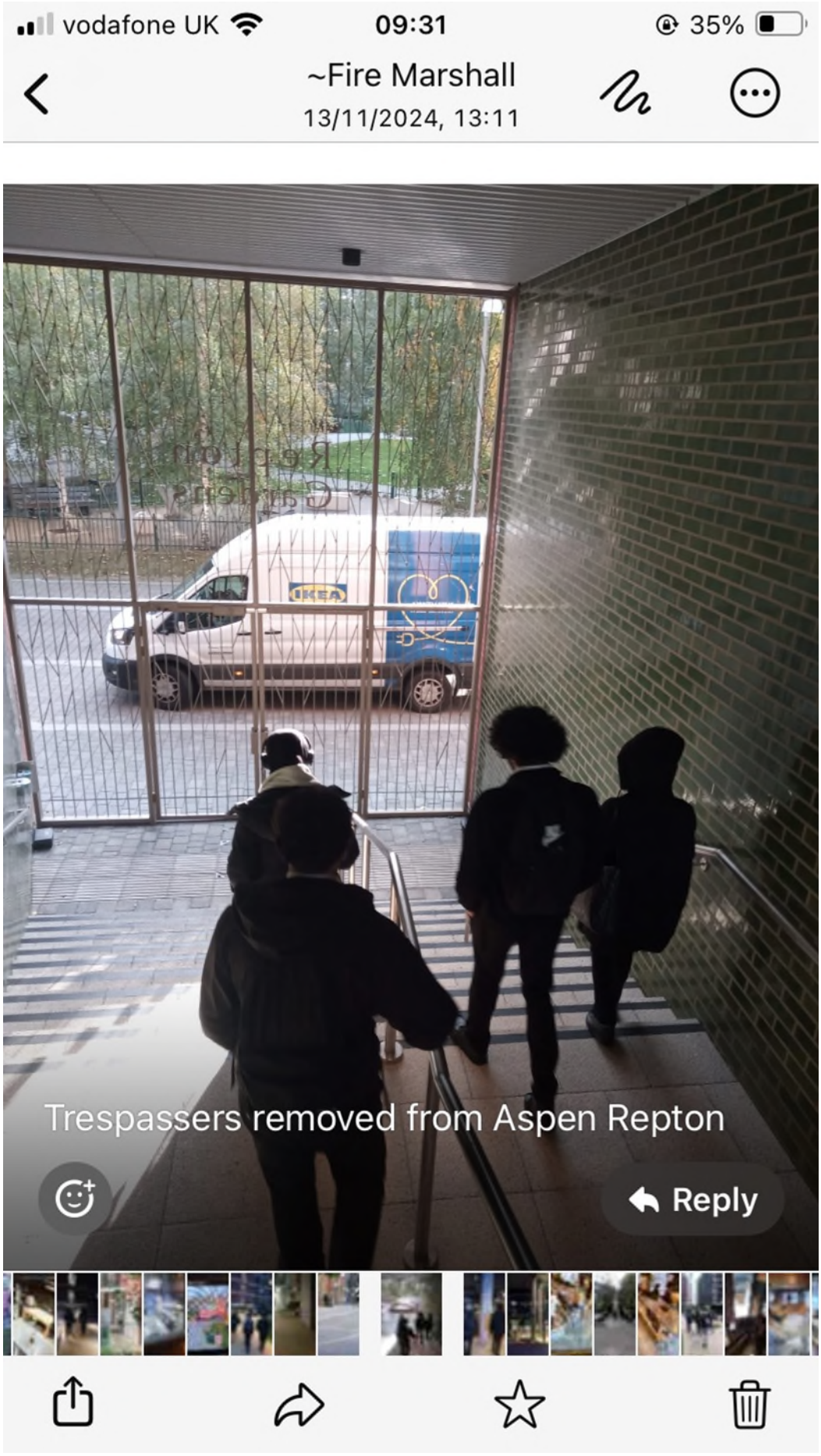
12/11 16:10, 16:48



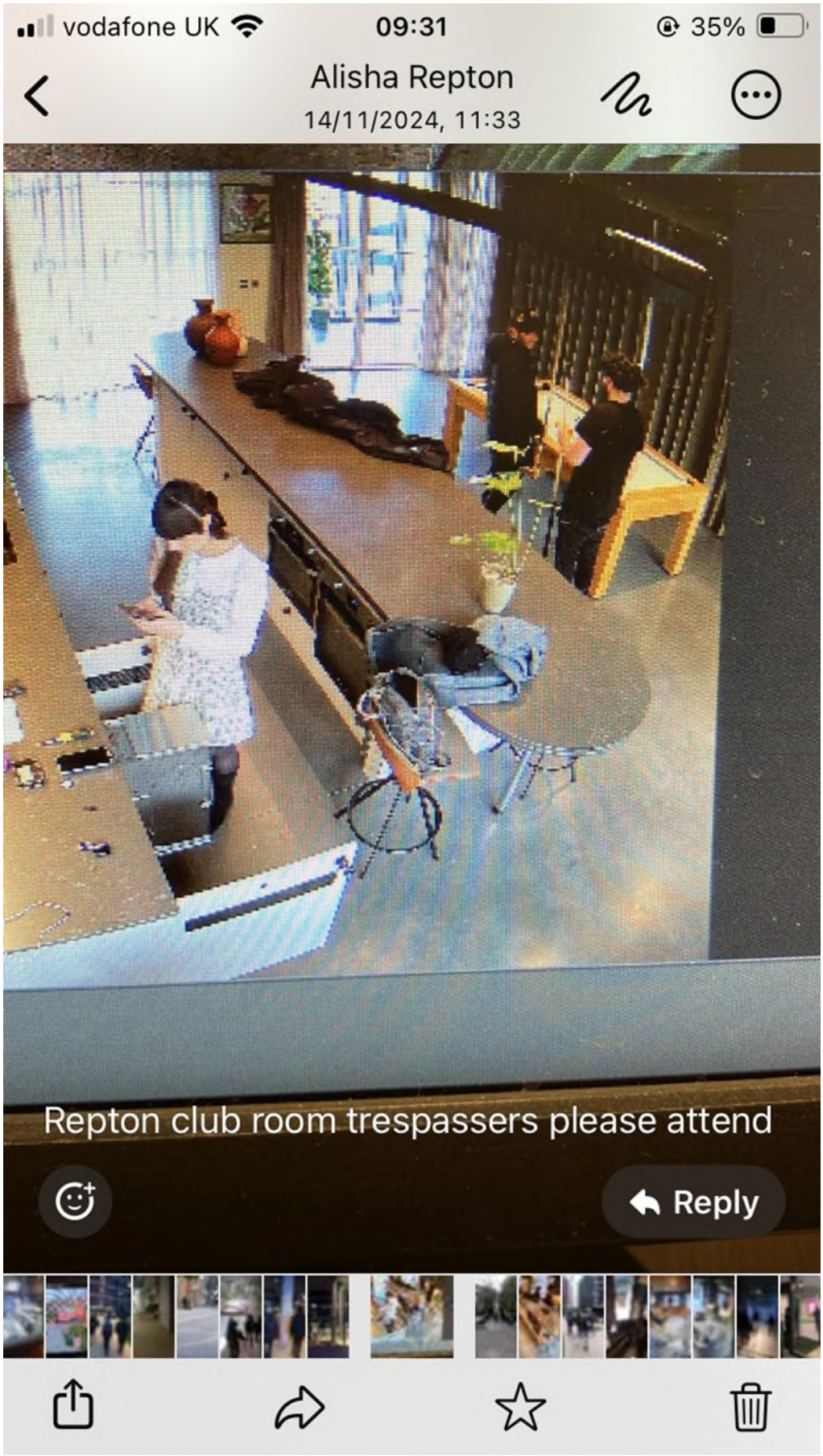

vodafone UK
09:31
36%
~Fire Marshall
12/11/2024, 16:48
Trespassers removed from Repton.
Reply

13/11 12:55, 13:11



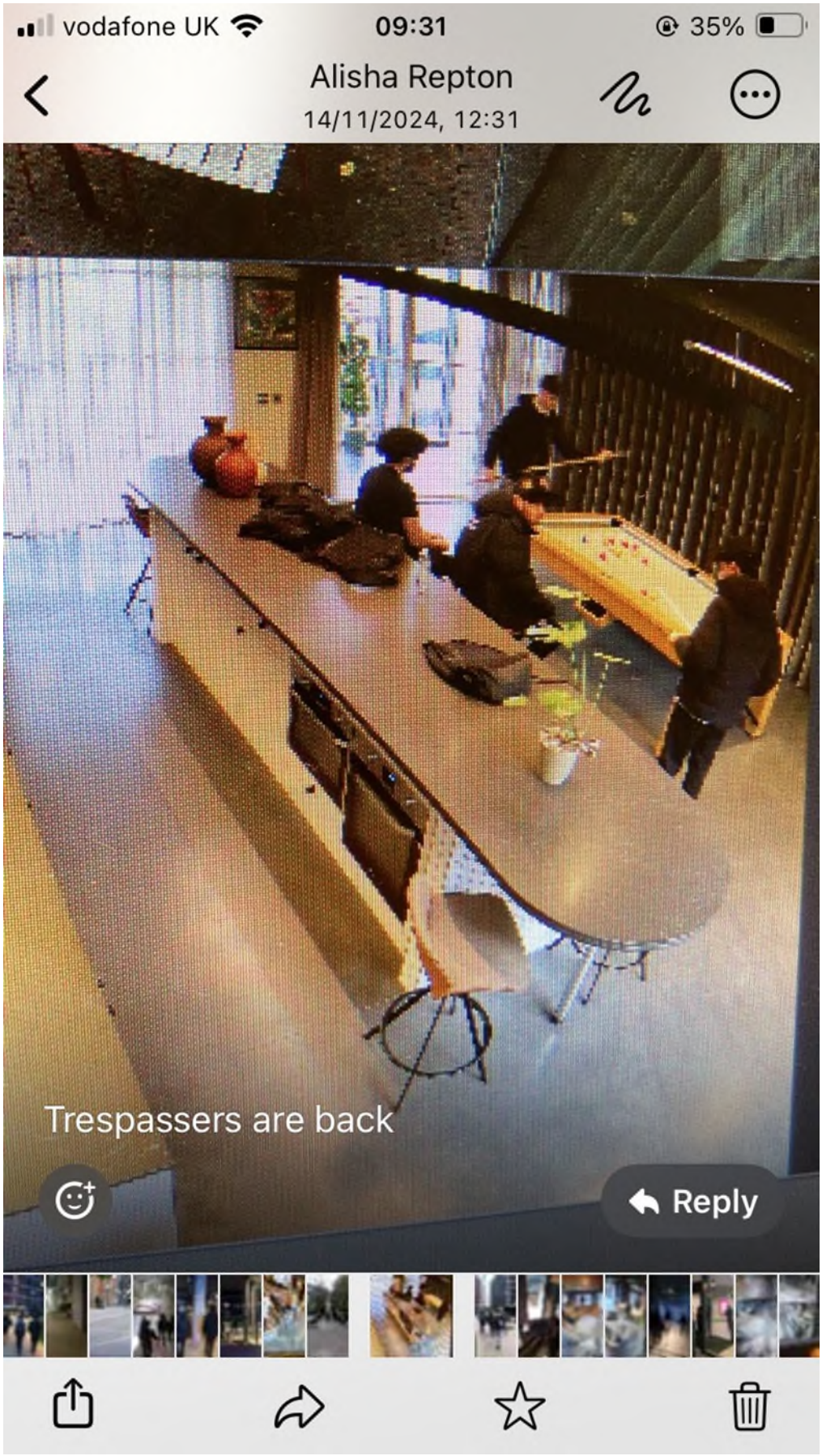

vodafone UK
09:31
35%
~Fire Marshall
13/11/2024, 13:11
IKEA
Trespassers removed from Aspen Repton
Reply

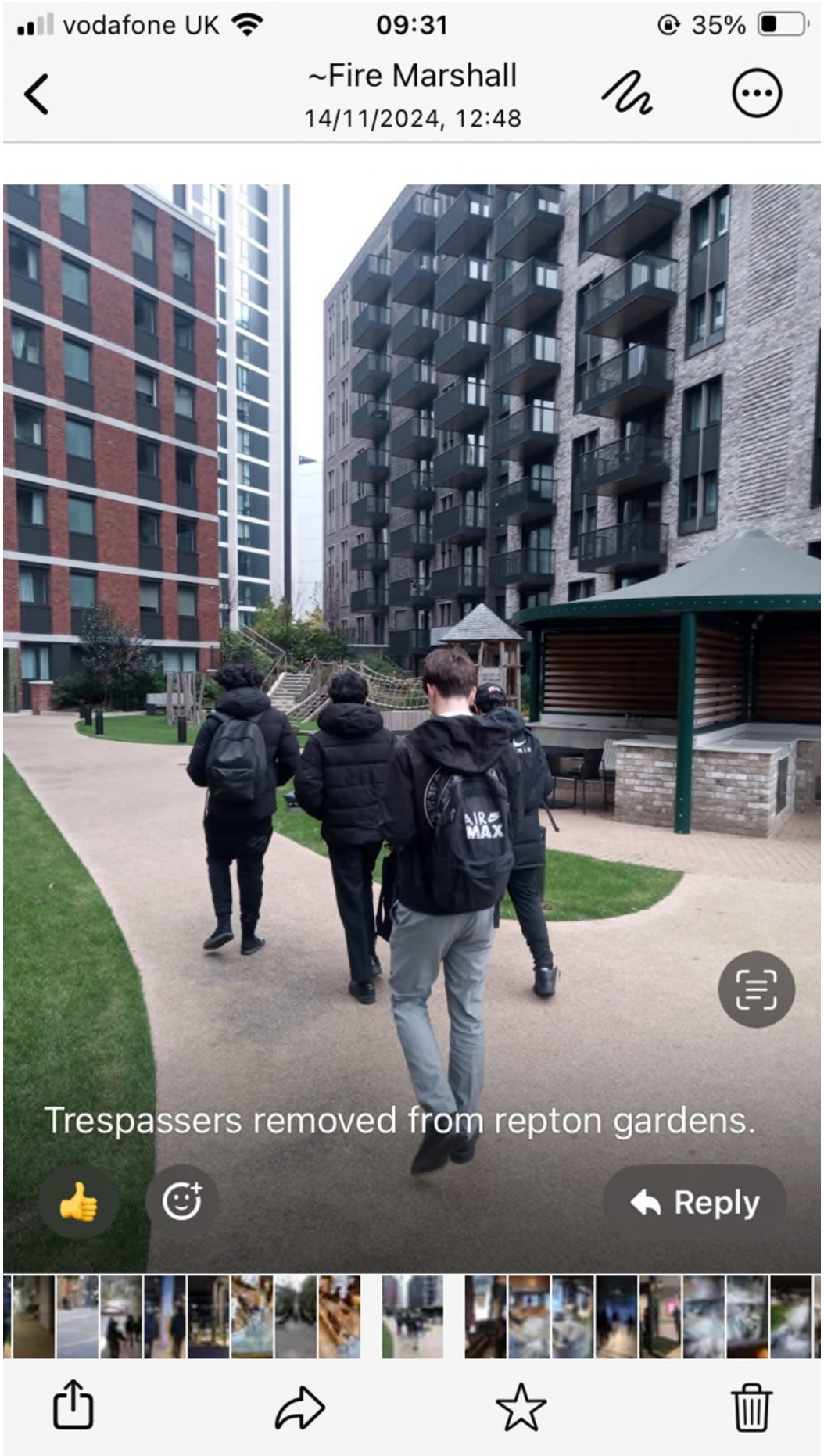
14/11 11:33, 12:31, 12:48, 14:24, 16:04, 18:09, 18

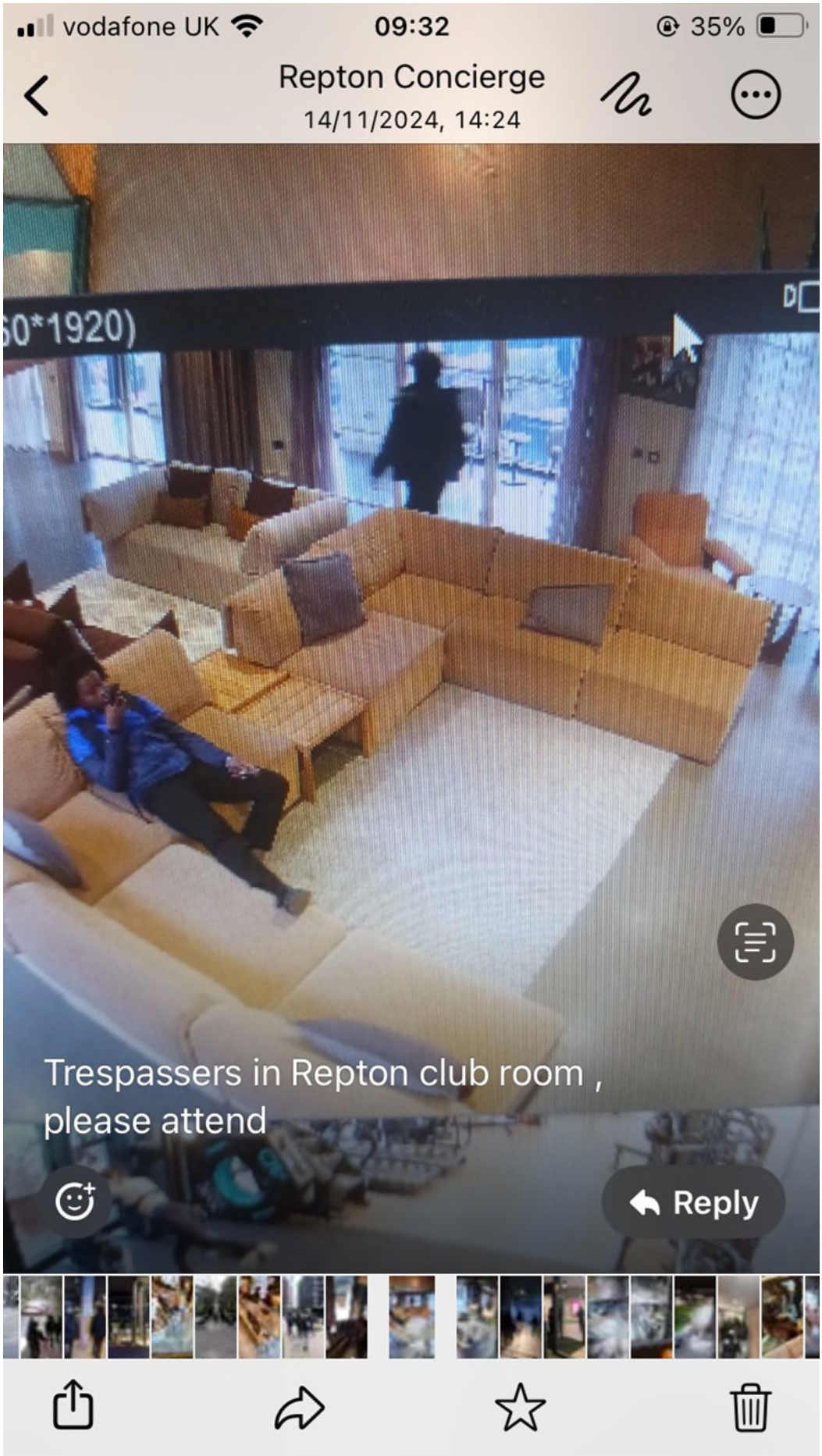


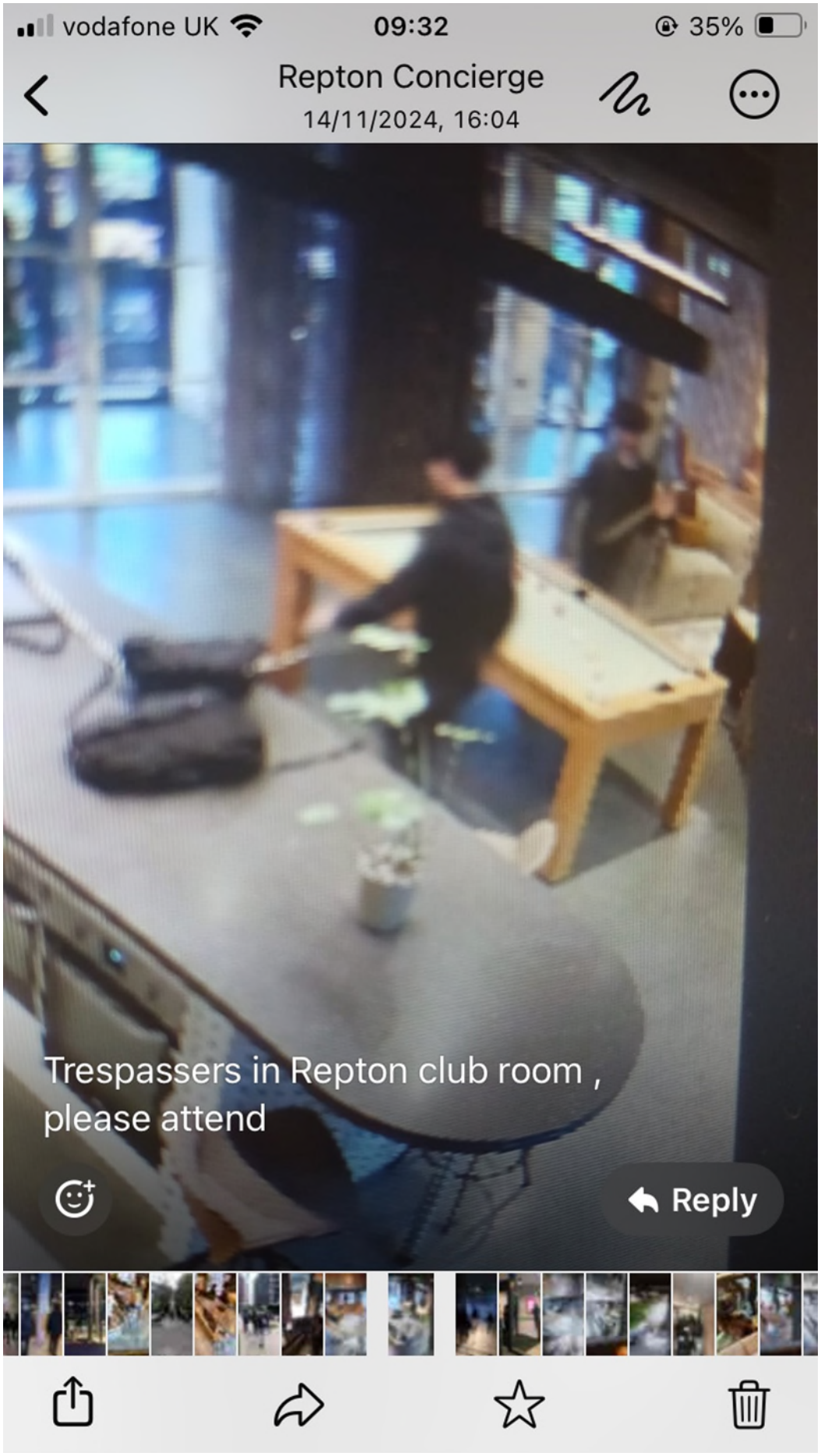
:38, 18:57,

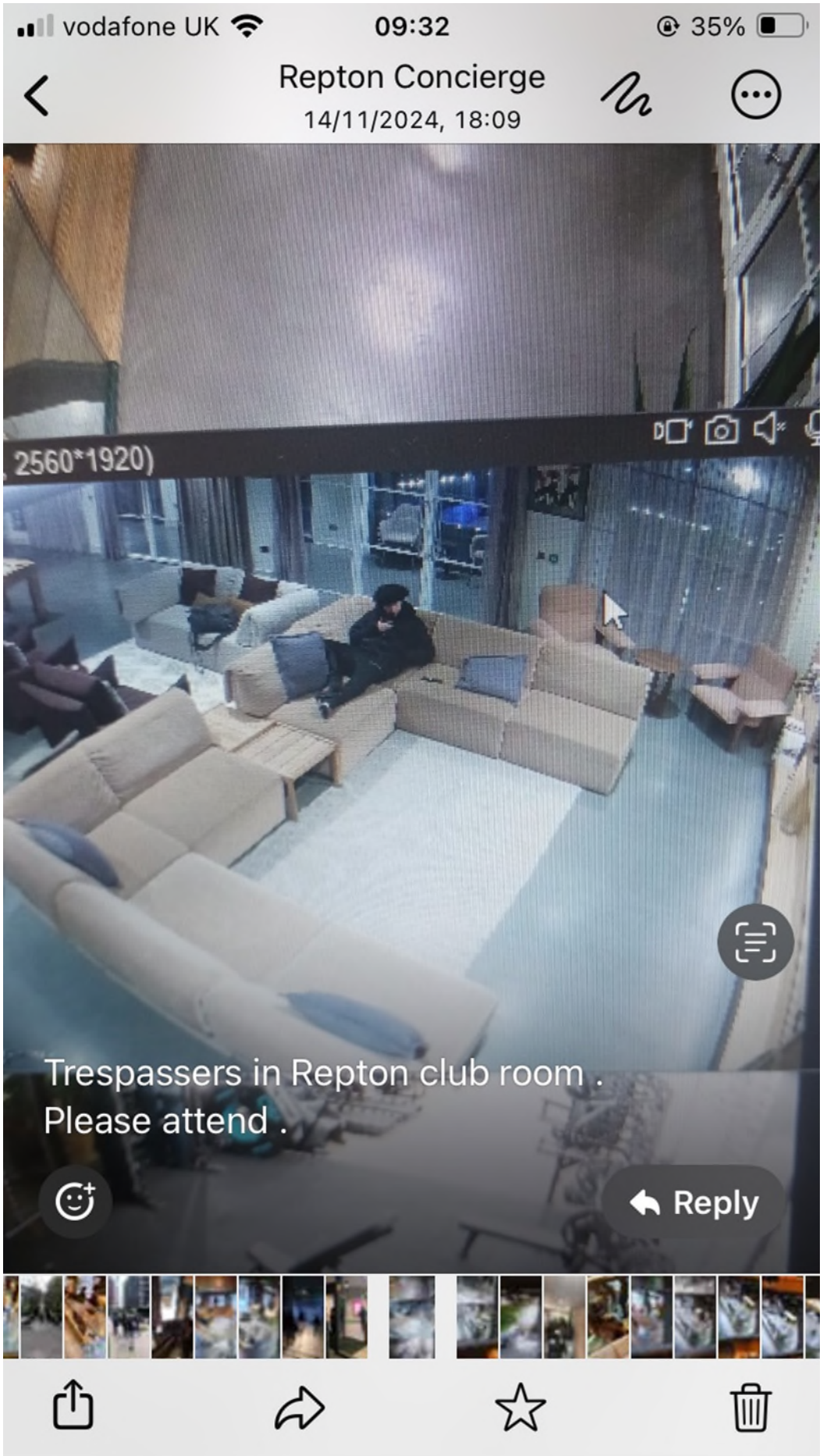
19:13

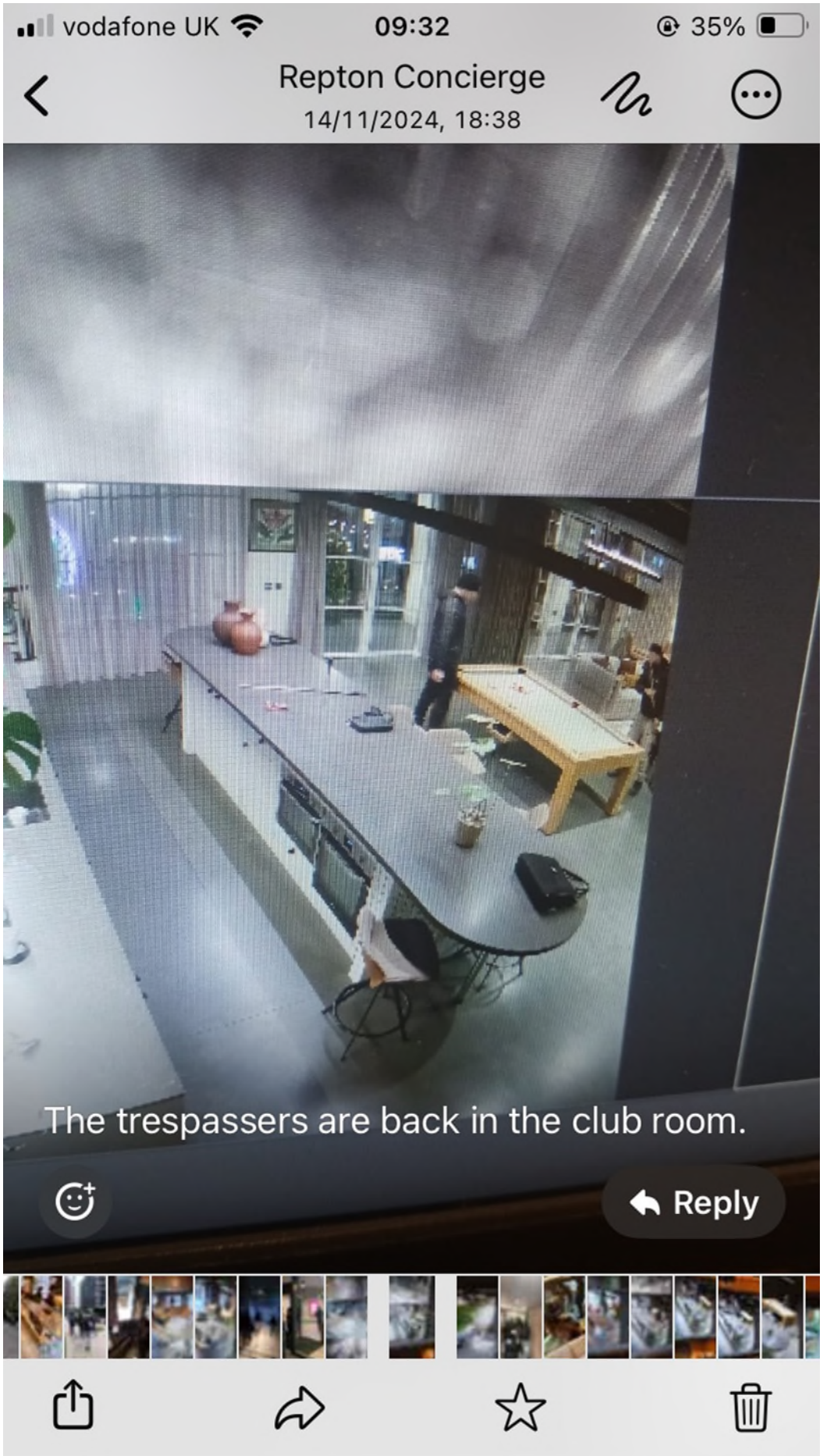

vodafone UK
09:31
35%
Alisha Repton
14/11/2024, 12:31
Trespassers are back
Reply

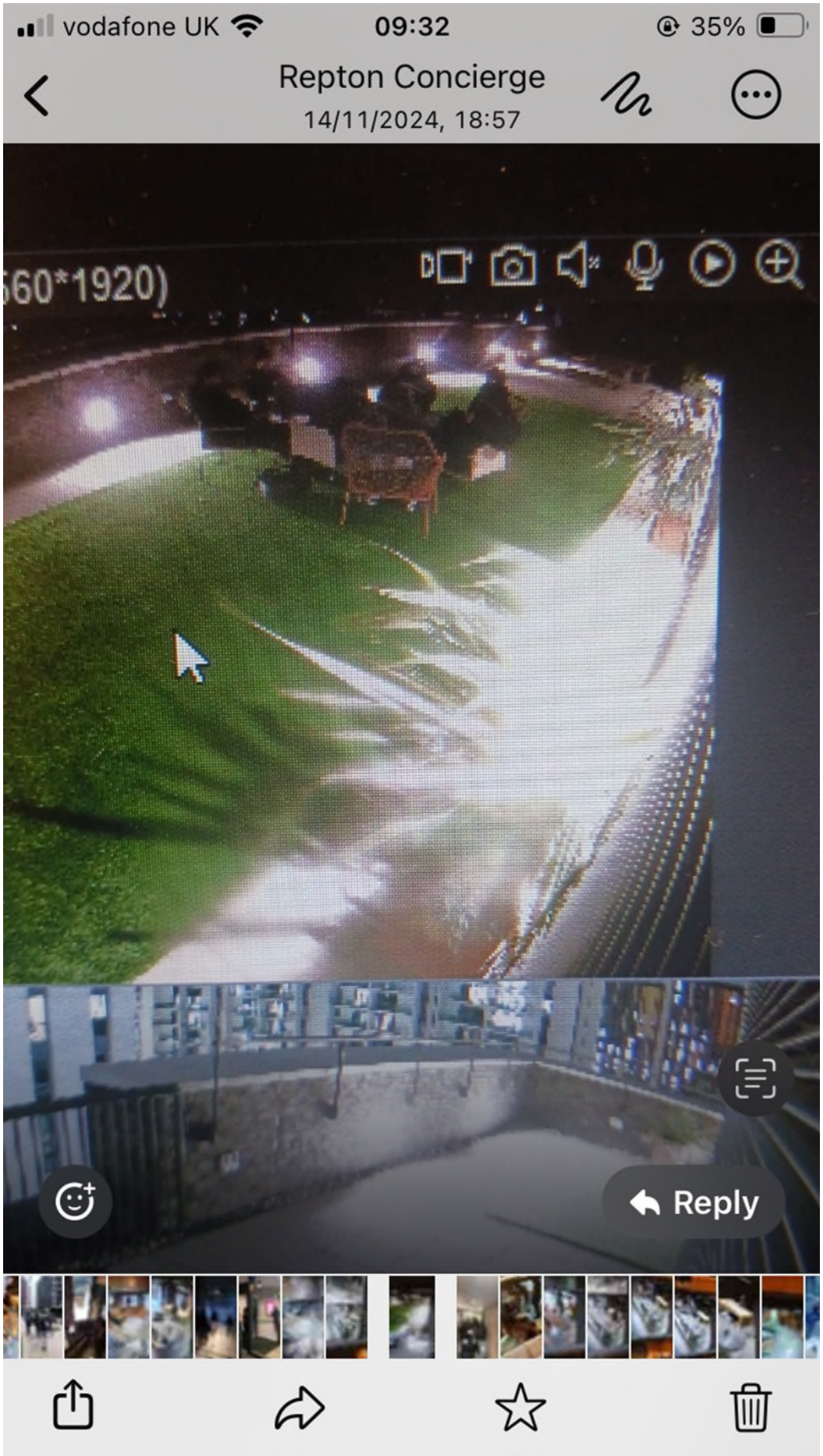

vodafone UK
09:31
35%
~Fire Marshall
14/11/2024, 12:48
Trespassers removed from repton gardens.
Reply


vodafone UK
09:32
35%
Repton Concierge
14/11/2024, 14:24
Trespassers in Repton club room ,
please attend
Reply


vodafone UK
09:32
35%
Repton Concierge
14/11/2024, 16:04
Trespassers in Repton club room , please attend
Reply

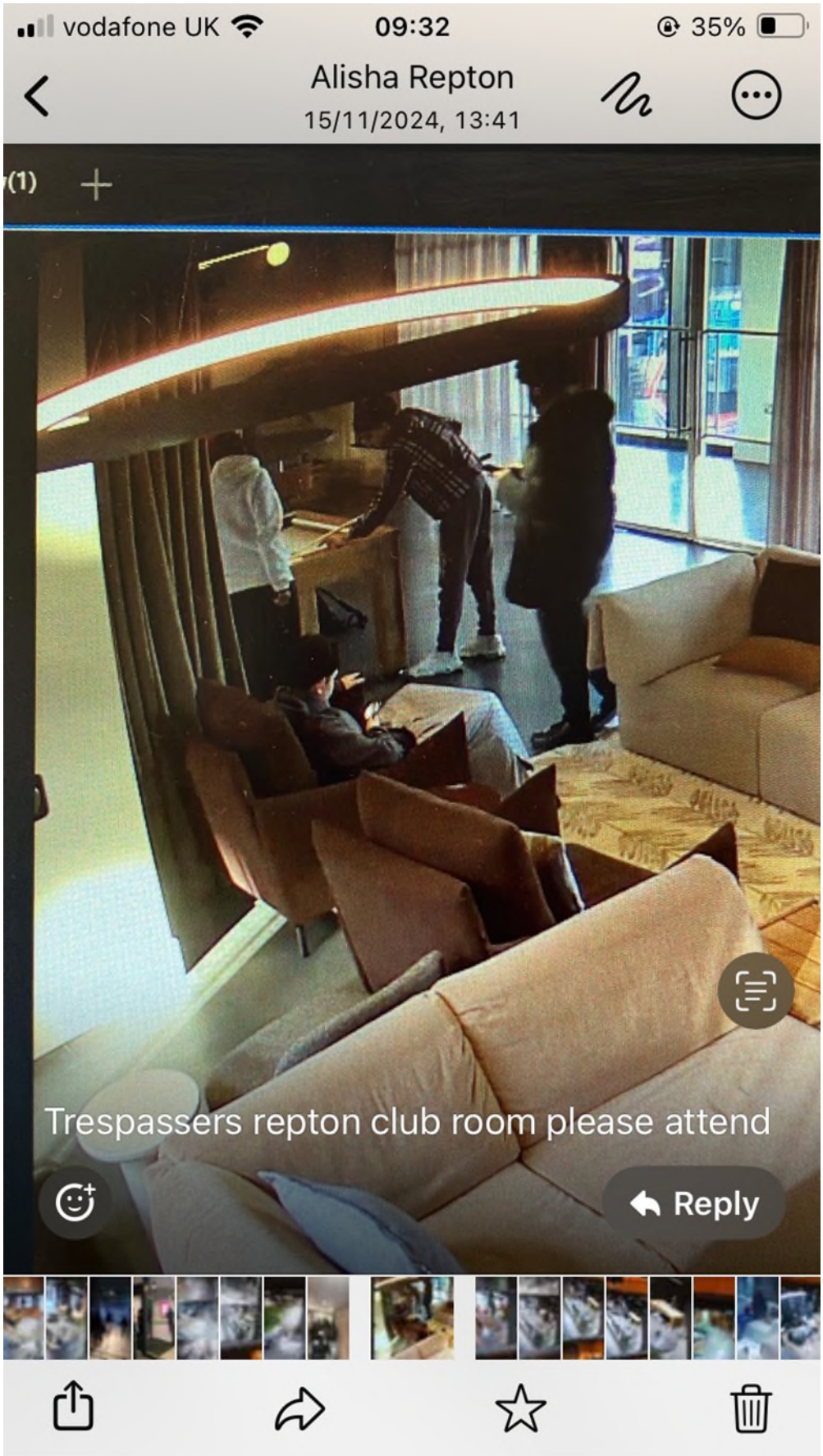

vodafone UK
09:32
35%
Repton Concierge
14/11/2024, 18:09
2560*1920)
Trespassers in Repton club room .
Please attend .
Reply

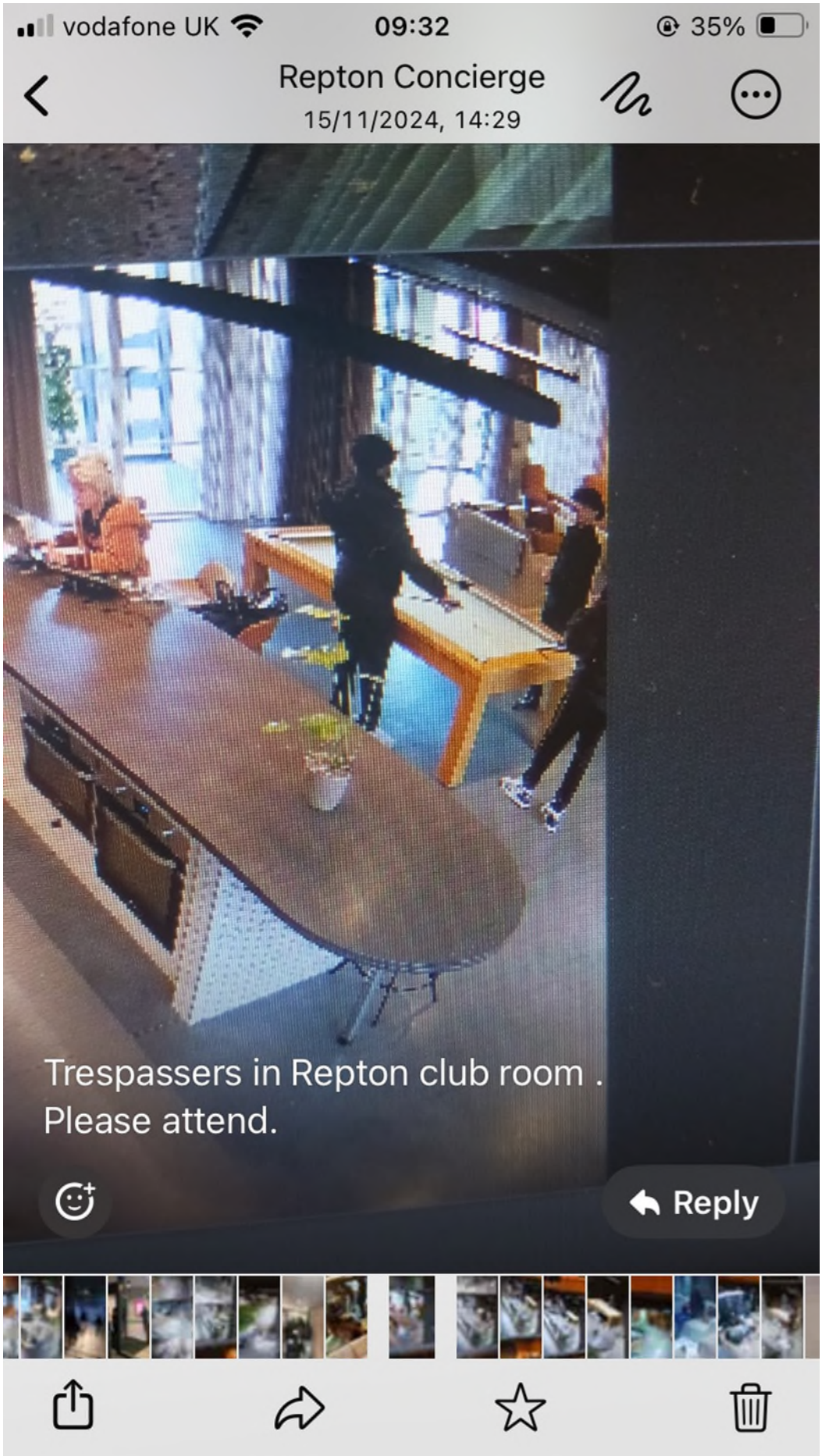

vodafone UK
09:32
35%
Repton Concierge
14/11/2024, 18:38
The trespassers are back in the club room.
Reply

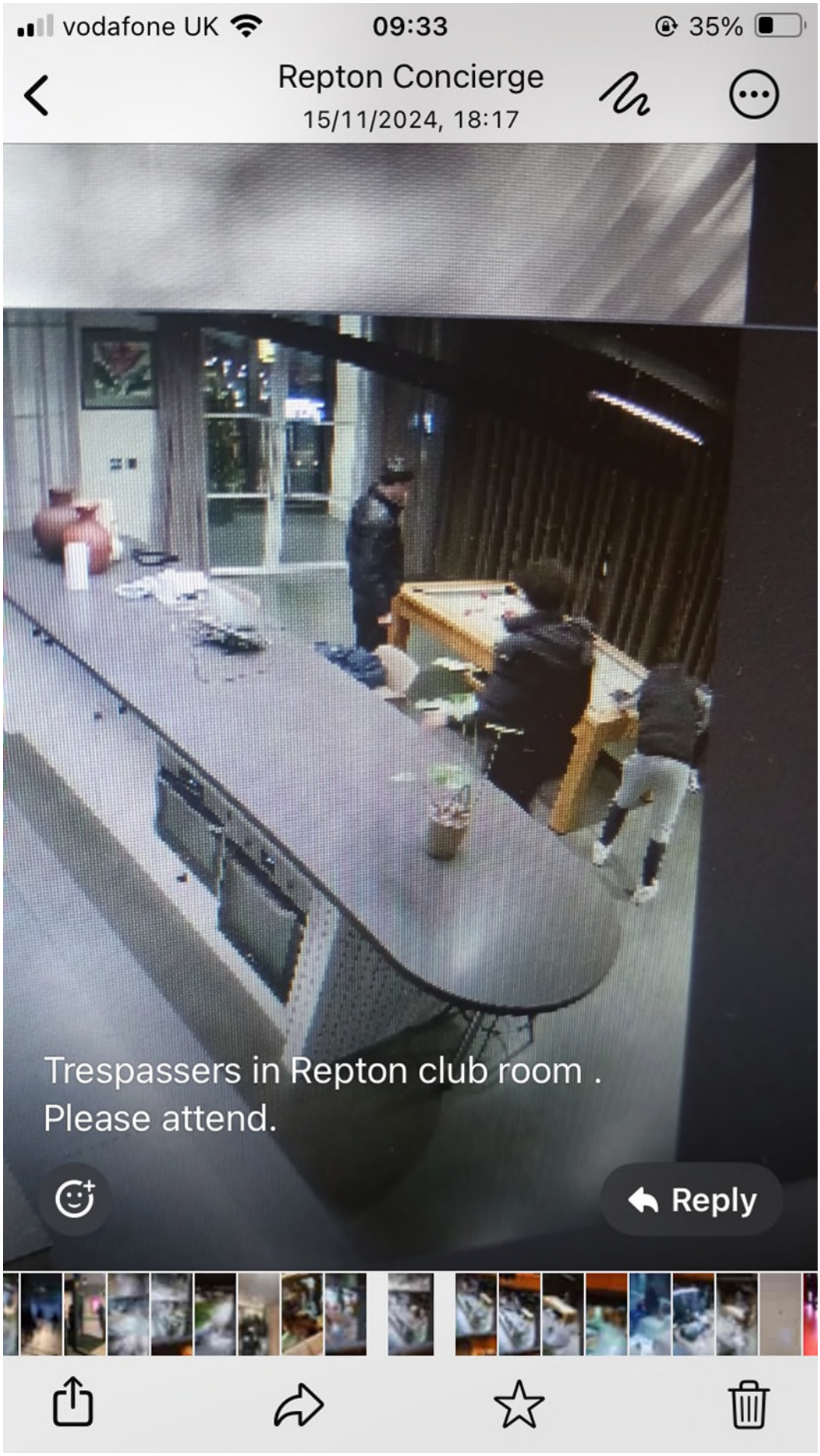

vodafone UK
09:32
35%
Repton Concierge
14/11/2024, 18:57
560*1920)
Reply


vodafone UK
09:32
35%
~Fire Marshall
14/11/2024, 19:13
Trespassers removed from Birch House.
Reply

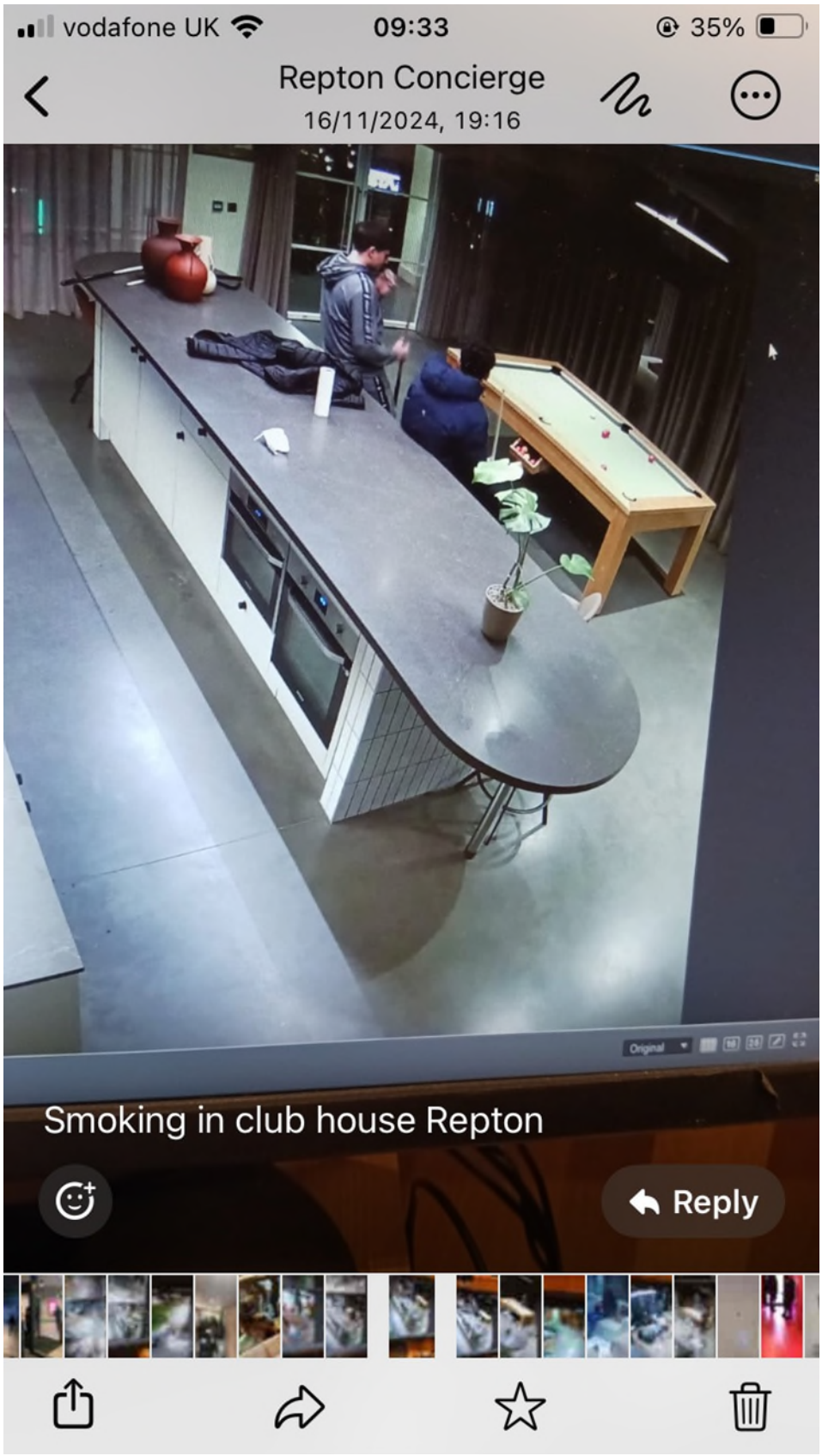
15/11 13:41, 14:29, 18:17

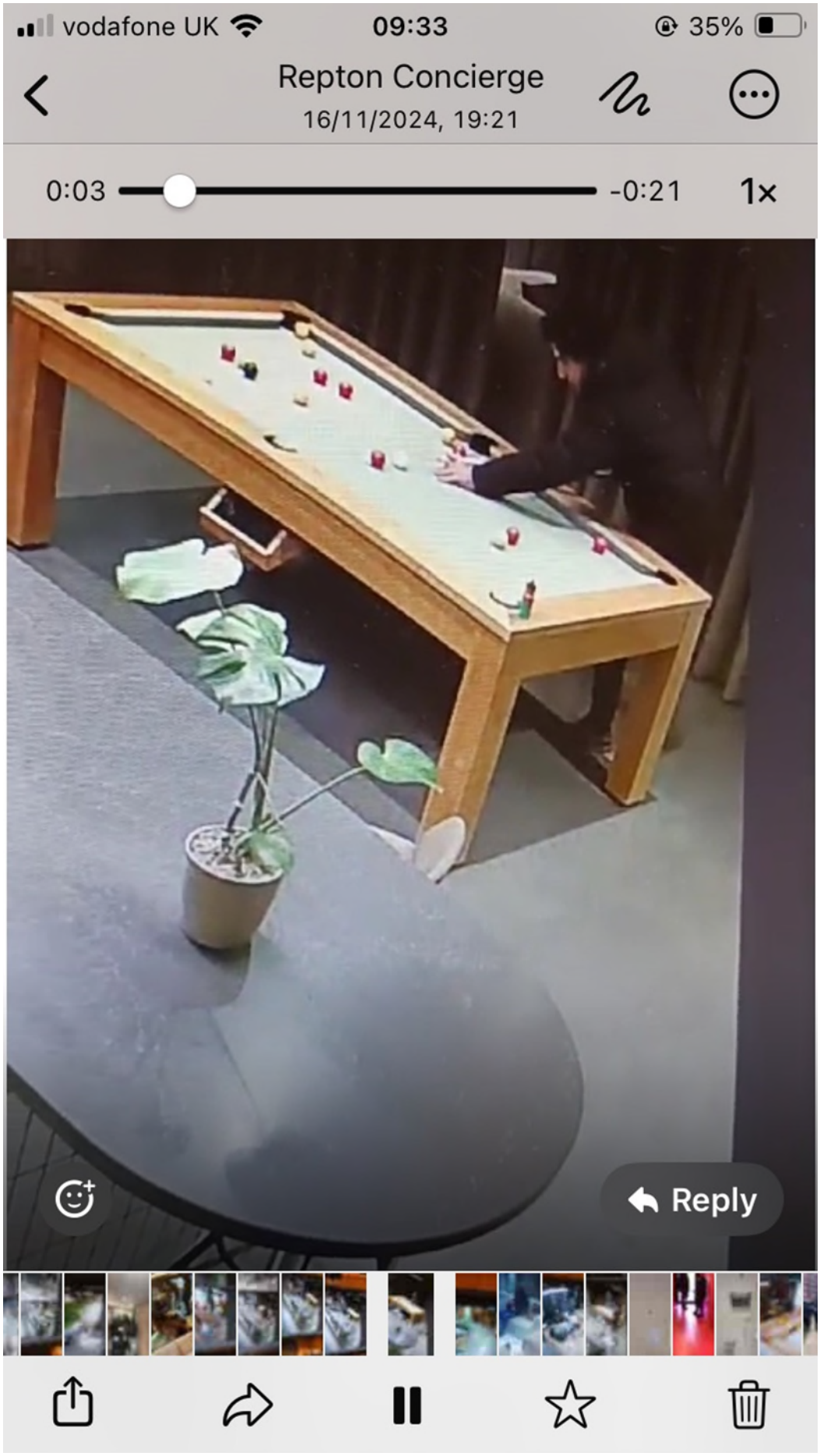


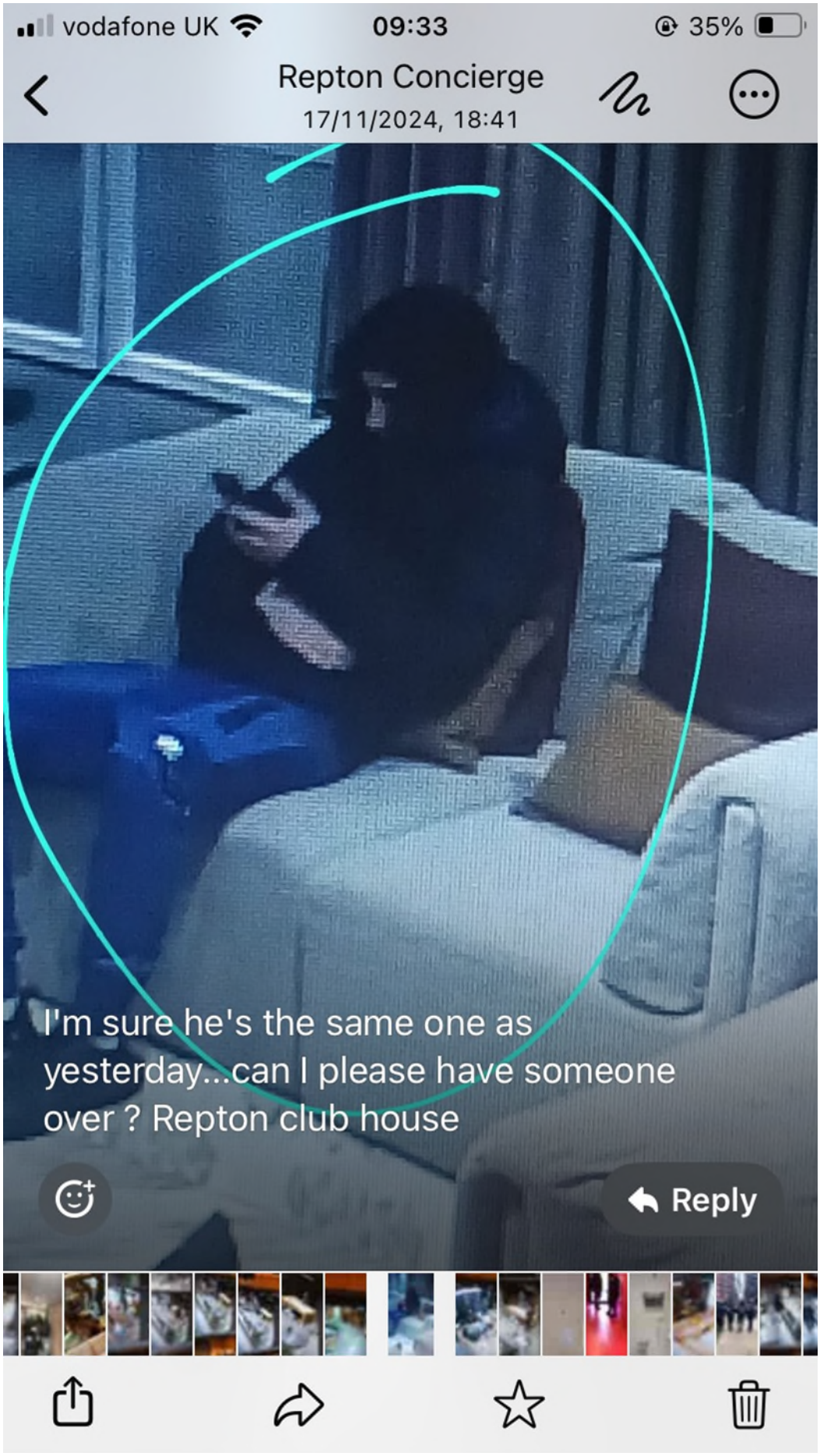

vodafone UK
09:32
35%
Repton Concierge
15/11/2024, 14:29
Trespassers in Repton club room .
Please attend.
Reply


vodafone UK
09:33
35%
Repton Concierge
15/11/2024, 18:17
Trespassers in Repton club room .
Please attend.
Reply

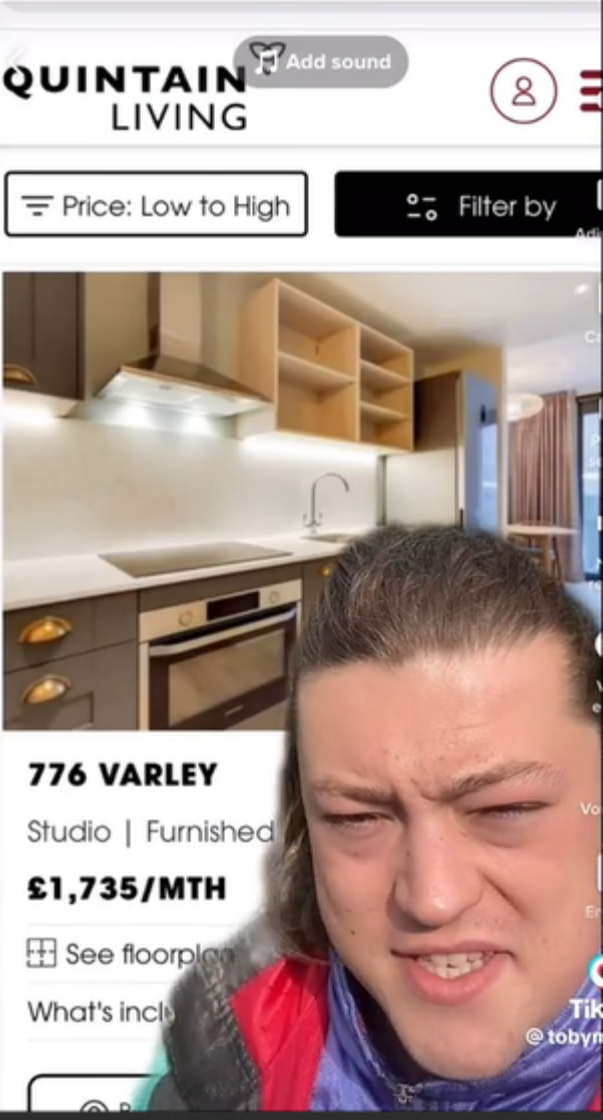
16/11 19:16, 19:41




vodafone UK
09:33
35%
Repton Concierge
16/11/2024, 19:21
0:03
-0:21
1×
Reply


vodafone UK
09:33
35%
Repton Concierge
17/11/2024, 18:41
I'm sure he's the same one as yesterday...can I please have someone over ? Repton club house
Reply

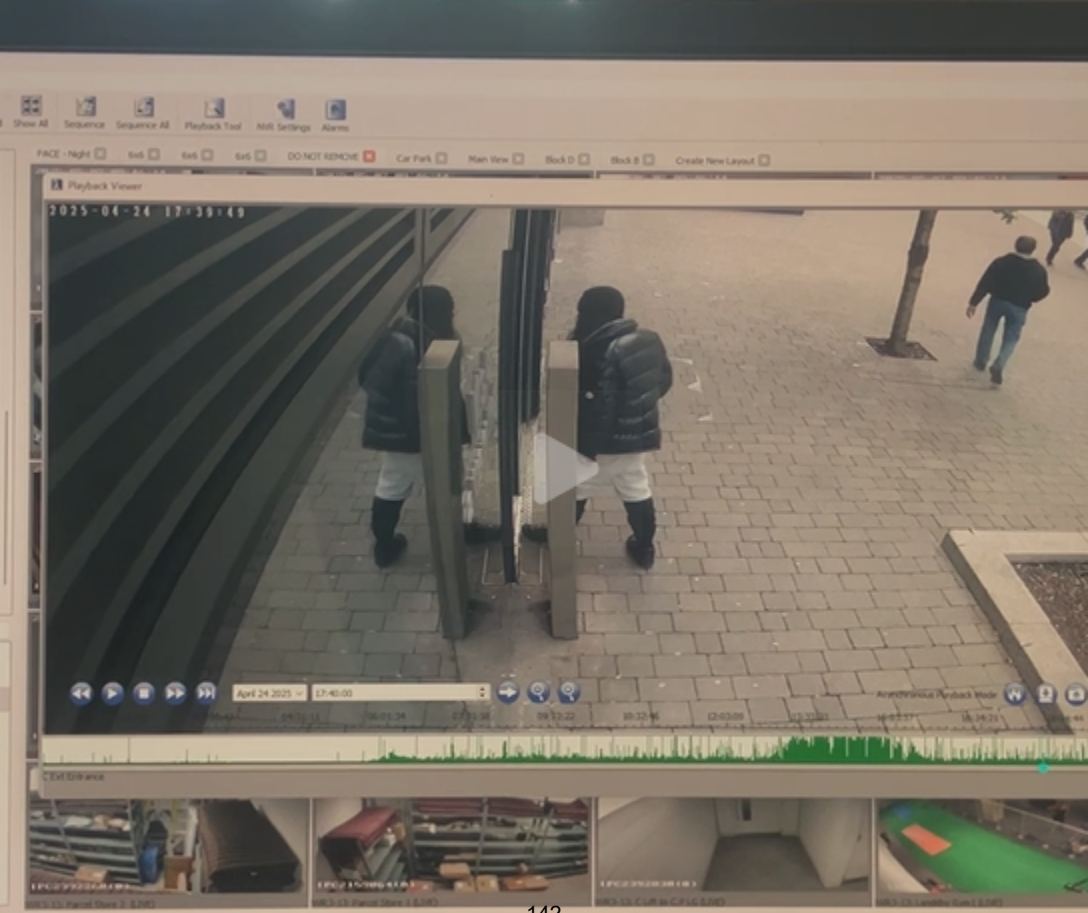

CANADA GARDENS
TikTok
@tobymejhat

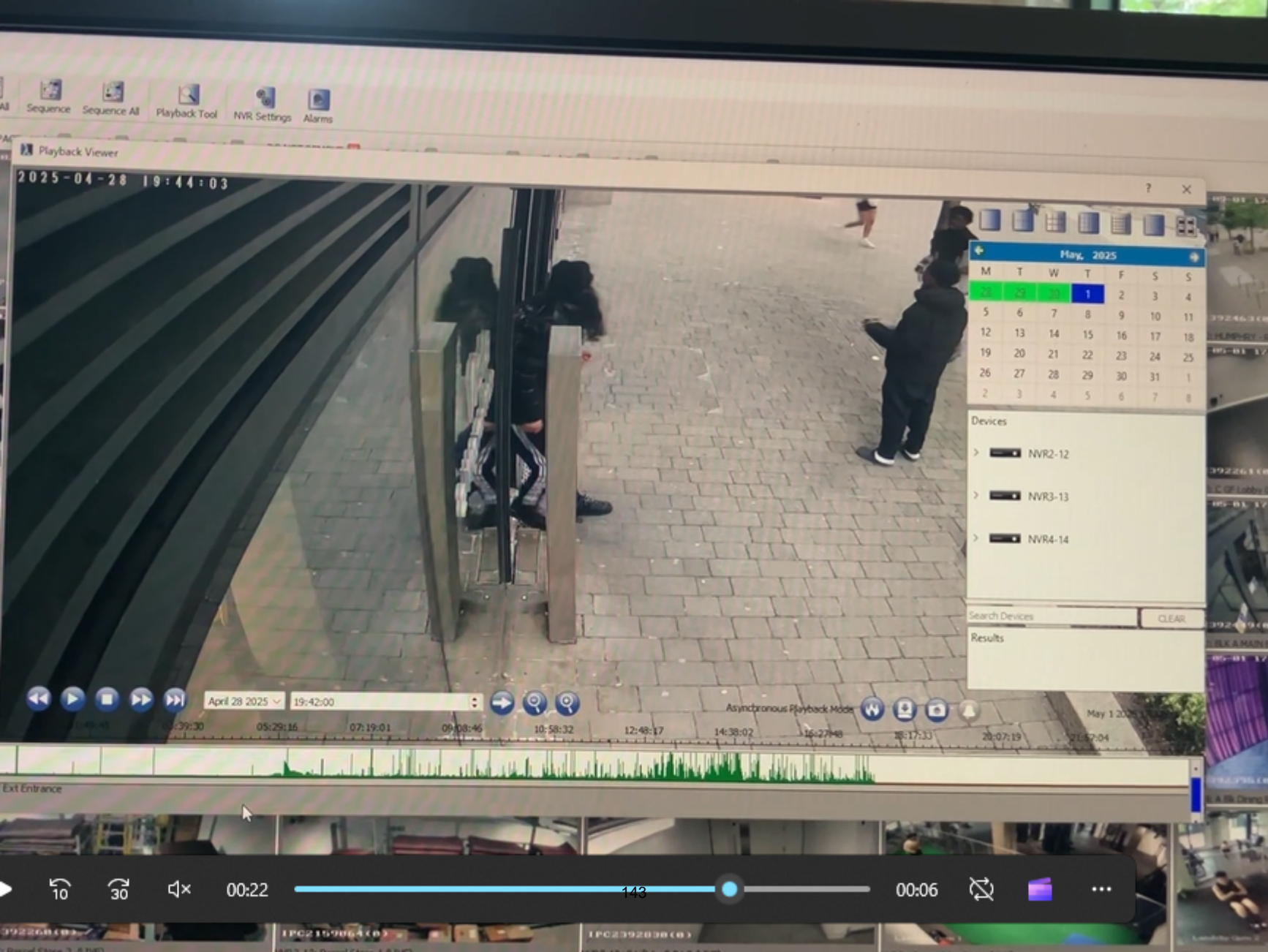

QUINTAIN
LIVING
Add sound
Price: Low to High
Filter by
776 VARLEY
Studio | Furnished
£1,735/MTH
See floorplan
What's incl

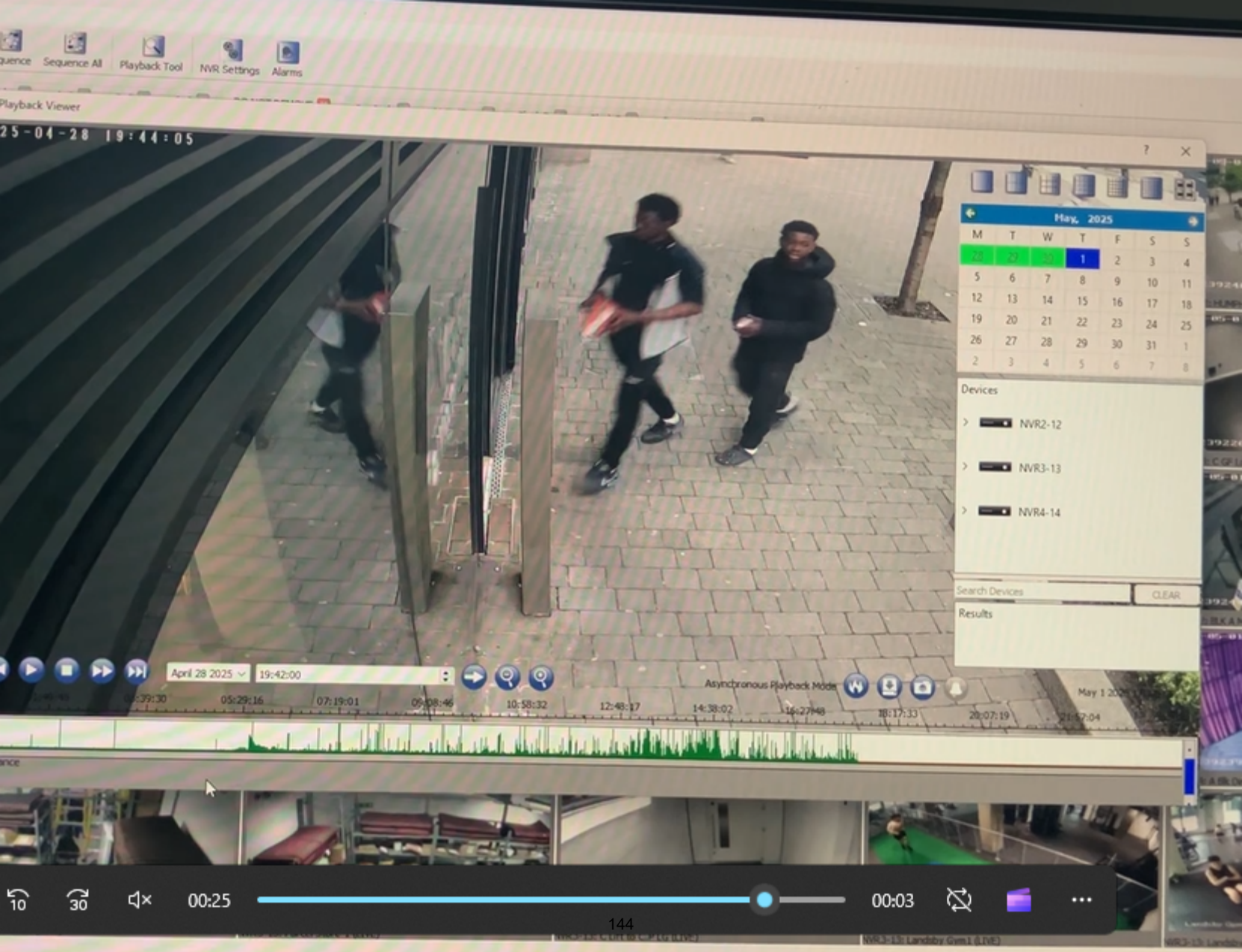

TikTok
@ tobymejhat

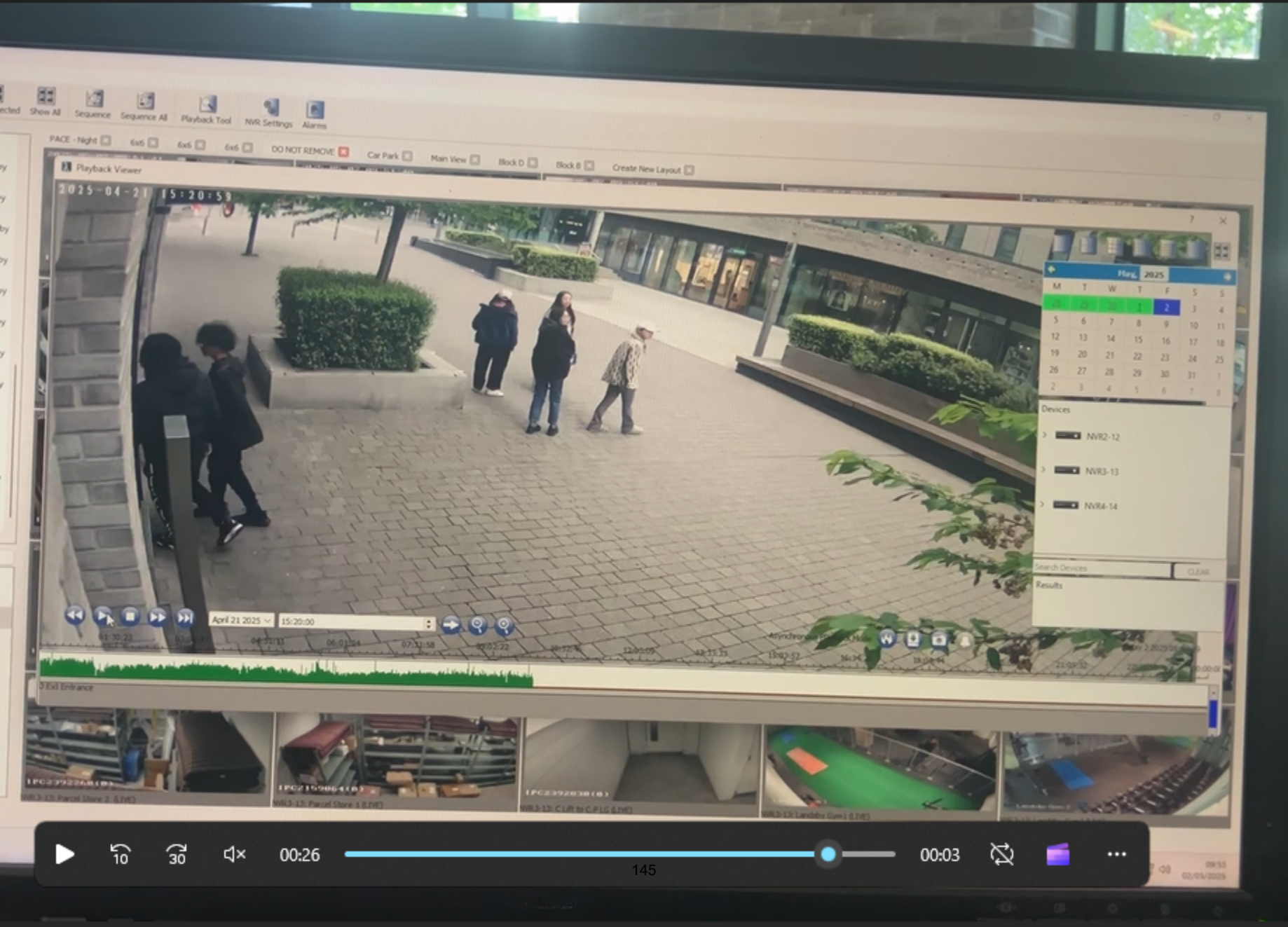

Sequence
Sequence All
Playback Tool
NVR Settings
Alarms
DO NOT REMOVE
Car Park
Main View
Block D
Block B
Create New Layout
Playback Viewer
15:20:54
April 21 2025
15:20:00

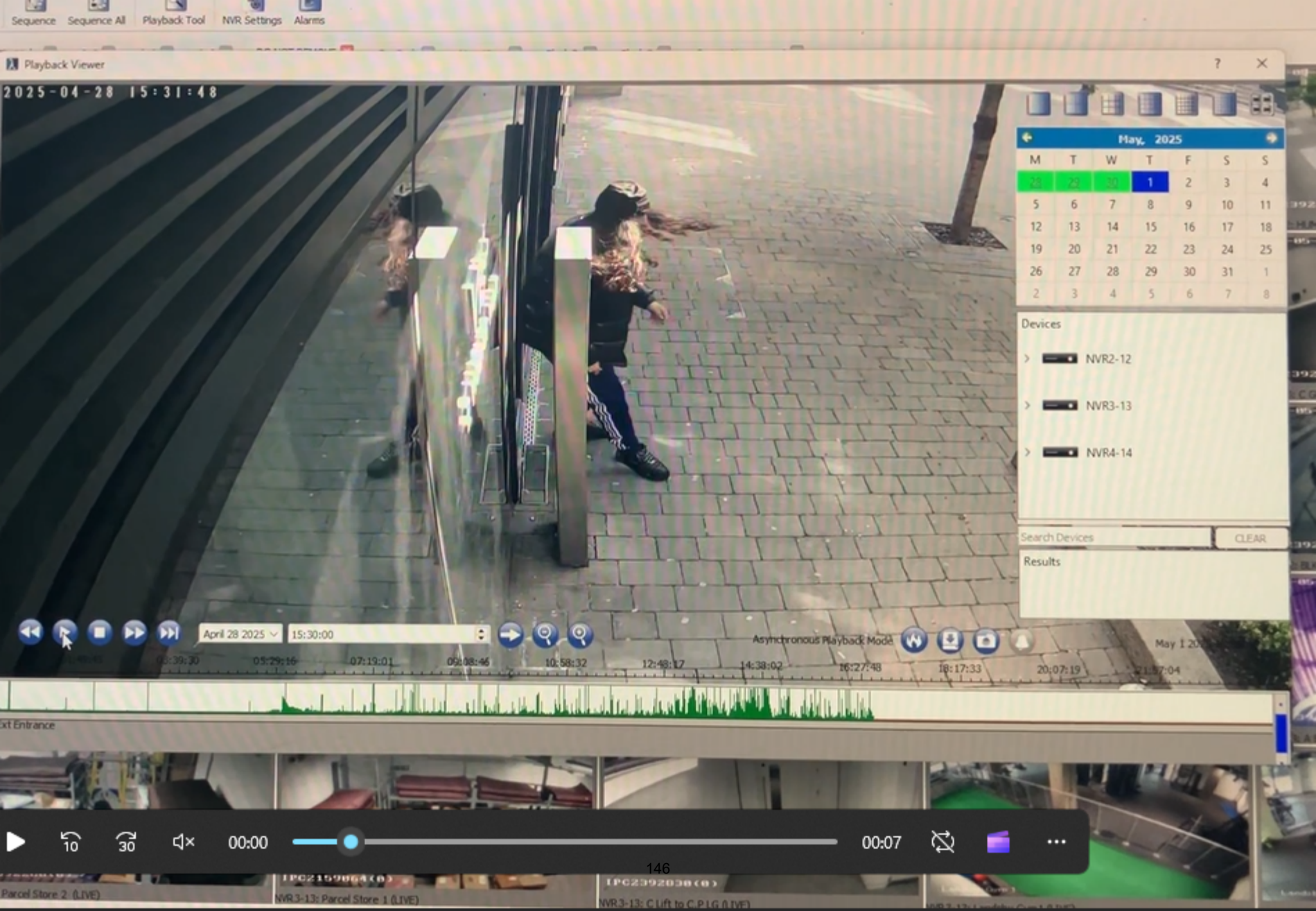
00:21 00:07

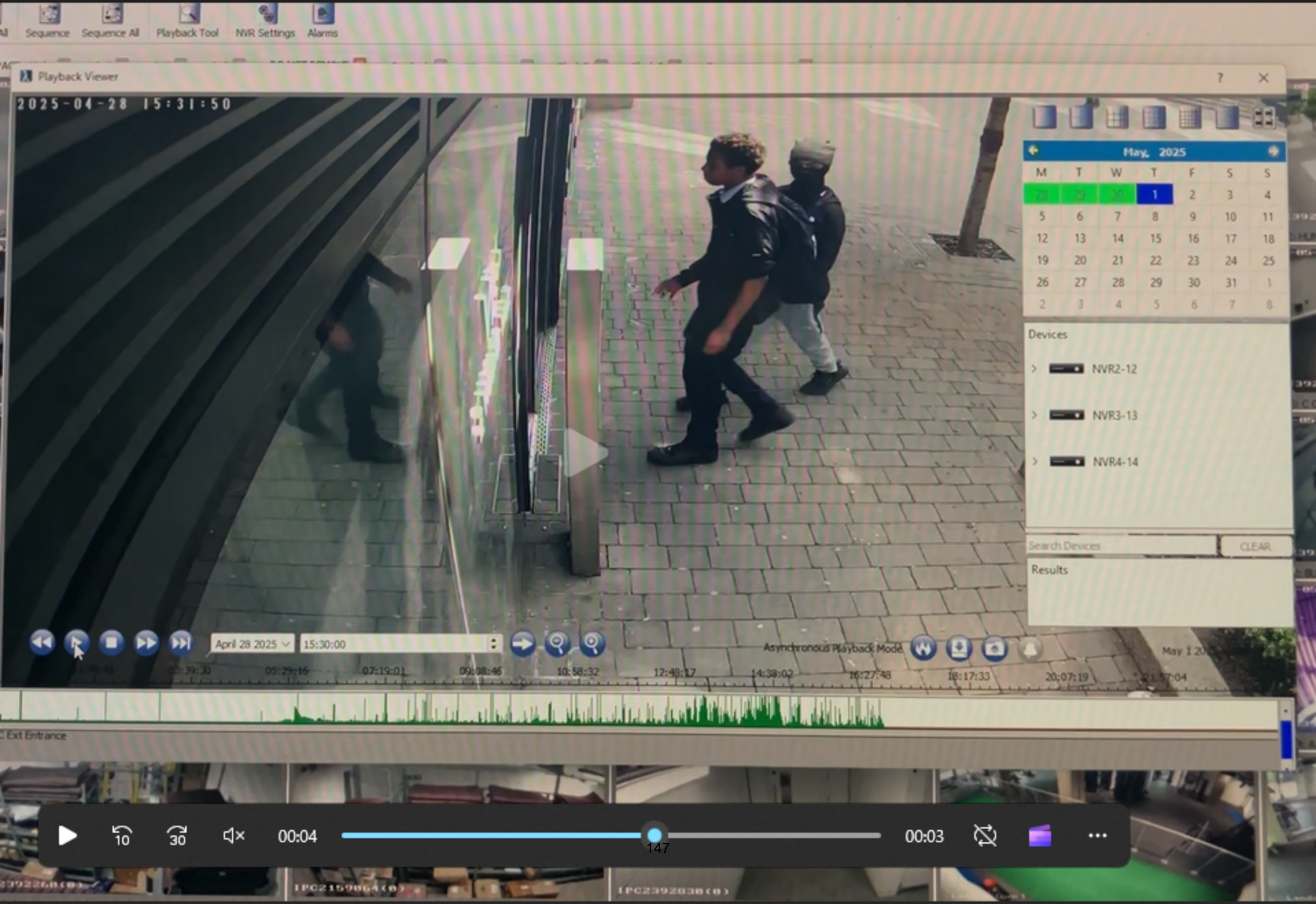

Show All
Sequence
Sequence All
Playback Tool
Milk Settings
Alarms
FACE - Night
6x6
6x6
6x6
DO NOT REMOVE
Car Park
Main View
Block D
Block B
Create New Layout
Playback Viewer
2025-04-24 17:39:49
April 24 2025
17:40:00
Exit Entrance
Search

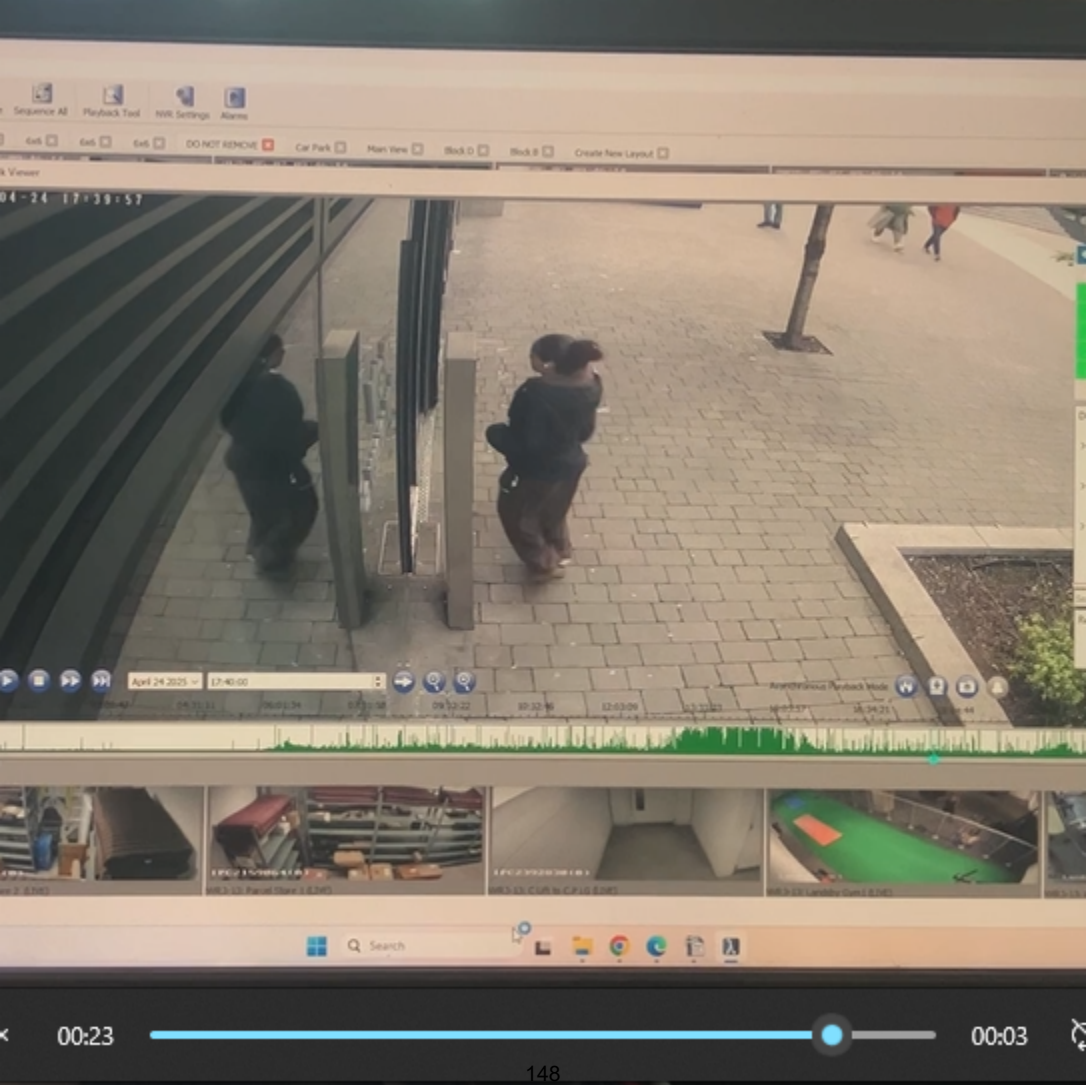

Sequence
Sequence All
Playback Tool
NVR Settings
Alarms
Playback Viewer
2025-04-28 19:44:03
May, 2025
Devices
NVR2-12
NVR3-13
NVR4-14
Search Devices
CLEAR
Results
April 28 2025
19:42:00
Asynchronous Playback Mode
Ext Entrance
00:22
00:06


Sequence All
Playback Tool
NVR Settings
Alarms
Playback Viewer
25-04-28 19:44:05
May, 2025
Devices
NVR2-12
NVR3-13
NVR4-14
Search Devices
CLEAR
Results
April 28 2025
19:42:00
Asynchronous Playback Mode
00:25
00:03


Show All
Sequence
Sequence All
Playback Tool
NVR Settings
Alarms
Playback Viewer
2025-04-21 15:20:50
Devices
NVR2-12
NVR3-13
NVR4-14
Results
April 21 2025
15:20:00
00:26
00:03


Sequence
Sequence All
Playback Tool
NVR Settings
Alarms
Playback Viewer
2025-04-28 15:31:48
May, 2025
Devices
NVR2-12
NVR3-13
NVR4-14
Search Devices
CLEAR
Results
April 28 2025
15:30:00
Asynchronous Playback Mode
00:00
00:07
NVR3-13: Parcel Store 1 (LIVE)


Sequence
Sequence All
Playback Tool
NVR Settings
Alarms
Playback Viewer
2025-04-28 15:31:50
May, 2025
M T W T F S S
1 2 3 4
5 6 7 8 9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30 31 1
2 3 4 5 6 7 8
Devices
NVR2-12
NVR3-13
NVR4-14
Search Devices
CLEAR
Results
April 28 2025
15:30:00
Asynchronous Playback Mode
05:29:16
07:19:01
09:08:46
10:58:32
12:48:17
14:38:02
16:27:48
18:17:33
20:07:19
Exit Entrance
00:04
147
00:03


Sequence All
Playback Tool
NVR Settings
Alarms
DO NOT REMOVE
Car Park
Main View
Block 0
Block 8
Create New Layout
04-24 17:39:57
April 24 2025
17:40:00
Search
00:23
00:03



Case
00207145

Resident Team

Related Unit

1248 Collyer

Details

Notice Period

Additional Information

2nd May 2025
To: Quintain Living
Re: Serving Notice – 1248 Collyer
I am writing to formally serve notice of our intention to vacate the property located at the above address. Our tenancy will end on 19th July 2025, and we would like to confirm that this will be our final date in the flat. However, we would also like to enquire whether there is any flexibility to leave earlier than this date, and if so, what steps would need to be taken.
Additionally, we would appreciate clarification regarding the final rental payment for July, as it will not cover a full month. Please could you confirm the prorated amount due? We would also be grateful to know how long it typically takes for the deposit to be returned following the end of the tenancy and the necessary inspections.
While we have appreciated living in the area, we have unfortunately experienced ongoing issues with the flat and the surrounding premises that have not been adequately addressed. These include:

*

Security concerns: Repeated incidents involving unauthorised youths entering the building and attempting to gain access to the building by waiting for doors to open in multitudes. Despite raising this issue multiple times, no lasting resolution has been found.

*

Noise disturbances: Regular excessive noise from gatherings in the nearby park have made it difficult to enjoy peace and quiet in the home late at night.

Lease Number	Building	Opportunity: Opportunity Name	Unit: Unit Number (Text)	Lease Start Date	Move Out Date	Move Out Comments	Development Name
00006759	Alameda	Jason Wu	631	21/08/2022	20/08/2023	Resident moving due to commute to work being to long. Moving to accomodation closer to job.	Alameda
00006795	Fe3	Kevin McCarthy-	977	11/07/2022	10/08/2023	Resident moving to a different area due to recent stadium events and the impact this has on local services and also security incidents that has been highlighted on social media.	Ferrum
00006879	Madison East	Zainab Nader Jaffar Ibrahim Alfardan	424	05/08/2022	04/08/2024	Resident has noted the following on their move out reasons: Does not feel that the prices at Wembley Park matches the location as central has the same prices Events cause inconvenience Construction around building Antisocial behaviour in the neighbour	Madison
00006888	Fe2	James Armand Tate	965	27/08/2022	26/08/2024	More concerning, however, is the significant decline in safety over the past year. We've witnessed frequent shoplifting, police raids in our building, bike thefts (including our own), Phone The by young men cycling through Wembley and even knife crime in	Ferrum
00007017	Alameda	mohamed souani - Renewal 2022	1014	17/08/2022	31/12/2023	Resident is going to move to another area.	Alameda
00007083	Fe3	Jingya Huang-	574	02/09/2022	26/03/2023	Want to be closer to the underground	Ferrum
00007094	Beton	Duncan Wan	714	29/08/2022	28/08/2023	Residents happy with our service, but decided to leave Quintain due to having multiple issues with their neighbours displaying antisocial behaviour (814 Beton - Section 21 served). Residents also looking for a new job in East London which is why they do n	Beton
00007401	Alameda	Yi Zheng	320	26/08/2022	25/08/2023	Resident likes Alameda (QL) in general, but do not like the area for commuting reasons - there are no direct trains to central london for her.	Alameda
00007615	Alameda	Viacheslav Biriukov	519	03/09/2022	02/10/2023	Residents are going to move to another area in London	Alameda
00007816	Dakota	Kin Sum Yuen	8	18/10/2022		Resident is moving with his friends to Soho, which is more convenient for him as he works in central London.	Montana & Dakota
00007875	Alameda	Yubing Han	531	09/10/2022	08/07/2023	wembley park area in not convenient for the residents anymore, they will be moving to central london	Alameda
00007941	Dakota	Daniel James Salter	29	26/11/2022	25/11/2023	''As for the reasons why we have left early, it's simple, safety. I've shared several times with you when people committed criminal damage and now, with a murder in Wembley Park, it was time to go. I hope you can improve the area and do your best for all	Montana & Dakota
00006163	Fe1	Boris Ortega - Renewal 2022	812	12/06/2022	11/06/2023	Residents want to live closer to Central London.	Ferrum
00006306	Fe2	Marcus Bowerman	962	06/07/2022	05/07/2024	Residents are leaving Wembley	Ferrum
00006409	Seath	Aman Bansal	959	20/06/2022	19/06/2024	Residents bike was stolen from cycle store, so now does not feel safe living within this area.	Canada Gardens
00006467	Fe3	Anthony Aslan	876	03/06/2022	02/06/2025	Moving out of wembley park	Ferrum
00006587	Fe1	Anna May Mouzouri	516	10/08/2022	09/08/2023	Residents advised that the price increase is a factor but also the fact that they don't feel safe in this area.	Ferrum
00006664	Fe3	Donovan De groot	1375	01/07/2022	30/07/2023	N/A	Ferrum
00003915	Alameda	Niki Swali	701	25/09/2021	24/09/2024	I have spoken to the residents and they said they wanted to move closer to Central London. They also mentioned that the price of their new apartment in Central London is the same as what we offered with concession.	Alameda
00003939	Alameda	Jingqi Zhu-	1110	15/09/2021	14/09/2022		Alameda
00004313	Landsby West	Leroy Nunes	611	11/11/2021	10/11/2023	''There are a number of reasons we are leaving but the main 2 ones are the fact living so close the stadium has been unbearable. We were told by the residents team that there would only be 9 events a year but that's obviously not the case. We are not from	Landsby
00004435	Alameda	Andrea Nordberg Naess	1411	30/09/2021	10/07/2023	Residents want to be closer to east London since there is more opportunities within the music industry and art scene. They also mention that they had some good years here and are thankful for the experience at Alameda.	Alameda
00004652	The Robinson West	Kai Widdrington	1206	19/10/2021	03/06/2022		The Robinson
00004750	Fe1	Oleksiy Shkurka-	1145	11/12/2021	10/12/2023	the resident loves the apartment but is not happy with the area. She is feeling unsafe.	Ferrum
00004842	Collyer	Dumisani David Vilakazi	1247	14/11/2021	21/04/2024	Resident Wanted to move closer to place of work. Wembley Park is too far according to the resident - Works in Charing Cross.	Canada Gardens
00004906	Lismer	Dona Roshni Mishel Gunasekera Wisnakadawalage	1036	01/12/2021	30/11/2024	We have enjoyed a lot living in Quintain for the most part but in the recent months, the security of the buildings has completely disappointed us. From Non-resident teens coming on our floors and spitting everywhere, smoking weed in the stairs as well ins	Canada Gardens
00005008	Thomson	Oey Michael Julio Kevin-	906	26/11/2021	25/11/2023	Michael has let us know that he personally feels as though Wembley Park is too crowded and busy - over-populated. Will be moving to a more rural/suburban area. He has also said that he enjoyed his time at QL but it is too busy around the area to be a stab	Canada Gardens
00005208	Alameda	Siwar Lahyou-	702	13/12/2021	12/12/2024	Resident feels that the area is crowded and it is too far from Central London for her liking. She also does not enjoy the amenities in the area, such as restaurants/ LDO etc.	Alameda
00005261	Alameda	Capucine Mabika-	330	20/12/2021	19/12/2023	Resident is unhappy with the area given the recent stabbing situation.	Alameda
00005331	Landsby West	Parashqevi Pandazi	1503	05/02/2022	10/02/2025	Resident wanted us to match an offer from private rental company that was not possible. Resident also frquently placing the apartment in Air B&B. Also suggesting that the price is too high for the area.	Landsby
00005385	Landsby East	Dan Moss	1404	20/01/2022	19/01/2025	Residents will move to adifferent area.	Landsby
00005543	Fe2	Jaideep Anand Deshpande	161	30/01/2022	10/06/2023	Resident is looking to find a house in a quieter area as they have a child and they find event days too busy.	Ferrum
00005654	Fe2	Shahin Tomas Al-Sharae	766	14/02/2022	13/02/2025	Residents want to move to a different area as they looking for cheaper areas in london	Ferrum
00005719	Fe2	Kefeng Huang	360	24/02/2022	23/07/2023	Resident is moving closer to their university as they find the commute too long	Ferrum
00005905	Seath	Rishabh Agarwal	453	31/03/2022	30/03/2024	The reason is our daughter has gotten a school admission in another area.	Canada Gardens
00006056	Collyer	Kristof Mariën-	248	25/04/2022	24/04/2023	Resident is moving to St Albans.	Canada Gardens
00006101	Madison West	Mariama Abubakari	1113	30/04/2022	22/03/2025	Resident is moving out of London due to ongoing issues with her child who is known to have trespassed our buildings; she believes it is due to the area and other teenagers he met in neighbouring buildings (Lexington & Bowery) .	Madison
00002877	Beton	Geraldine Bourke-	410	31/03/2021	19/06/2022		Beton
00003470	The Robinson West	Hannah Elizabeth chisholm-	1005	13/09/2021	12/07/2023	Resident was looking for a studio or 1 bed apartment closer to the station due to the recent security incidents in the area. Carried out a self guided viewing in Repton Gardens and was not happy with the condition. Advised it looked like the apartment has	The Robinson
00003484	Montana	Elisa Rossini - Renewal 2021	36	06/09/2021	05/06/2023	Needed a change of scenery and moving closer to work in London bridge	Montana & Dakota
00003509	Beton	Destiny Waverlee Ashlee Thomas-adams-	1005	14/08/2021	31/05/2024	Residents were unhappy with trespassers gaining access to the building repeatedly. The issue was exacerbated by the main entrance and lift lobby door not working at various points since November 2023.	Beton
00003546	Fe1	Claudia Sisa-	231	01/09/2021	31/08/2024	The area doesn't feel safe anymore especially with a little kid - residents feel unsafe due to all the kids roaming around and crowds at event days	Ferrum
00003553	Fe1	Sthefanye Cristina Pitondo-	913	07/08/2021	06/08/2024	Resident said that place is just no longer convenient as a family due to commuting and many events in the area.	Ferrum
00003573	Alameda	Edward Isaac Chalu - Unit Swap 2021	1301	31/08/2021	31/08/2022		Alameda
00003718	Alameda	Ziyu Yuan-	224	16/10/2021	15/05/2022		Alameda
00003781	The Robinson West	Roshini Korrapati	1207	01/09/2021	31/08/2022		The Robinson
00011092	Landsby West	Irene Gomez	401	14/11/2023	13/11/2024	Leaving the area	Landsby
00011164	Fe1	Serge Bushoki Amani	836	08/11/2023	07/11/2024	Moving out of area	Ferrum
00010216	Beton	Kevin Vendel - Unit Swap 2021 - Renewal September 2023	1106	11/09/2023	10/09/2024	Resident decided to terminate his tenancy due to the trespasser incidents in Beton. (Concessions have been offered) I called him to find out if he would be interested in a unit swap to another development but he said he does not want to live in Wembley Pa	Beton
00010605	Collyer	Aliaksandr Klimasheuski- - Renewal October 2023	1242	31/10/2023	30/10/2024	Unfortunately, due to increasing concerns about safety in the area and the rising level of anti-social behaviour from some of the neighbours, we feel it's time for us to move to a quieter location.	Canada Gardens
00010624	Fe3	Emily Aguiar Nery-	882	15/09/2023	14/09/2024	Moving to central London	Ferrum

00010671	Beton	Xingchen Guo	608	15/10/2023	14/10/2024	Residents are unahppy with the number of kids in the area who have hurled abuse and thrown things at them when they were out. This has left the residents feeling unsafe in Wembley and are moving to another location altogether. Residents are not interested	Beton
00010790	Landsby West	Xinyi Tian	215	05/11/2023	04/11/2024	Resident living the area to move with her boyfriend.	Landsby
00010798	Alameda	Kunwardeep Khanna	810	30/09/2023	29/09/2024	Resident has served notice as they are unhappy with the frequent events and have informed that some events are really loud.	Alameda
00010834	Birch House	Scott Monks	322	28/09/2023	19/06/2024	Resident wasn't happy about retailers working in our buildings and the noise that it causes	Repton Gardens
00010890	Fe3	Aron Bleier	1173	05/10/2023	16/10/2024	Moving out of this area with someone	Ferrum
00010947	Beton	Irina Ciorobea - Renewal October 2023	701	21/10/2023		Residents decided to terminate their tenancy due to the broken front door, constant trespasser incidents and Stadium events. They said the rent is also too high even though the 3% concession was offered. Residents decided to cancel NTV as the new apartme	Beton
00010963	Fe2	Mutaa Enakou	267	12/10/2023	26/10/2024	Residents moving out of wembley	Ferrum
00010965	Landsby West	Achraf Hima-	402	12/10/2023	11/12/2024	Resident looking for cheaper place in another area. It was m2m and comunication went missing before.	Landsby
00011013	Alameda	Raymond Bryer-	902	18/10/2023	17/10/2024	Residents decided to terminate their tenancy due to a domestic violence incident that happened next door. Residents comment: "We could never continue to live in this apartment block that necessitates the Police being called, in regards to one of your unr	Alameda
00011016	The Robinson West	Marnin Joseph Romm	1006	17/10/2023	24/11/2023	Comments from resident about early termination. Moving to Brentford. Sorry it has taken me a few days to get back to you as I've desperately been doing my utmost best to try sort out my unimaginable personal issues out that have literally all occurred	The Robinson
00011029	Beton	Laura Lovell-Anderson- - Renewal December 2023	1103	01/12/2023	31/10/2024	Resident had altercations with trespassers in the area and as a result, requested to early terminate with no EBFs. They do not feel safe in Wembley.	Beton
00008761	Collyer	Qurat Ul Ain	848	15/04/2023	14/04/2024	Resident will be relocating to a different area	Canada Gardens
00008773	Seath	Insaf Latypov	355	29/04/2023	28/04/2024	resident will be relocating elsewhere, as he's not happy with the area	Canada Gardens
00008808	Birch House	Sarah Shakespeare-	424	24/04/2023	08/06/2023	Resident Unhappy with the area	Repton Gardens
00008894	Birch House	Paige Wilkins	1035	24/05/2023	23/05/2024	Moving to countryside	Repton Gardens
00008972	Beton	St Mary's Bryanston Square with St Marks St Marylebone - Renewal 2023	905	20/06/2023	19/06/2024	Apartment is not needed anymore. The tenant also mentioned that she was not happy about the trespasser issue and broken front door in Beton.	Beton
00009181	Fe2	Aparajita Roy-	1051	07/06/2023	06/06/2024	Resident moving area	Ferrum
00009183	Cherry House	Aliou Diop-	204	30/06/2023	07/07/2024	Moving to a bigger flat outside of London	Repton Gardens
00009446	Fe2	Amy Everall	863	01/07/2023	30/06/2024	Moving area as they want to be closer to their friends and family and Wembley is far out for them	Ferrum
00009475	Alameda	Christopher Wilson - Renewal 2022 - Renewal August 2023	812	31/08/2023	30/08/2024	Resident enjoyed his time here in Alameda but looking to move out of London.	Alameda
00009481	Alameda	Xiuzhi Zhou	617	26/08/2023	25/08/2024	Resident would like to move closer to Central London, he said Wembley Park is too far.	Alameda
00009782	Beton	Jack Nuttall - Renewal August 2023	805	28/08/2023	27/08/2024	Residents decided to relocate as the area is way too crowded on Stadium event days.	Beton
00009865	Aspen House	Jance Rubinchik - Unit Swap 2023	241	05/08/2023	04/08/2024	Wembley stadium days, overcrowded streets, rent to high considering the restrictions on event days, dog runs over run and loud	Repton Gardens
00009868	Landsby West	Xiaohang Zhu-	508	17/09/2023	16/05/2024	Residents are moving to cemntral London	Landsby
00009908	Beton	Meixi Meng	501	15/08/2023	14/02/2024	Resident is unhappy with the area and the security of the building, and thus will be moving outside of Wembley on lease end date.	Beton
00008659	Fe2	Mikael Geletsian	761	28/04/2023	19/07/2023	Resident advised he really likes Ferrum, but he is looking for a different location. He didn't mention anything bad about Wembley Park, he just said looking for a different location.	Ferrum
00008698	Landsby East	Melissa Berlanga Paniagua - Renewal 2023	301	15/04/2023	14/04/2024	Wembley Park location is not longer convenient	Landsby
00009002	Alto	Natalie Silvey - Renewal 2023	66	01/07/2023	31/12/2023	Residents are moving to different area.	Alto
00009083	Beton	Akriti Jain	1114	21/06/2023	20/06/2024	Resident will be leaving at the end of their tenancy as the apartment is no longer needed. The tenant has also expressed disappointment regarding the issue with trespassers and the broken front door at Beton	Beton
00011245	Thomson	Amro Magdi Mahmoud Sayed Khalifa- - Renewal December 2023	2212	03/12/2023	02/12/2024	Residents have made a number of comments regarding the security of area, despite being offered concession has decided to not renew	Canada Gardens
00011491	Landsby East	Abdelrahman Alhadhrami - Unit Swap 2023 - Renewal March 2024	1207	01/03/2024	24/03/2025	Moving to a diffeent area	Landsby
00011503	The Robinson South	Charlotte Elizabeth Collings	1027	27/01/2024	26/01/2025	Residents are moving to a more suitable location for work	The Robinson
00011585	Fe1	Kimberly Rodger- - Renewal February 2024	737	20/02/2024	19/02/2025	Residents moving to East London. Just looking to live in a different area.	Ferrum
00012154	Landsby West	Audacia Capital (Ireland) PLC - Renewal June 2024	1302	15/06/2024	14/01/2025	Resident thinks the price is too high for the area and thinks we have too many dogs.	Landsby
00012159	Landsby West	Laura Farrugia	111	31/05/2024	30/11/2024	Residents will leave the area	Landsby
00012161	Fe2	Talya Wigelman	1458	31/05/2024	30/05/2025	Leaving area - would like to move closer to central london	Ferrum
00012172	Madison West	Yuchen Bai	908	17/04/2024	16/04/2025	Too far for resident to travel to from Uni.	Madison
00012268	Landsby West	Navvya Arya- - Renewal June 2024	614	08/06/2024	08/09/2024	Residents are moving out from the area.	Landsby
00012329	Fe3	Runyu Wang	571	30/04/2024	29/04/2025	Price too high for the area, cheaper properties in zone 2	Ferrum
00012459	Collyer	Matthew Maybury	1248	19/07/2024	18/07/2025	Security concerns: Repeated incidents involving unauthorised youths entering the building and attempting to gain access to the building by waiting for doors to open in multitudes. Despite raising this issue multiple times, no lasting resolution has been f	Canada Gardens
00012871	Lismer	Kefan Chen-	435	25/06/2024	24/06/2025	Residents are moving outside of Wembley, citing concerns with the area.	Canada Gardens
00012996	Lismer	Tomas Aldrin - Renewal July 2023 - Renewal July 2024	1231	15/07/2024	14/07/2025	"Unfortunately due to recent issues with people trespassing the premises and other issues we had right underneath our apartment we have decided that this area can't provide the level of safety that we expect, even issues with parcels being stolen from the	Canada Gardens
00013109	The Robinson South	Jesse Gerscher Connelly - Renewal July 2024	824	16/07/2024	15/07/2025	Resident moving to a more central location, with cheaper rent prices.	The Robinson
00013562	Landsby West	Emmanuel Oghenetega Orogun - Renewal August 2024	105	26/08/2024	25/11/2024	Leaving the area	Landsby
00014584	The Robinson South	Devyani Devyani	1633	10/10/2024	09/04/2025	Moving away due to increased number of tresspassing	The Robinson
00014585	Jackson	Georges Hilal Jequis	364	27/09/2024	07/03/2025	Resident mentioned the increase crime rate in the vicinity of the Sainsbury's supermarket, where they typically do their grocery shopping is the main reason they are leaving.	Canada Gardens
00014842	Fe3	Angelica Bizzotto- - Renewal October 2024	1577	10/10/2024	12/04/2025	Resident was not aware how much stadium events would affect them and want to move to a different area of London	Ferrum
00014935	Fe2	Vikrant Dhadda	664	24/10/2024	23/01/2025	Resident likes the apartment and had a nice experience living with Quintain but wants to move to a different area as they would like to experience living in different areas within London	Ferrum
00015187	The Robinson South	Mohammad Amir Mohamadi- - Renewal November 2023 - Renewal December 2024	1623	15/12/2024	18/02/2025	Resident had a safety issue which caused concerns hence moving out	The Robinson

RETENTION SURGERY

CANADA GARDENS, FERRUM, LANDSBY, LUNA, MADISON, REPTON GARDENS, THE ROBINSON

Q1 2025

QUINTAIN LIVING



TO REVIEW TODAY

1. **Progress against Retention KPI's**

2. **Summary of Q1 performance & learnings** (Including new look action plan with updated 2025 pillars)

    - With Q2 Actions & Including a continued specific focus on trespassing and Security plus an update on maintenance progression.

3. **Deep-dive on Q1 performance where necessary:**

    - Reasons for leaving & learnings
    - NPS results
    - Review/rating results
    - Review collection incentive
    - Events & Partnerships activity

2025 RETENTION KPIS

ONBOARDING & MOVE IN

MOVE IN NPS
35 > 45 NPS

Q1	Q2	Q3	Q4
52			

MOVE INS FREE FROM MT CASES
KPI 50%

Q1	Q2	Q3	Q4
74%			
Average 74% YTD			

OCCUPIED UNITS YTD (no./ %vs BGT)
BUDGET 2705

Q1	Q2	Q3	Q4
2730			
+1%			

ACTIVE RESIDENTS ON APP
KPI 90%

Q1	Q2	Q3	Q4
90%			
90% YTD (89% Q1 YOY)			

IN RESIDENCY

RENEWAL RENTAL GROWTH %
KPI 5.6% YTD

Q1	6.1%	**Q2**	%	**Q3**	%	**Q4**	%
Q1 NER	3.2%	**Q2**		**Q3**		**Q4**	

ANCILIARY REVENUE %
1.32% YTD

Q1	1.49%	**Q2**	%	**Q3**	%	**Q4**	%

MID TERM NPS
20 > 25

Q1	Q2	Q3	Q4
33			

REVIEWS
KPI 4.0

P	Q1	Q2	Q3	Q4
H	4.1			
TP	3.6			
G	4.1			

PARTNERSHIP REV
£13K

Q1	Q2	Q3	Q4
10.5k			
-22.9%			

MT CASE SLA
KPI 95%

Q1	Q2	Q3	Q4
65%			
65% YTD			

E-NEWSLETTER OPEN RATE
KPI 62%

Q1	Q2	Q3	Q4
61%			
61% YTD (65% Q1 2024)			

EVENT ATTENDANCE
KPI 35%

Q1	Q2	Q3	Q4
5%			
5% YTD			

RENEWAL & MOVE OUT

RENEWAL CONVERSION RATE YTD
51%

Q1	Q2	Q3	Q4
52%			

REASON FOR LEAVING
KPI 25% > 20%

Q1	Q2	Q3	Q4
20%			
Average YTD 20%			

EXIT NPS
KPI -5 > 10

Q1	Q2	Q3	Q4
12			

CHURN
KPI 60%

Q1	Q2	Q3	Q4
42.3%			
42.3% YTD			

SUMMARY – UPDATED PILLARS IN 2025

Key Strategic Pillars 2025	Reasons for Leaving	Deliver the CX Basics	Process
	Identifying the themes and why residents leave us, through reviewing NPS, NTVs and reviews feedback.	Deliver core SLAs that underpin our customer experience, to ensure we get basics right.	Focus on improving our operational processes to the benefit of our resident experience.
Q1 learning	• Q1 2025: 20% of leavers were with in our control vs 22% in 2024, improvement YoY by 2%pts. • This is a total of 63 residents, of which: • X23 Can no longer afford. • X10 Leaving `unhappy with Area'	• MT KPIs 'Maintenance case free' moved from 63% in Q4 2024 to 74% in Q1 2025. 106 maintenance cases raised , 88 0f which related to white goods. • MT KPIs 'Completed within KPI' moved from 53% in Q4 2024 to 65% in Q1 2025. 3143maintenance cases raised. • Top 3 were white goods (742), Plumbing (492) & furniture (329).	• Deposits: £85k of cleaning and damage costs recovered from EOT charges YTD, +335% vs Bgt YTD. (YTD 95% Recovery rate) • Renewals: 489 renewal opportunities YTD, of which 252 conversions, 52%, +1% vs bgt YTD. • YTD – MI: 295. MO: 289 Total: 584 Welcome's & Goodbye's.
Q2 Actions	• We continue to see trend NTVs due to trespassing and Security. We have established key objectives for 2025 that will support proactively combat the challenge. • NEW PROJECT: We are engaging with a solicitor partner to support drafting a formal request for an injunction. • Vulnerable door project, identifying weak spots and improving our security. • Working collaboratively with local Police and Brent to improve safety within Wembley Park and our QL buildings.	• The maintenance manager has been on long term sick since January. We now have a secondee in place as of April 1st to manage the maintenance team until the end of 2025. • A change to maintenance resource deployment has been implemented. • Working with Samsung to help the team test white goods more effectively during refresh. • A team incentive programme is being developed to reward the team/development that closes the most cases within SLA . • Recruit for the 5 open maintenance operative positions. • We continue to work with HR regarding departmental sickness. Q1 2025 we saw 40 sickness days which is a 10% improvement on Q1 2024.	• Renters Rights Bill Project: Identifying Gaps within our processes and scoping out our work stream, setting up for success. • Utilising inventory software within MRI to support stock handling and case resolution. • Reorganisation of workshops & hubs, organizing and clearing up product and shelving. • Improvement in MT SOPs, (example: door battery change) improving the process to decrease cases workload and therefore resident frustration. • Working with Samsung to provide training and feedback to the MT so that appliances are checked effectively during the refresh process to reduce the number of white goods cases raised.

Underpinning Pillar 2025	People: Customer Centric Focus
	Delivering exceptional service for your residents through people serving people.
Q2 Actions	• Review induction/ onboarding matric, ensure its still aligned to objectives and provides enough focus on a customer centric mindset. • Restructure of MT team, defining accountability, allocating SMO's portfolio and designated line reports. • Recruitment of key MT vacancies, specialist roles to support broaden the MT skillset. (Appliance) • Update the SMO's & MO's Skills Matrix, each and all MOs to have a live PDR, with clear view of department objectives and PDP focuses based on skills gaps • Improved recognition of MOs & MT achievements. Improving WGLL and driving positive change in culture.

SUMMARY – SECURITY

Key Strategic Pillars 2025	Trespassing & Security
	Action Plan
Q1 Update & Q2 Actions	• Live Actions: • Maintain open communication with residents, keeping them informed of ongoing security enhancements and reminding them to report any trespassing incidents to the Resident Team (RT). • Collaborate with Wembley Park Security and local police, ensuring they are briefed on recent incidents, tracking CAD references, and sharing live data on hot spots and emerging trends. • Utilise PCSO patrols alongside Fire Marshall (FM) to increase visible security presence within developments. This will also support the issuing of Banning Order Notices to aid in the removal of repeat offenders from the estate. • Update Wembley Park Emergency Planning Officers (EPOs) when trespassers are removed from developments so they can be escorted off the estate. • Conduct a review of all vulnerable doors across the estate and compile an action list for necessary security improvements. • Increase security presence at key hot spots, deploying guards reactively to manage the rising frequency of incidents and reduce their occurrence over time. • Strengthen daytime security coverage during the half-term period to proactively deter increased trespassing. • Ensure all RT team members complete ASB (Anti-Social Behaviour) training to improve response strategies. • Review and update the Trespassing Standard Operating Procedure (SOP) to ensure it remains relevant, effective, and emphasises comprehensive incident reporting. • Remove furniture on doors identified as high-risk (if applicable) to reduce the frequency of trespassing. • Assess additional security measures required for vulnerable doors to enhance protection. (Completed for Robinson & Madison) • Solenoid Bolts. • Increased Mag lock strength • Increase frequency on patrols to identify damaged doors and expedite repair, decreasing the incentive to trespass. • Pending Actions: • Process in place to apply for an injunction, enabling QL to have more legal actions within our armoury to combat the ongoing trespassing challenges across the region. (Current stage, initial meeting held - Evidence is being provided to Solicitors to build case) • Working with a consultant (design out) to review region security landscape and obtain further data and advise on reasonable actions to support further in decreasing the frequency of trespassing and pro-active actions to limit trespasser movement if they tailgate.

REASONS FOR LEAVING – Q1 2025 VS Q1 2024 – BASED ON NTV DATE

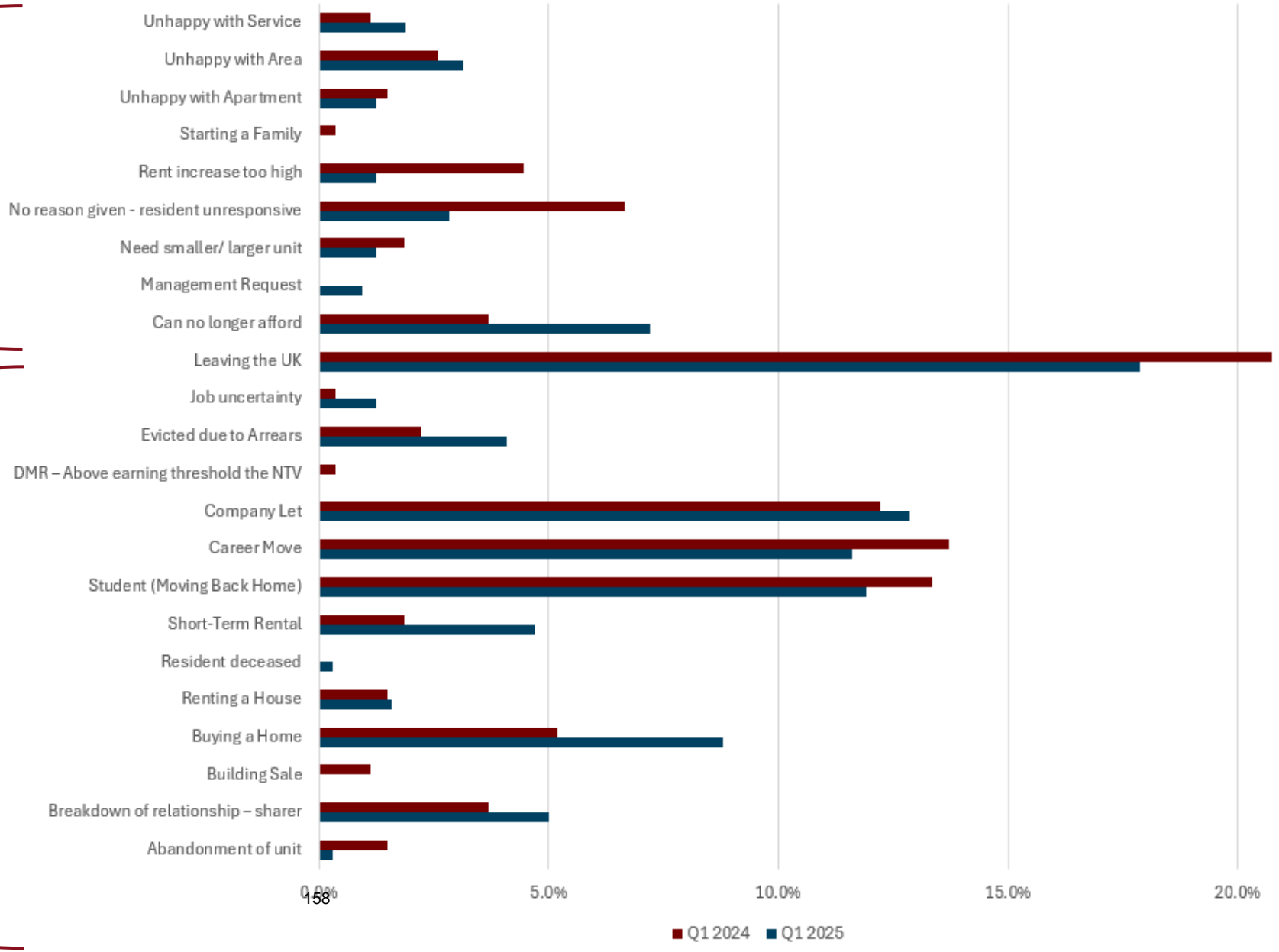
Total NTV's in Q1
Q1 2025: 319 excluding US
Q1 2024: 270 excluding US

Reasons for leaving we can control
Q1 2025: 20% of leavers/63 residents
Q1 2024: 22% of leavers/60 residents

- Fewer residents leaving due to rent increase too high
- More residents leaving due to can no longer afford
- More resident leaving due to unhappy with area / service

Reasons for leaving we cannot control
Q1 2025: 80% of leavers/256 residents
Q1 2024: 78% of leavers/210 residents

- More short-term rentals / company lets
- More resident buying a home



NB unit swaps were deleted from this data as the residents are not leaving QL

Q1 LEARNINGS & Q2 ACTIONS

#	Reason for leaving we can control	What specifically?	Strategy to improve
1	**Can no longer afford** (7.2% of total leavers/23 residents)	• Cost of living is increasing. • Reviewing the specifics of the notices most common reasons and trends are loss of jobs or other significate changes in personal circumstances which now mean they can't afford rent levels with-in Wembley Park &/or they're now priced out of BtR schemes. • DMR Notices have increased recently with resident not able to afford the DMR uplift.	✓ We have the most recent renewal value cheat sheet, will continue to utilise. Also, our team are the difference and where the key value of our proposition lies, therefore all Team Members have been refreshed on customer service training. Take the resident experience forward and maintain a relevance. ✓ Also, we had an early bird strategy in place for Q1 (Repton, Ferrum & Robinson)
2	**Unhappy with area** (3.1% of total leavers/10 residents)	• Feedback is themed on security in area, with residents primarily frustrated with tailgating or security incidents in local area, also event day disruption has been mentioned. Residents have also advised that they are able to find similar priced apartments in zone 1 or 2.	✓ We have evolved our trespassing action plan, refreshed all team member on the action plan, also introduced additional door locks to improve security.
3	**No reason given (resident unresponsive)** (2.8% of total leavers/9 residents)	• Decrease QoQ, Team will continue to request more details as part of their investigation to establish the resident's reason for leaving to support any additional steps we need to do to rescue the NTV.	✓ Echo the importance to team of obtaining an NTV reason. The data support informed decisions to improve the service we provide and improve and evolve our resident experience.
4	**Unhappy with Service** (1.9% of total leavers/6 residents)	• Delays with maintenance and finance queries.	✓ Reassessing the SLA's relating to maintenance case resolution. Actively working to resolve cases where parts or external contractors aren't required, combined with the wider action plan on slide 4.
5	**Rent increase too high** (1.6% of total leavers/4 residents)	• 3 WPR apartments, 1 OMR – The loss to lease has increased to a level that no longer supports maintaining the current net effective rent. An adjustment was necessary to align rents more closely with market rate.	✓ A new resident has been secured for the OMR unit at full market rent, with no concessions offered.

All other reasons for leaving we can control are below 1.6% of leavers

NPS FEEDBACK SUMMARY

	MOVE IN					IN RESIDENCY					RENEWAL					MOVE OUT				
	Q1	Q2	Q3	Q4	BGT	Q1	Q2	Q3	Q4	BGT	Q1	Q2	Q3	Q4	BGT	Q1	Q2	Q3	Q4	BGT
Response rate YTD	15%					7%					10%					11%				
No. Completed YTD	63					131					31					42				
Current Score YTD	52					33					44					12				
NPS YTD 2024	27					25					0					0				

AREAS INFLUENCING Q1 SCORE

MOVE IN

✓ Leasing Team (46%)
✓ Apartment design (46%)
✓ Location (38%)
✓ Transport (32%)
✓ Reduced deposit (25%)
✓ Amenities (25%)
✓ No fees (19%)
✓ Total 63 surveys completed

- Maintenance resolution time (3%)

IN RESIDENCY

✓ The Resident Team (15%)
✓ Design (2%)
✓ 131 surveys completed

- Maintenance rectification time, cleanliness (9%)
- Security (5%)
- Price (5%)

RENEWAL

✓ Resident Team (25%)
✓ Neighbourhood (3%)
✓ Leasing (3%)
✓ Safety on event day (3%)
✓ No rent increase (3%)
✓ Total surveys completed 25

- Renewal email unclear (12%)
- Long admin process (6%)
- Lack of window cleaning (3%)

MOVE OUT

✓ Resident Team (25%)
✓ Maintenance (3%)
✓ App (3%)
✓ Communal areas cleanliness (3%)
✓ Total 42 surveys completed

- Security (30%)
- Accounts response time (15%)
- Price (15%)
- Maintenance rectification time (10%)
- Resident Team (8%)

REVIEWS SUMMARY YTD

	GOOGLE					TRUSTPILOT					HOMEVIEWS				
	Q1	Q2	Q3	Q4	BGT	Q1	Q2	Q3	Q4	BGT	Q1	Q2	Q3	Q4	BGT
Total Review YTD	82					36					11				
Current Score YTD	4.1					3.6					4.11				
2024 Score YTD	3.9					3.3					4.09				

AREAS INFLUENCING Q4 SCORE

GOOGLE	TRUSTPILOT	HOMEVIEWS
✓ The Resident Team (72%) ✓ Building amenities (11%) ✓ Resident Events (7%) ✓ Quality of apartments (3%) ✓ Maintenance Team (3%)	✓ The Resident Team (66%) ✓ Leasing Team (30%) ✓ Resident Events (18%) ✓ Quality of apartments (15%) ✓ Facilities (10%)	○ *Total of 11 Reviews YTD due to focus on other platforms* ✓ Resident Team (82%) ✓ Area and transport links (54%)
• Deposit return (3%) • Maintenance delay (3%) • Not enough resident events (1%)	• Accounts issues (10%) • Maintenance delay (3%)	• Maintenance resolution time (9%) • Resident team response (9%) • Security (9%)

REVIEWS & NPS FEEDBACK – TOP 5 POSITIVE MENTIONS YTD

Most mentions → Least mentions

THEMES	RESIDENT TEAM	LEASING / TC TEAM	NEIGHBOURHOOD / LOCATION	SOCIAL SPACES/AMENITIES	EVENTS
DETAIL	✓ Compliments for specific resident team members and how friendly and helpful they are.	✓ Residents have made positive comments on specific leasing & TC team members and how smooth the leasing journey is	✓ Residents happy with how many shops and restaurants they have in their neighborhood & the transport links	✓ Residents happy with social space design – proud to live somewhere that looks so upmarket and show their friends and family	✓ Residents made positive comments about the selection of events we provide
NUMBER OF MENTIONS AND % MIX 2024	• 169 mentions in Q1 • 43 % mix across all platforms	• 42 mentions in Q1 • 10% mix across all platforms	• 35 mentions in Q1 • 8% mix across all platforms	• 24 mentions in Q1 • 6% mix across all platforms	• 12 mentions in Q1 • 3 % mix across all platforms

REVIEWS & NPS FEEDBACK – TOP 5 NEGATIVE MENTIONS YTD

Most mentions → Least mentions

THEMES	SECURITY	MAINTENANCE RESOLUTION TIME	RESPONSIVENESS	PRICE
DETAIL	• Numerous concerns around the anti-social behaviour of youths in the area as well as entering the building too easily. • Tailgating into buildings and challenges with confrontation & drugs. Not feeling comfortable going into social spaces. • Feels like QL does not acknowledge how important security is. • Q1 2024 11 mentions, Q2 2024 8 mentions	▪ Maintenance cases are taking too long to fix. Appointments scheduled but no operative attends. ▪ Not enough communication regarding cases – residents keep emailing about their cases for an update and they are not hearing back. ▪ This lack of communication and time taking for a fix has made residents feel they are not getting the service they pay for. ▪ 21 mentions in Q1 2024, 22 mentions in Q2 2024	• The poor reviews stretch across all areas including Accounts and the Resident Team. • Renewal admin takes a long time, delay with getting the renewal price • Accounts team nonresponsive to chasers • 36 mentions in Q1 2024, 19 mentions Q2 2024	▪ Residents are mentioning that the renewal price is high and there is no value for money ▪ Easy to find cheaper options elsewhere
NO. MENTIONS & % MIX 2024	• 19 mentions in Q1 • 5 % mix across all platforms	• 15 mentions in Q1 • 4.5 % mix across all platforms	• 13 mentions in Q1 • 3.3% mix across all platforms	• 12 mentions in Q1 • 3.1 % mix across all platforms

REVIEW COLLECTION INCENTIVE OVERVIEW

Timing: Monthly & Quarterly – Est Q2 2024

Target: *Individual targets of 5 each as base target, 8 as stretch*

Platforms: Trustpilot / Google / Homeviews / Customer Gauge Question re: stand out team member

Incentive: £100 as a bonus should the individual team member get 5 reviews, changed to £150 if they get 8 in a month. Incentive for top performer in each quarter of £500 additional to be reviewed at end of each quarter

Achieved by: Using overall reviews strategy & Brand Basics to ensure team are delivering the best customer service as possible.

In Q1 we achieved a whopping 119 **4/5*** reviews total across all developments and 143 Promoter scores on NPS. The top prize of £500 was awarded to Shane with 26 reviews.

Q1 EVENTS & PARTNERSHIP ACTIVITY

	RESIDENT-LED EVENT	EVERYDAY EVENTS	RESIDENT TEAM-LED	ANTIDOTE
				
DATES & STATS	• **Jan - Feb**	• **Jan > Mar (various dates)**	• **Jan > Mar (various dates)**	• **Jan > Mar**
ATTENDENACE	• **8 registered attendees**	• **118 registered attendees**	• **171 registered attendees**	• **208 registered attendees to weekly classes** • **19 registered attendees to 2 Antidote workshops**
DETAILS	• 2x Resident chess club events, hosted by a fellow neighbour, open to all ages and abilities.	• Dried flower arranging workshop with Ramshackle Flowers, a sustainable florist from West Sussex in the Canada Gardens clubhouse. • Pizza & Tiramisu Workshop at Bread Ahead, where residents learned how to make their own pizza & tiramisu from scratch. • Sixes Social Cricket Event at Boxpark, where residents could try the new offering and enjoy drinks with fellow residents.	• International Women's Day Tea Party *Site-wide* • Wine & Cheese Night: *The Robinson only* • Valentines Brunch *Landsby only* • Resident Appreciation Day *Ferrum only*	• Variety of 4 free classes/wk e.g. power sculpt, circuit, strength & stretch. Registration was full for every class. Average attendance rate was 74%. **Q1 workshops were:** • A heart chakra south bath – to aid relaxation • Mindfulness & pottery painting session – to release tension & focus on creativity

CORE KPI's			
	RESIDENTS PENETRATION: (UNIQUE RESIDENTS GOING TO 1X EVENT/YEAR)	**KPI: 35% AT YEAR-END**	**RESULTS: Q1 5% I Q2 I Q3 I Q4**
	NEW RESIDENT EVENTS: (ATTEND 1> EVENT WITHIN 6 MTHS OF MOVE-IN)	**KPI: 25% AT YEAR-END**	**RESULTS: 4% YTD**



RETENTION SURGERY

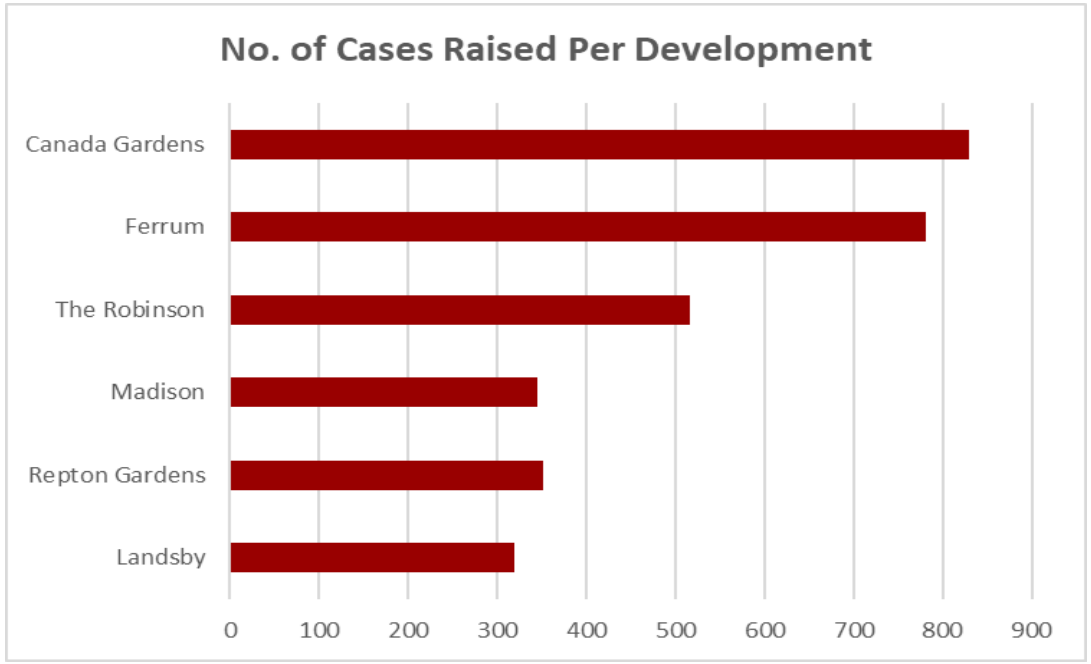
Appendix

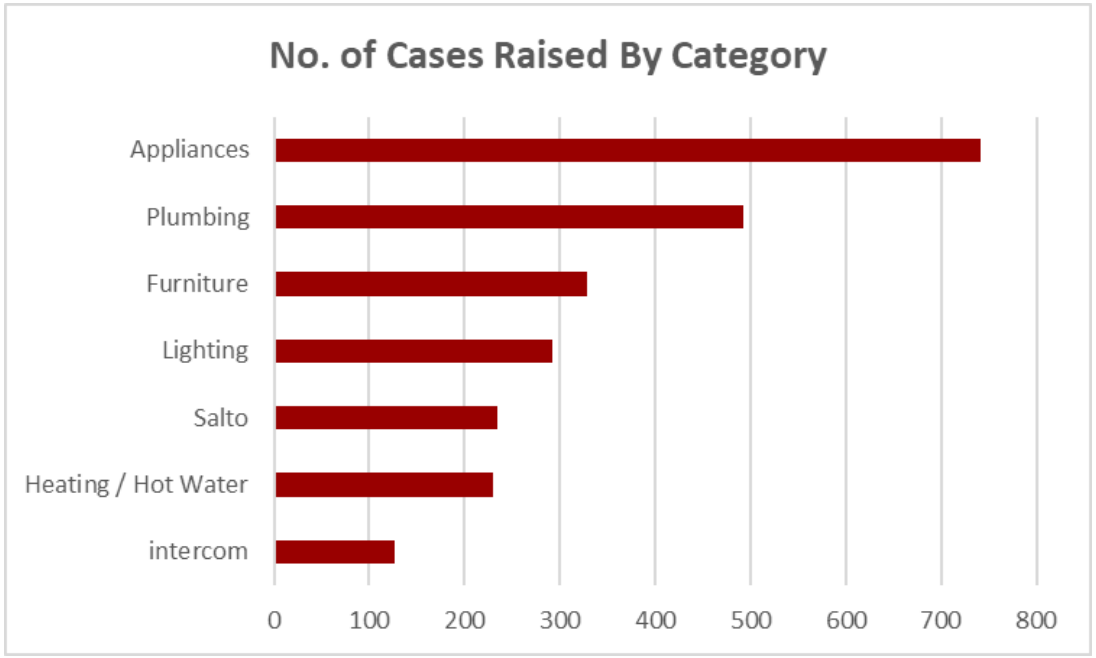
Q1 2025

QUINTAIN LIVING



SUMMARY OF Q1 2025 TASKS BY TASK TYPE AND DEVELOPMENT – DATA FROM MRI





- The data gathered on cases raised per development has informed how we restructured the new team working arrangements. Ensuring that we have allocated resources effectively to consider workload.

- Appliance issues are predominantly washer dryers (267) and dishwashers (265)
- Plumbing issues are dripping taps, showers not working, blockages and toilet seats
- Furniture issues relate to beds, sofas & chairs

Re: Resident Update | Landsby East - Extra On-Site Marshal to Ensure Your Safety and Security

Message Engagement Details

From: **YM**
To: residents@quintainliving.com

12:24 | 19 Jan

Hi,

Thank you very much, the below is very appreciated and useful. As mentioned to reception, we have seen a lot of people in the building recently making some noise and hanging out in the stairs (even smoking banned substances) - where there is no CCTV.

The on site security is very appreciated for the safety of everyone, and we would really appreciate if it's made available on a permanent basis.

Also the entrance door to Landsby East from the car park is always open as it doesn't close automatically. I have raised this as well.

Many thanks

Yassine

Urgent Security Concern - Incident Report - 801 Landsby East

Message Engagement Details

From: **Yuen Chung Chan** 00:01 | 9 Apr
To: residents@quintainliving.com

Dear Resident Team,

I am writing to report a deeply concerning and frightening incident that occurred this evening, Tuesday, April 8th, 2025, at approximately 8.30 pm.

As the elevator arrived at my floor, 8/F Landsby East. I was confronted by two youths who I have never seen before and strongly believe are not residents of this floor or building.

One youth was standing directly in front of my apartment door, Flat 801, and was aggressively and repeatedly kicking it. The other youth was holding the door to the stairwell open. From the sounds coming from the stairwell, I suspect there may have been other individuals present there as well.

Both youths appeared to be approximately 15 years old and were dressed in grey cotton tracksuits.

As soon as they saw me exit the elevator, they immediately stopped kicking the door and fled down the stairwell.

This incident has left me feeling very alarmed, unsafe, and extremely concerned about the security within the building. It is deeply worrying that unauthorised individuals could gain access to residential floors and behave in such an intimidating and potentially destructive manner right outside my home.

I urge you to take this matter very seriously and investigate it immediately. Could you please review any available CCTV footage for the elevators, corridors on my floor, and stairwells around this time to identify these individuals and understand how they gained access to the building and my floor?

I would also appreciate it if you could inform me of the steps being taken to address this security breach and prevent similar incidents from happening in the future. What measures are in place to ensure only residents and authorised guests can access the residential floors and stairwells?

Thank you for your prompt attention to this urgent matter. I look forward to hearing from you soon regarding the actions being taken.

Sincerely,

John

801 Landsby East

Landsby East

Message Engagement Details

From: **YM**
To: residents@quintainliving.com

09:17 | 14 Feb

Hi resident team,

I hope you are well.

The situation at Landsby East is really getting out of control and it's concerning and stressful. We have repeatedly informed security over the last few days of people in the building smoking drugs in the stairs and making noise.

It looks like the time for security/police to come is too long + they wouldn't know exactly where they are as the building has 15 floors with no CCTV in the stair case.

It is really worrying for us as residents here, some of these are teenagers (or adults) who can easily commit crime in the building, especially when they are under drugs.

See attached pictures from the stairs just this morning, and this is just on the ground floor. We did inform security last night but it doesn't look like they were able to do anything.

We urge you please to:
- have permanent security in the building like in Landsby West. We know you have included temporary security recently but it's really very temporary as they come back as soon as security aren't in the building anymore.
- install CCTV in every floor of the staircases. Stairs is the only area of the building that doesn't have CCTV and it is where they always hide. Having CCTV will allow security to know exactly where they are and they will probably not go inside the building anymore.

Regards

Yassine

Message | Engagement | Details

From: **Alexandra Petrujinschi**
To: residents@quintainliving.com

08:55 | Today

Dear team,

I am writing to inform you that I am concerned for my and my family safety due to some incidents that occurred recently.
About 2-3 weeks ago me and my sister were in the 1st floor garden and we spotted a group of adolescents in the other building trying to enter the garden. It was obvious that they are not residents. Because they didn't have a fob/or probably they didn't know how to open the door they were not able to reach the interior garden. After few minutes they exited and tried to climb the walls with the same aim, to get in the garden.
The second incident took place last week when another group, or the same maybe tried to enter the front door.
I feel frightened and really stressed.
Thank you for taking the right actions and report this to the relevant authorities.
Highly appreciated your effort to keep us safe.
Regards
Alexandra

Yahoo Mail: Search, organise, conquer

Case
00174776

Case Owner
Liane Evans

IsTest

Case Number
00174776

Status
Closed

Contact Name
Carly Anne Britton

Defect?

Priority
Unassigned

Defect Duration

If P1 or P2

Case Reason
Health and safety

Case Origin
Web

Case Sub-Reason
Building

Work Order

Further Detail

Department
Resident Team

Case Media URLs

Related Unit
904 The Robinson West

Details
There is a group of teenagers in the co-working space in the Robinson shouting and swearing at people. They said they live here but I have never seen them before and they are acting suspicious.

Additional Information
.

Internal Comments

Case
00196885

00196885	Closed
Contact Name Stephen Moy Sagrott	Defect?
Priority Unassigned	Defect Duration
If P1 or P2	Case Reason Feedback
Case Origin Email	Case Sub-Reason Noise disturbance
Work Order	Further Detail
Department Resident Team	Case Media URLs

Related Unit
1208 The Robinson West

Details
Fwd: Unit 1208 The Robinson Sarah Sagrott Residence

Additional Information
[https://aviationairmotive.com/s/aviation-sign.png]<https://aviationairmotive.com/>
Subject: Unit 1208 The Robinson Sarah Sagrott Residence

I am writing to confirm we have reported now two security breaches at the Robinson Building. A group of youths have tried on two occasions to kick down the front door of the unit 1208.

I am deeply concerned for my Daughters safety as this is now not an isolated incident.

I would like to know what Quintain living can provide to assure my daughters saftety.

I await your response and guidance

Case
00199243

00199243

Contact Name
Ajay Kumar Kambadkone Suresh

Priority
Unassigned

If P1 or P2

Case Origin
Email

Work Order

Department
Resident Team

Related Unit
552 Seath

Closed

Defect?

Defect Duration

Case Reason
Health and safety

Case Sub-Reason
Building

Further Detail

Case Media URLs

Details
Kids spotted in the Canada Gardens Near Playhouse - they look like have barged in.

Additional Information
Hi Team,

I'm writing this email reporting security concerns as i've been seeing kids in black hoodies in Canada Gardens near emily playhouse. Theres atleast a group of 10-12 of them.

Can you pls strengthen the security as we feel unsafe ? This is a breach of security on your end and looks terrible for the safety of young kids playing there near the boat.

Should we call the cops ?

Case
00168248

Priority
P5 - 28 days

Defect Duration

If P1 or P2

Case Reason
Other

Case Origin
Email

Case Sub-Reason
Other

Work Order

Further Detail

Department
Resident Team

Case Media URLs

Related Unit
612 Thomson

Details
Trespassers

Additional Information
Hi team,

There a a group of kids that have gained access to the Podium Gardens and have been riding bikes dangerously around the gardens.

They've covered their faces as well which is concerning and will not leave.

This is very concerning that this has been allowed to happen and I have tried to call concierge but to no avail.

More needs to be done about this as this happens too frequently!

Regards,

Richard

Case
00176122

Email

Other

Work Order

Further Detail

Department
Resident Team

Case Media URLs

Related Unit
632 Lismer

Details
Suspected Trespasser(s) in Level 2 (Gardens)

Additional Information

Dear Residents Team,

I am writing to report a potential security incident. A few minutes ago, I observed two young men entering Level 2 (Gardens) from the Lismer stairs. I believe I recognise at least one of them as a trespasser from a few months ago.

They are currently sitting in the podium area, where some of the windows are open.

I attempted to report this in person at the reception desk after returning Emily's playhouse fob, but no one was present. Hence, I am sending this email.

For your kind attention.
Thank you,
Fakhri

My name is my identity which I am proud of – I would appreciate making an effort to avoid any misspelling as my name is written Fakhri

Please excuse the brevity and any typos - sent from a mobile phone / iPad

Case
00144081

00144081

Contact Name
Mayowa Olugbo Odefisayo

Priority
Unassigned

If P1 or P2

Case Origin
Email

Work Order

Department

Related Unit
828 Heward

Closed

Defect?

Defect Duration
4.53

Case Reason
Other

Case Sub-Reason
Other

Further Detail

Case Media URLs

Details
9 kids @ Heward House

Additional Information
found 3 boys and 1 girl congregating at the Heward foyer in front of the elevator on my way in just now.
Just before entering my apartment it occurred to me that the girl among them mught be a resident and be unsafe, so O made my way back downstairs. There I found 8 boys including the girl. There were all together, accompanied by the smell of Marijuana. I also saw 1 of them vaping. They exited the building as I left to report to the night concierge, who was not at the desk. So I made my way back to my building. 1 of the boys tried to follow me into and obtain entrance with me. I paused using my fob to ask them if they were residents, the 2 boys said yes... one of the boys pushed his way in, then the girl came up shouting.... as it was turning agressive, I made way for them, but stood there as all 8 boys stormed in.
They went to the staircase while the lady stayed back, asking why I was staring.... I said nothing because the boys were numerous and I was conscious of my safety. They made their way out shortly. And I came back up.
Just thought someone should know.
Best regards.

Trespassers Cases:

Dear Quintain Residents Team,

I am writing to express my frustration and concern regarding the recurring issue of trespassers at the Quintain Repton building. This situation poses a significant risk to the safety and security of residents, and it seems to have become so commonplace that no effective measures have been taken to prevent it.

Below, I detail the situation I personally experienced a couple of hours ago:

At around 7 PM, I was heading to the gym and passed through the coworking space(1st floor). I saw approximately five young men, likely between 18-22 years old, playing pool and smoking. It was evident they were trespassers, as they attempted to hide their cigarettes or vapes when they noticed me. Recognising them as such (unfortunately, trespassers are seen here almost weekly), I continued to the gym to drop off my bag before reporting the incident to the concierge.

When I spoke to the young woman at the lobby desk, I noticed she wasn't monitoring the cameras and appeared to be on a personal call. She seemed unprepared and unfamiliar with the camera system, making it difficult to locate the room where the trespassers were. While we were trying to find the correct camera, the group exited the building through the first-floor gardens. I assume they left because they realised I had reported them; which of course, I want to emphasise that they obviously saw my face and could potentially recognise me, posing a potential risk for me.

Later that evening, around 9:15 PM, I went out to walk my dog and noticed the trespassers had returned, this time in a larger group of 8-10 people, again hanging out in the pool room. Shortly after, i saw them leaving building, laughing. They even attempted to steal food from a delivery driver at the entrance. (Which you can verify from the cameras)

I reported this incident to the night-shift concierge, who informed me that he had just asked them to leave. While I appreciate his efforts, it is clear that this ongoing trespassing issue is beyond the capacity of the concierge staff to manage effectively.

This situation is critical and requires immediate action. Residents should not have to deal with or confront trespassers themselves. Just three weeks

Trespassers Cases:

ago, there was an incident involving the police near Repton Gardens, further highlighting the seriousness of this issue.

I request an immediate response from your team detailing the measures that will be taken to address this problem. Residents deserve to feel secure in their homes, and the current lack of action is unacceptable.

I am attaching a couple of images that I could take from the trespassers as they were leaving the premises and a bike that they used to come here.

Sincerely,

_____
Daniel Byrd <https://www.linkedin.com/in/danielbyrds/>
Agave Networks Co-founder
Innovation, Entrepreneurship and Management at Imperial College Business School

Trespassers Cases:

Dear Quintain Living Team,

I'm writing to express my frustration and concern as a resident at Repton Gardens regarding the multiple incidents of trespassing in our building this month. My partner and I have had to alert the Front Desk Team on multiple occasions about groups of non-residents gaining access and loitering in our common areas.

This evening, my partner had to contact the team twice about a group of young men smoking and hanging around in the coworking space. Unfortunately, this situation has become a recurring issue, with the same demographic of individuals often found chilling in areas intended exclusively for residents.

This situation is particularly alarming given recent violent incidents outside the building, which raise serious concerns about the safety and security of everyone living here. I do not believe this should be solely the responsibility of the front desk team, as it is unreasonable to expect them to detect who is and isn't a resident from the security cameras, especially since these trespassers are gaining access through the back building doors.

I kindly request that 24/7 security measures be implemented to prevent such occurrences in the future. Proper monitoring and enforcement of building access rules are critical to maintaining the safety and peace of mind of your residents. As a resident of Quintain Living for the past three years, I have always been happy with the service and environment provided. However, this ongoing issue has left me disappointed and concerned for my safety and that of my neighbours.

I trust you will treat this matter with the urgency it deserves and take the necessary steps to resolve it promptly.

Thank you for your attention to this matter, and I look forward to hearing from you soon with an update on the actions being taken.

Best wishes,
Montserrat

Trespassers Cases:

I would like to draw your attention to the presence of young foreigners in the building. These young people are annoying the tenants by banging on the doors and then running away. The building has cameras and a concierge, so you can recognise them and report them.

242 ASPEN

Related Unit

1013 Cherry House

Details

I cannot sleep well after receiving your letter regarding Trespassing in Repton, always worrying that someone may break-in. It will be helpful if you can install a security chain in the inner side of my apartment entrance door, same as 4BR units. Thank

Details

Security breach incident - 1804 Cherry HouseEdit Details

Additional Information

Help Additional InformationTell us more about your issue and let us know if you have particular access requirements.

Hello Petra,

We currently reside in 1804 Repton Gardens and want to speak about an incident that occurred on Saturday 7th December, just before 8pm.

A group of 5 men were banging on our door on two occasions, and the second time was much louder as they were kicking at our doors - picture attached of their footprints.

[image: image.png]

We were extremely alarmed and disturbed by this, as the door was shaking and we could hear them outside in the corridor of the floor for a while. We immediately called security and they were escorted out of the premises.

Through the peephole, we could see 2 men dressed in all black - but upon calling the concierge, we can confirm that it was a group of 5 men.

We have spoken at length with the concierge at the time as well as the night security. We would like to clarify a few things:

1. We were told that this has happened before, and the same group of individuals came to Repton Gardens the previous day to use the pool table at the clubhouse, however on the day of the incident, the club house was booked, so they decided to go around and bang on specifically our door. We were told that this was not a targeted incident as this has happened before across other buildings - can you please provide confirmation of this?

2. Would you be able to provide CCTV footage of this incident to ensure our

safety?

3. What measures or actions have you taken to ensure individuals like these do not enter the building again? There are various points of security with the FOB (including the club house and the entrances to the lift) - how did these individuals get through these points of security and how can you mitigate such cases happening again - as this is a cause of our concern.

4. I also want to give some feedback regarding the security measures of Cherry House Repton Gardens. Once someone comes into the main door, the door remains open for a long period of time. If no one is at reception, this can cause random individuals to enter the building. Moreover, the door to the lifts next to the reception does not have any security measures, and anyone can enter the building without a FOB. Please can you reactivate the scanner, as this is currently a great cause of concern.

We were told that a case will be built against them to the police, has this been done?

Please do let us know as soon as possible as we are concerned and disturbed by this occurrence and don't want this to happen again.

Many thanks,
Aish, Riyaa and Sejal (residents of 1804 Cherry House)

Urgent Concern Regarding Security and Unauthorized Access to the BuildingEdit Details

Additional Information

Help Additional InformationTell us more about your issue and let us know if you have particular access requirements.

Hi Quintain Living Team,

I am writing to express my serious concerns regarding the security issues in our building, which have persisted for several weeks. As residents paying a premium for our apartment, including 24-hour security, it is unacceptable that such situations are occurring without apparent resolution.

I have observed individuals, some of whom appear to be minors and others not, invading the building and using our common spaces. Alarmingly, some of these individuals smoke inside the premises, violating the building's smoke-free policy. This not only compromises the safety and comfort of residents but also directly contravenes the standards you are obligated to maintain.

The issue is particularly troubling at Aspen House, where one of the doors has no proper security. People are tailgating freely, entering the building unchecked. This lack of control has reached a ridiculous level, and it is imperative that immediate steps are taken to address this. Assigning a

guard to monitor this entrance seems like an essential and overdue measure.

The presence of unauthorized individuals, some wearing masks and exhibiting unfriendly behavior, has made my wife feel unsafe even in the public spaces of our building. This situation is entirely unacceptable, and I must remind you that according to our contract, Quintain Living is committed to providing a secure environment for its tenants.

This issue is not only affecting my family's well-being but likely that of other residents as well. As you can imagine, this is not the type of concern I want to deal with in my home. I urge you to provide a clear and detailed explanation of the actions being taken to resolve this matter promptly.

I trust that Quintain Living will treat this issue with the seriousness it deserves and implement effective measures to restore the safety and security we are entitled to.

I look forward to your response at your earliest convenience.

Best regards,
David Sousa



Christine Aimee 20 Apr 2025

GB • 2 reviews



Terrible place to live

We pay too much rent and not get our washer/dryer fix quickly!!!! Emailed last week and we were being passed on after mint! SAFETY TOO IS A CONCERN. They let trespassers get away. Security only lasts 2 days then they're gone.

Date of experience: 20 April 2025

Useful Share Reply

DB

DB

GB • 4 reviews

20 May 2023

Flats are nice but terrible management...

Flats are nice but terrible management by Quintain. I have the following examples from the last year:

- Failure to maintain/fix heating in freezing temperatures over winter for multiple days to a week. Our flat was 13 degrees at one point and despite multiple flags to quintain, they took over a week before there was SOME heating. This is borderline illegal behaviour.

- Failure to provide essential safety and security for residents. There have been multiple incidents of tailgaters coming into apartment buildings and stalking women/harassing them. Again, Quintain failed to act on this.

YA

Yan

GB • 3 reviews

7 Apr 2024

★☆☆☆☆

Honest review after 3 years living at Quintain. (Utility Scam? 30% rental increase! And low security!)

Here's my honest review after living 3 years in a one bedroom Apartment with one of the buildings from Quintain Living.

There are a few reasons why we decided to leave:

• Price: We began living with Quintain in 2021, paying around £1700 in rent plus £110 for utilities (without any reconciliation issues). With each renewal, we faced an almost 30% increase. We were currently paying £2025 plus utilities, which exceed £250 per month(with their "reconciliation" bills. If we were to renew again, the price would increase even further.

• Utilities: We have concerns about the utility system here. It's not just me; I've spoken to more than 50 other residents who share these concerns, suspecting it might be a scam.(!!!) This includes people living in Alto, Dakota, etc. in every building! We have compiled a list of names to support our claims. For instance, last year, there were periods when we were away for an entire month, with no heating or appliances in use, yet Quintain Living still charged us for "reconciliation" on bills. How can charges exceed £200 for a month when the apartment was unoccupied and everything was turned off? Customer service from Quintain Living was absolutely trash, as our concerns were ignored for an entire year.

These are the main points of concern. However, there are other factors that have led us to realize that the living conditions have changed from what we initially enjoyed, such as security concerns (including two incidents where strangers from outside entered our neighbor's apartment and instances of bike theft from the bike storage area).



Alessandro
GB • 22 reviews

Updated 7 Jun 2024

The worst landlord in United Kingdom

Scam Landlord - AVOID AT ALL COSTS

Doesn't answer emails, EVER.
Doesn't help you if you are in danger, and there are baby gangs accessing the building; they smash and break whatever they can. They try to force themselves into the flats and Quintain Living since November 2023 is not DOING ANYTHING AT ALL TO AVOID THIS. THE BUILDING HAS NO CONCIERGE AND NO SECURITY. IN ADDITION the MAIN BUILDING DOORS ARE OPENED SINCE NOVEMBER 2023 (TODAY IS THE 6th APRIL 2024) with random people accessing and threatening residents!!!
The Tenants called the Police reporting the issues and STILL NOTHING HAPPENS!!!

AVOID AVOID AVOID AVOID

Date of experience: 06 April 2024

MA

Megan Anne

GB • 1 review

15 Apr 2024

★☆☆☆☆

Don't trust - AVOID!

ALL OF THE BAD REVIEWS ARE TRUE

My partner and I have lived with Quintain for 4 years (we are stuck with 1 year left on our tenancy) and I have to be completely honest and say it's never been "easy living" despite the marketing banner.

They roll off a never ending list of excuses, refuse to actually make any type of improvement or take any amount of accountability, they have literally no care at all for their resident safety - Canada gardens have had several trespassers, security breaches, tailgating kids and police involvement incidents, stolen packages and even had a group of "professionals" enter my home without my consent or even being made aware.

Quintain sell you into a false hope, the buildings are beautiful but cheaply made, Quintain do not up hold her contractual right of window cleaning - we have in our 3 years of living in Canada gardens had our 17th floor windows cleaned once, it takes at least 1000 emails to speak to anyone in the maintenance team.

STAY CLEAR! - we have tried to use all of these issues and overall feeling of unsafety to try to leave our tenancy- however to even be able to discuss these problems that would require some sort of responses to emails - which apparently no one in Quintain know how to do - despite this being a very basic administrative task? Perhaps invest in more qualified, more competent staff.

Michael Newton
GB • 1 review

15 Sept 2023

★☆☆☆☆

Save yourself the hassle

I recently moved into Quitain Living's Repton Gardens and unfortunately, my experience has been less than satisfactory. From the very beginning, there were issues with the viewing process. I was told that private office spaces would be free to use and available at any time as long as no one else was using them. However, when I tried to use them, the resident team made it seem like I was confused, even though I had been given incorrect information. This was not a good start to my tenancy.

Additionally, I have been waiting for two weeks for the electrics in my lounge to be fixed. None of the lights have worked since I moved in, despite a case being logged. It's frustrating to be waiting so long for such a basic issue to be resolved. To make matters worse, the reception team seems more interested in their phones than actually supporting tenants.

On top of all this, I am concerned about security at Repton Gardens. Multiple people have reported random people wandering around the complex who have just wandered in from the street. This is a worrying security issue that needs to be addressed. However, security seems more focused on checking people in and removing tenants from the lounge/bar space than actually keeping the complex secure. The rules state that tenants are not allowed in the lounge/bar space after 11:00 pm and should sit outside, which is inconvenient for tenants whose balconies face that way.

Overall, I would not recommend Quitain Living's Repton Gardens. The poor customer service, lack of support from the resident and reception teams, and security issues all make for a disappointing living experience. As someone who has worked in account management for over 10 years, I'm shocked by the lack of customer-centric focus and ownership of issues. Save yourself the hassle and look elsewhere for a better place to call home.

Date of experience: 15 September 2023

Invoice

Invoice address	QWR Properties E05 Limited 180 Great Portland Street Wembley W1W 5QZ London United Kingdom	**Supplier**	SAFE System (UK) Ltd Unit 18 Blue Chalet Industrial Park TN15 6BQ Sevenoaks United Kingdom
VAT number			

Invoice	INV100003766	**Invoice number**	INV-3542
Creation date	30/04/2024	**Invoice date**	16/04/2024
Due date			
Payment date	16/05/2024		
Cleared on	17/05/2024	**VAT number**	191 8768 57
Cleared by	import import	**C.of C.number**	
		Entry number	INV100003766
Bank account number		**BIC code**	
		IBAN code	

Invoice line items

	Order no./ Reference	Description	Quantity	Unit price	Amount excl. VAT	VAT %	VAT	Total
1	QL00003318 / FF1 00003838	2 x door locks	1050.00	GBP 1.00 (for)	GBP 1,050.00	20.00 *STD	GBP 210.00	GBP 1,260.00
				Subtotal	GBP 1,050.00		GBP 210.00	GBP 1,260.00

VAT Summary

	Vat Code			Amount excl. VAT	VAT %	VAT	Total
1	*STD			GBP 0.00	20.00	GBP 210.00	GBP 210.00
			Subtotal	GBP 0.00		GBP 210.00	GBP 210.00

Additional costs

	Cost type			Amount excl. VAT	VAT %	VAT	Total
			Subtotal	GBP 0.00		GBP 0.00	GBP 0.00

Cost adjustments

	Conflict reason			Amount excl. VAT	VAT %	VAT	Total
			Subtotal	GBP 0.00		GBP 0.00	GBP 0.00

Totals	**GBP 1,050.00**	**GBP 210.00**	**GBP 1,260.00**

VAT details

	VAT Code	Total
1	20.00	GBP 210.00

VAT References:

VAT Code	VAT %	VAT Name
*STD	20.00	Standard rated (20%)

Invoice receipt attachment

Invoice INV100003766 **Invoice number** INV-3542

Receipt details products

Inv. line item ref.	Order number	Article number	Article name	Description	Receipt	Receipt date	Quantity received
1	QL00003318	FF1	2 x door locks	2 x door locks	Rec_1000003202	14/03/2024	1,050

TAX INVOICE

QWR Properties E05 Limited - Robinson
C/O Quintain Living
180 Great Portland Street
London
Westminster
W1W 5QZ
GBR

Invoice Date
16 Apr 2024

Invoice Number
INV-3542

Reference
QL00003318 / Q-3653

VAT Number
191876857

Safe System (UK) Ltd
18 Blue Chalet
Industrial Park
West Kingsdown
SEVENOAKS
Kent
TN15 6BQ
GBR

Description	Quantity	Unit Price	VAT	Amount GBP
Site attendance to install new locks as per quotation	2.00	525.00	20%	1,050.00
			Subtotal	1,050.00
			TOTAL VAT 20%	210.00
			TOTAL GBP	**1,260.00**

Due Date: 30 Apr 2024

Immediate payment is required. We understand and will exercise our statutory right to interest under the Late Payment of Commercial Debts (Interest) Act 1998 if we are not paid according to agreed credit terms.

Name:SAFE System (UK) Ltd
Bank:HSBC
Sort code:40.10.15
Acc No:51545922
UTR number:8018712864

TAX INVOICE

Wembley NE03 Investments Limited
180 Great Portland Street
London
Westminster
W1W 5QZ
GBR

Invoice Date
27 Mar 2025

Invoice Number
INV-4017

Reference
PO40791

VAT Number
191876857

Safe System (UK) Ltd
The Coach House
Unit 42
66-70 Bourne Road,
Bexley
Kent
DA5 1LU
UNITED KINGDOM

Description	Quantity	Unit Price	VAT	Amount GBP
Site attendance to install solenoid bolts across NE03, as per quotation.	1.00	4,200.00	20%	4,200.00
			Subtotal	4,200.00
			TOTAL VAT 20%	840.00
			TOTAL GBP	**5,040.00**

Due Date: 10 Apr 2025

Immediate payment is required. We understand and will exercise our statutory right to interest under the Late Payment of Commercial Debts (Interest) Act 1998 if we are not paid according to agreed credit terms.

Name:SAFE System (UK) Ltd
Bank:HSBC
Sort code:40.10.15
Acc No:51545922
UTR number:8018712864

TAX INVOICE

QWR Properties E03 Ltd - Canada Gardens
Attention: C/O Quintain
180 Great Portland Street
London
Westminster
W1W 5QZ
GBR

Invoice Date
16 Apr 2024

Invoice Number
INV-3545

Reference
QL00003319 / 3534

VAT Number
191876857

Safe System (UK) Ltd
18 Blue Chalet
Industrial Park
West Kingsdown
SEVENOAKS
Kent
TN15 6BQ
GBR

Description	Quantity	Unit Price	VAT	Amount GBP
Site attendance to install new locks as per quotation	2.00	525.00	20%	1,050.00
new locks	1.00	700.00	20%	700.00
			Subtotal	1,750.00
			TOTAL VAT 20%	350.00
			TOTAL GBP	**2,100.00**

Due Date: 30 Apr 2024

Immediate payment is required. We understand and will exercise our statutory right to interest under the Late Payment of Commercial Debts (Interest) Act 1998 if we are not paid according to agreed credit terms.

Name:SAFE System (UK) Ltd
Bank:HSBC
Sort code:40.10.15
Acc No:51545922
UTR number:8018712864

TAX INVOICE

QWR Properties W03 Limited - Alameda
Attention: C/O Quintain Living
180 Great Portland Street
London
Westminster
W1W 5QZ
GBR

Invoice Date
16 Apr 2024

Invoice Number
INV-3543

Reference
QL00003452 / Q-3535

VAT Number
191876857

Safe System (UK) Ltd
18 Blue Chalet
Industrial Park
West Kingsdown
SEVENOAKS
Kent
TN15 6BQ
GBR

Description	Quantity	Unit Price	VAT	Amount GBP
Site attendance to install new door lock at per quotation Option 1	1.00	525.00	20%	525.00
			Subtotal	525.00
			TOTAL VAT 20%	105.00
			TOTAL GBP	**630.00**

Due Date: 30 Apr 2024

Immediate payment is required. We understand and will exercise our statutory right to interest under the Late Payment of Commercial Debts (Interest) Act 1998 if we are not paid according to agreed credit terms.

Name:SAFE System (UK) Ltd
Bank:HSBC
Sort code:40.10.15
Acc No:51545922
UTR number:8018712864

Finish Date	Task Reported Date	Task	Problem	Long Description	Site	Building	Task Type	Location	Fault Code	Supplier Name
04/06/2025 09:41	04/06/2025 08:40	96582	Doors	Please review door next to heward main entrance leading to coach car park - Likely mag lock issue	E03 - Canada Gardens	Heward	BREAKDOWN	Building Exterior		John Sisk & Son (Holdings) Limited
04/06/2025 09:42	03/06/2025 08:11	96396	Doors	Please review summit door as night team mentioned the wire catches between door when locking up	E03 - Canada Gardens	Thomson	BREAKDOWN	Roof Level	Aged/Faulty	John Sisk & Son (Holdings) Limited
03/06/2025 09:06	02/06/2025 14:04	96299	Level 3 in Blue Parking the storage room double doors are not	Level 3 in Blue Parking the storage room double doors are not closing.- picture attached	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	John Sisk & Son (Holdings) Limited
02/06/2025 11:28	02/06/2025 08:42	96262	Doors	Hi Team, Door handle to Robinson Roof top terrace has fallen off, and the other side handle is coming loose. Please could we attend when possible. Kind regards, Ken	E05 - The Robinson	The Robinson South	BREAKDOWN	Roof Top Terrace	Resident Misuse	John Sisk & Son (Holdings) Limited
02/06/2025 10:54	02/06/2025 08:40	96261	Doors	Main Entrance door doesnt close properly and requires to be pushed close, based on night teams feedback 02.06.25	E03 - Canada Gardens	Varley	BREAKDOWN	Lobby	Natural Cause	John Sisk & Son (Holdings) Limited
02/06/2025 13:49	01/06/2025 17:56	96080	Front Door	Gym front door doesn't lock. Doesn't require fob access to enter.	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby	Resident Misuse	John Sisk & Son (Holdings) Limited
31/05/2025 16:09	31/05/2025 14:07	95959	Doors	Door won't close in apartment need to assist Tony to lift the door	E05 - The Robinson	Robinson Development	BREAKDOWN		Natural Cause	John Sisk & Son (Holdings) Limited
03/06/2025 16:00	31/05/2025 12:22	95949	Doors	Secret room / black hole door not opening / shutting automatically	NE03 - Luna	Luna Development	BREAKDOWN	Luna		John Sisk & Son (Holdings) Limited
04/06/2025 10:58	31/05/2025 09:02	95936	Communal Doors	The emergency release was tampered with and badly damaged. I have managed to put it back together temporarily - video and pics in WhatsApp GC.	E03 - Canada Gardens	Thomson	BREAKDOWN	Coach Car Park	Resident Misuse	John Sisk & Son (Holdings) Limited
30/05/2025 15:25	30/05/2025 14:24	95849	RW 17th floor orange double doors- one side stuck open	RW 17th floor orange double doors- one side stuck open- picture attached. Please try to close it.	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	John Sisk & Son (Holdings) Limited
02/06/2025 14:30	30/05/2025 14:09	95845	Communal Doors	Front entrance of Aspen does not close automatically, gets half way then re opens. Emergency close/end on Salto make no change. Door will stay closed if pushed but continues to only close part way once opened again.	NW09/10 - Repton Gardens	Aspen House	BREAKDOWN	Lobby		John Sisk & Son (Holdings) Limited
30/05/2025 16:09	30/05/2025 10:30	95802	Doors - Adjustment	Robinson South internal door needs adjustment. Due to hot weather the wood is expanding. This has been looked in to multiple times but can this be adjusted so we dont have to keep checking this. This is currently a security risk	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	John Sisk & Son (Holdings) Limited
30/05/2025 09:31	30/05/2025 07:50	95797	Robinson West rooftop door reported by not closing	Robinson West rooftop door reported by not closing	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	John Sisk & Son (Holdings) Limited
29/05/2025 14:19	29/05/2025 09:05	95704	Doors	Door from Cherry House to Car park damaged	NW09/10 - Repton Gardens	Cherry House	BREAKDOWN	Car Park		John Sisk & Son (Holdings) Limited
29/05/2025 11:12	29/05/2025 08:20	95699	Communal Doors	Please check Seath Lift, left side is still out of service	E03 - Canada Gardens	Seath	BREAKDOWN	Building Exterior		John Sisk & Son (Holdings) Limited
28/05/2025 16:40	27/05/2025 14:24	95525	Install protective corners on damaged door/walls corners on	Install protective corners on damaged door/walls corners on lower ground and upper ground floor (requested by Karolina) Corners were taken by Paul B , please check with him on the location stored. (should be in a long round tube, 2m long)	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Natural Cause	John Sisk & Son (Holdings) Limited
30/05/2025 12:55	27/05/2025 11:34	95495	Doors	Please order Master post box key, we haven't had one for months	NW09/10 - Repton Gardens	Cherry House	BREAKDOWN	Repton Concierge		John Sisk & Son (Holdings) Limited
28/05/2025 22:18	21/05/2025 15:12	94691	Communal Doors	Main entrance for Aspen House lock is not engaging: I watched 3 trespassers push open the front entrance without using a fob. I checked myself once they had been ejected and have been able to open the door from both inside and outside without using my fob or exit buttons consistently.	NW09/10 - Repton Gardens	Aspen House	BREAKDOWN	Lobby		John Sisk & Son (Holdings) Limited
22/05/2025 10:55	21/05/2025 14:47	94689	door	RG main refuse door not locking - please investigate and try to repair	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Natural Cause	John Sisk & Son (Holdings) Limited
23/05/2025 12:47	21/05/2025 13:51	94680	door	Block B door from car park towards the block B entry (the upper door and not the one opposite Vista) has been reported faulty. Could this please be investigated and see if able to repair? I do not have pictures I am afraid as was reported by night team. Feel free	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby	Resident Misuse	John Sisk & Son (Holdings) Limited
23/05/2025 12:06	20/05/2025 19:09	94553	Doors	Robinson west 17th floor one of the double doors not locking with Salto (next to the meeting room)	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson		John Sisk & Son (Holdings) Limited
21/05/2025 15:39	20/05/2025 12:13	94501	Doors	The lock for the electrical riser on the 16th floor in West is not working. Key turns, however, the lock mechanism doesn't fully go into the door.	E01/02 - Madison	Madison West	BREAKDOWN	Roof Level	Natural Cause	John Sisk & Son (Holdings) Limited
20/05/2025 17:02	20/05/2025 09:01	94491	Doors	Hi Team, Please could we investigate the Robinson West basement door to the carpark as it is not autolocking or engaging. Many thanks, Ken	E05 - The Robinson	The Robinson West	BREAKDOWN	Corridors/Staircases/Riser Cupboards	Aged/Faulty	John Sisk & Son (Holdings) Limited
20/05/2025 11:03	19/05/2025 17:13	94438	Ferrum 3 Fence repairs & FE3 core B corridor door maglock loose	Ferrum 3 Fence repairs - 2x areas: one fence corner that is stuck out of place, next to Vantage gate and second area, at the back of Vantage, as you go from FE3 (pic attached) Please check on further details with Liana before proceeding with repairs.	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Aged/Faulty	John Sisk & Son (Holdings) Limited
20/05/2025 10:47	19/05/2025 16:03	94436	Madison West Main Boon Edam door - assist cleaning team to	Madison West Main Boon Edam door - assist cleaning team to clean the dust on top of the internal side of the door- picture attached Please contact Maria Lucut	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Natural Cause	John Sisk & Son (Holdings) Limited

19/05/2025 15:43	18/05/2025 16:25	94193	Doors	Hi Team, Lismer lifts - Stuck on 11th Floor Kone attended and repaired	E03 - Canada Gardens	Lismer	BREAKDOWN	Lifts		John Sisk & Son (Holdings) Limited
18/05/2025 14:20	18/05/2025 09:06	94145	Doors	Varley entrance (lobby door) does not close properly, the door remains open and left open.	E03 - Canada Gardens	Varley	BREAKDOWN	Lobby	Resident Misuse	John Sisk & Son (Holdings) Limited
18/05/2025 11:37	18/05/2025 08:44	94139	Doors	Core C entrance does not close, maglock does not engage. Door is not on emergency open, the door control is on and emergency release button is reset. Please check why the door is open. Many thanks Lucian fixed it	NE03 - Luna	Luna Development	BREAKDOWN	Luna		John Sisk & Son (Holdings) Limited
17/05/2025 14:52	17/05/2025 11:43	93999	Doors - Adjustment	The main entrance door is not shutting behind residents, it needs to be manually shut after every use.	E03 - Canada Gardens	Varley	BREAKDOWN	Lobby		John Sisk & Son (Holdings) Limited
19/05/2025 09:50	17/05/2025 08:51	93982	Communal Doors	The door is disengaged and wont lock in block C2 - core c ground floor exit Fiixed by Lucian on 18/05	NE03 - Luna	Luna Development	BREAKDOWN	Luna		John Sisk & Son (Holdings) Limited
28/05/2025 17:31	16/05/2025 12:32	93860	Front Door	Slow close adjustment required	SW03/04 - Ferrum	Fe3	BREAKDOWN	Car Park near Ferrum II Core A Entrance (Off Car	Lack of Servicing	John Sisk & Son (Holdings) Limited
17/05/2025 08:23	15/05/2025 11:24	93701	Madison East Main entrance door - seal came loose	Madison East Main entrance door - seal came loose- please try to re-attach- picture attached.	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Natural Cause	John Sisk & Son (Holdings) Limited
15/05/2025 15:21	14/05/2025 16:23	93596	Doors	Hi Team, Please could we fix the face plate for the corridor door coming out of Robinson West 2nd floor storage / comms room. Many thanks. Best. Ken	E05 - The Robinson	The Robinson West	BREAKDOWN	Corridors/Staircases/Riser Cupboards	Natural Cause	John Sisk & Son (Holdings) Limited
15/05/2025 15:34	14/05/2025 16:17	93595	Doors	Hi Team, Robinson South Ground floor lobby corridor door is not locking. Please could someone attend when possible. Kind regards, Ken	E05 - The Robinson	The Robinson South	BREAKDOWN	Corridors/Staircases/Riser Cupboards	Natural Cause	John Sisk & Son (Holdings) Limited
16/05/2025 17:18	14/05/2025 11:37	93563	Doors	Can you please break the lock, if cannot be unlocked that is securing coffee machine. Someone has changed the code from 1962 and we cannot open it. If unable to set back the padlock to 1962 and need to be changed, Maddie has a spare padlock on her desk	NW09/10 - Repton Gardens	Cherry House	BREAKDOWN	Club Room West	Resident Misuse	John Sisk & Son (Holdings) Limited
23/05/2025 21:22	14/05/2025 10:28	93560	doors	night team reported - The exit door from amenity room to podium is faulty, it remained in the open position.	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Poor Quality	John Sisk & Son (Holdings) Limited
13/05/2025 19:22	13/05/2025 18:05	93500	Doors	Assist Vitor in 1401 LE to fix door	NW07/08 - Landsby	Landsby East	BREAKDOWN		Lack of Servicing	John Sisk & Son (Holdings) Limited
13/05/2025 16:06	13/05/2025 08:55	93425	Madison W 1st floor garden & MW Basement Car park door door not	Madison W 1st floor garden & MW Basement Car park door door not auto locking- please check if the emergency button has been pressed	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Natural Cause	John Sisk & Son (Holdings) Limited
12/05/2025 16:41	12/05/2025 15:07	93333	Madison West rooftop door not opening	Madison West rooftop door not opening	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Aged/Faulty	John Sisk & Son (Holdings) Limited
12/05/2025 14:43	12/05/2025 11:21	93279	Communal Doors	External door controller casing hanging from door	NW09/10 - Repton Gardens	Cherry House	BREAKDOWN	Podium Garden	Aged/Faulty	John Sisk & Son (Holdings) Limited
12/05/2025 16:36	10/05/2025 09:02	92959	Doors	DDA entrance door dosent auto open. Needs a reset Safe system fixed	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson		John Sisk & Son (Holdings) Limited
12/05/2025 16:49	09/05/2025 17:05	92919	Doors	The Staff door near the studio entrance is not closing properly, stays unlocked	E01/02 - Madison	Madison West	BREAKDOWN	Studio	Aged/Faulty	John Sisk & Son (Holdings) Limited
09/05/2025 16:08	09/05/2025 13:50	92903	Robinson West Ground floor internal Lobby door- reported by	Robinson West Ground floor internal Lobby door- reported by RT that doesnt unlock- they had to leave on emergency open	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	John Sisk & Son (Holdings) Limited
09/05/2025 12:27	09/05/2025 11:30	92872	Doors - Adjustment	Dishwasher door furniture cover adjustment. This task was attempted 3 times yesterday. No access. Resident is in today	NW07/08 - Landsby	Landsby West	BREAKDOWN	310 Landsby West	Aged/Faulty	John Sisk & Son (Holdings) Limited
08/05/2025 12:19	08/05/2025 10:10	92660	automatic door	Weaver walk automatic door rom Block B is not fully opening - please kindly investigate and try to fix	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby	Natural Cause	John Sisk & Son (Holdings) Limited
16/05/2025 11:32	06/05/2025 15:45	92291	Doors	area. Door heating also not working leaving the lobby freezing cold. Please investigate, many thanks.	NE03 - Luna	Luna Development	BREAKDOWN	Luna	No Fault Found	John Sisk & Son (Holdings) Limited
29/05/2025 11:04	06/05/2025 12:31	92262	Doors - Adjustment	Could we kindly request that the main entrance at Collyer be returned to the automatic setting? We understand it was disabled due to concerns about trespassing; however, one of our residents has recently had twins via C-section and is currently struggling significantly with manually opening the doors.	E03 - Canada Gardens	Collyer	BREAKDOWN	Building Exterior		John Sisk & Son (Holdings) Limited
16/05/2025 11:46	06/05/2025 10:20	92245	Communal Doors	Please turn on the door heating at the Luna front entrance door.	NE03 - Luna	Luna Development	BREAKDOWN	Luna	Aged/Faulty	John Sisk & Son (Holdings) Limited
16/05/2025 12:19	06/05/2025 08:13	92223	Doors	Residential storage room door is not closing properly	NE03 - Luna	Luna Development	BREAKDOWN	Luna	No Fault Found	John Sisk & Son (Holdings) Limited

02/05/2025 18:51	02/05/2025 18:16	91810	Doors	Communal door emergency	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN		Lack of Servicing	John Sisk & Son (Holdings) Limited
02/05/2025 15:53	02/05/2025 13:36	91798	Doors - Adjustment	Thomson podium door not closing fully, pic and video in WhatsApp GC.	E03 - Canada Gardens	Thomson	BREAKDOWN	Podium Garden	Natural Cause	John Sisk & Son (Holdings) Limited
13/05/2025 12:01	02/05/2025 10:05	91773	Doors	The fire door on the ground floor MW that provides access to the gym is in need of some painting	E01/02 - Madison	Madison West	BREAKDOWN	Corridors/Staircases/Riser		John Sisk & Son (Holdings) Limited
02/05/2025 15:22	01/05/2025 13:47	91707	Doors - Adjustment	the handle on the door to the caravan in the hot tub area is not working. Needs to be adjusted. Thanks	E05 - The Robinson	The Robinson South	BREAKDOWN	Robinson South Hot Tub	Natural Cause	John Sisk & Son (Holdings) Limited
13/05/2025 12:01	01/05/2025 12:13	91683	Doors	The staff door is not closing properly, stays open. Also, some part of the frame is chipped off and scratched LB 13.05- Eduard fixed and painted	E01/02 - Madison	Madison West	BREAKDOWN	Studio		John Sisk & Son (Holdings) Limited
01/05/2025 17:44	30/04/2025 15:49	91584	Doors	The Thomson door from lift to main lobby, the frame seems to be damaged. Pictures and video in documents	E03 - Canada Gardens	Thomson	BREAKDOWN	Communal & Social Spaces	Natural Cause	John Sisk & Son (Holdings) Limited
16/05/2025 09:36	30/04/2025 14:33	91578	Doors	The black hole door doesn't open automatically.	NE03 - Luna	Luna Development	BREAKDOWN	Luna		John Sisk & Son (Holdings) Limited
28/05/2025 17:33	30/04/2025 14:21	91575	Doors	The main entrance door open button under the front desk is loose. Could you please reattach it? Thank you	NE03 - Luna	Luna Development	BREAKDOWN	Luna		John Sisk & Son (Holdings) Limited
01/05/2025 13:55	29/04/2025 10:38	91421	Doors	Please install an A3 frame to the core C exit/ entrance and the push to open cover with alarm. thank you	NE03 - Luna	Luna Development	BREAKDOWN	Luna	No Familiarisation	John Sisk & Son (Holdings) Limited
30/04/2025 10:32	29/04/2025 10:19	91420	door	Landsby East main door - please check as per video from cleaners the solenoid bolt is not working well - video in documents	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby		John Sisk & Son (Holdings) Limited
01/05/2025 10:54	28/04/2025 16:05	91340	Front door	No preference Entrance door to buiilding is not working yet again .	NW09/10 - Repton Gardens	Birch House	BREAKDOWN	733 Birch House		Box Cleaning
13/05/2025 08:53	28/04/2025 14:57	91325	Doors	One of the doors on the 17th floor facing the courtyard cant be opened. All looking good on Salto not on emergency opening etc. Can this be checked please	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson		John Sisk & Son (Holdings) Limited
04/05/2025 10:51	28/04/2025 09:55	91276	MW doors	-Madison west fire exit -door stadium side. AND -the rooftop door MW were reported not working - please investigate and try to remediate	E01/02 - Madison	Madison Development	BREAKDOWN	Madison		John Sisk & Son (Holdings) Limited
30/04/2025 10:32	28/04/2025 09:39	91273	doors	The lismer entrance door is damaged. - reported by the night team - could you please investigate what the issue may be?	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens		John Sisk & Son (Holdings) Limited
01/05/2025 10:59	27/04/2025 17:11	91073	Front Door	Car park gate not opening and closing - has been placed on manual open.	NW09/10 - Repton Gardens	Cherry House	BREAKDOWN	Building Exterior		John Sisk & Son (Holdings) Limited
28/04/2025 09:18	27/04/2025 12:21	91051	Doors	Repton vehicle gate is not functioning/opening. Upon entrance its the gate to the right side. Internal maintenance team have attended and changed function to manual open/close.	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton		John Sisk & Son (Holdings) Limited
14/05/2025 11:02	25/04/2025 12:36	90873	Communal Doors	The auto open function doesnt work	NE03 - Luna	Luna Development	BREAKDOWN	Luna		John Sisk & Son (Holdings) Limited
25/04/2025 12:40	25/04/2025 09:10	90837	Doors	Birch Lobby external door not working again. The button is releasing but the power arm at the top isn't working correctly and it is either opening and closing on its own or closed	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton		John Sisk & Son (Holdings) Limited
25/04/2025 15:05	24/04/2025 20:46	90799	doors	Thomson level 2 podium door not fully closing as it catching on the bottom - could this be adjusted to be repaired in house? - video enclosed task for tony and tom together	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Aged/Faulty	John Sisk & Son (Holdings) Limited
25/04/2025 10:33	24/04/2025 20:43	90798	doors	Automatic ground floor door found by Fevique not working and still needs a reset - video attached in documents and its also on the maintenance group posted by fevique. Could this door please be reset and see if working again with the push buton? Is it automatic	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	John Sisk & Son (Holdings) Limited
25/04/2025 12:41	24/04/2025 14:27	90744	Doors	The concierge Intercom button not working	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton		John Sisk & Son (Holdings) Limited
16/05/2025 16:34	24/04/2025 12:00	90726	Doors	Can you please - affix the white board to the management office wall. - Move the A3 clip frames t the Maintenance storage - Add the missing clips to the roof furniture (we have received the missing ones) Mannie U and Tony to work together on this	NE03 - Luna	Luna Development	BREAKDOWN	Luna	No Familiarisation	John Sisk & Son (Holdings) Limited
24/04/2025 10:15	24/04/2025 08:15	90709	Doors	The door is stuck again, not opening or closing correctly looked now.	NW09/10 - Repton Gardens	Birch House	BREAKDOWN	Lobby		John Sisk & Son (Holdings) Limited
15/05/2025 11:51	23/04/2025 13:04	90557	Doors	The cupboards under the coffee taps cannot be closed with the keys provided. Please replace lock. Thank you	NE03 - Luna	Luna Development	BREAKDOWN	Luna		John Sisk & Son (Holdings) Limited
24/04/2025 13:55	23/04/2025 11:34	90549	Doors	Fire escape door next to Staff side door entrance needs to be more secure. It does not close automatically. The external door top metal stopper has been removed (noticed by Maddie) and visible on the door if you investigate as there are	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby		John Sisk & Son (Holdings) Limited
15/05/2025 11:47	22/04/2025 15:22	90490	Doors - Adjustment	The gym door does not lock properly and continuously beeps. When it is locked, the reader sometimes does not respond to fobs. We have left if on emergency open until it is fixed.	NE03 - Luna	Luna Development	BREAKDOWN	Luna		John Sisk & Son (Holdings) Limited
23/04/2025 10:51	22/04/2025 10:36	90452	Doors	Lismer main lobby Salto reader - entry points ground floor to be reviewed the Salto readers need to be aligned again as when tapping fob on Lismer entrance it took a while to read my key for the door to open. - please kindly check and report back to maddie what the	E03 - Canada Gardens	Lismer	BREAKDOWN	Building Exterior	Natural Cause	Quintain Living Limited
22/04/2025 12:05	22/04/2025 08:17	90433	Doors	Several reports that main door is not locking LB 22/04 door reset and locking now	SW03/04 - Ferrum	Fe3	BREAKDOWN	Lobby Corridor		Quintain Living Limited
23/04/2025 10:16	21/04/2025 16:48	90396	Doors	Hi Team, The 2 large gates after the bridge separating Robinson and Canada Gardens where the entrance to the storage cages are unable to opened via fob. Residents and myself have tried tapping the fob on however the door is unresponding. Please see if anything need to	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Natural Cause	Quintain Living Limited
22/04/2025 18:08	20/04/2025 12:54	90155	Doors	structure at the Robinson South entrance is damaged	E05 - The Robinson	The Robinson South	BREAKDOWN	Building Exterior	Natural Cause	Quintain Living Limited
23/04/2025 13:08	19/04/2025 11:35	90106	Doors	Main lobby entrance door stuck open.	NW09/10 - Repton Gardens	Birch House	BREAKDOWN	Lobby		Quintain Living Limited

09/05/2025 13:10	17/04/2025 15:00	89930	Robinson south lift out of service with doors open on Ground floor	Robinson south lift out of service with doors open- please check the lift if anything is obstructing the door. if not, please place a sign on a stand in front of the lift. (sign at the concierge desk)	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson		Quintain Living Limited
17/04/2025 11:50	16/04/2025 15:50	89799	Doors	Main door frame has been broken	SW03/04 - Ferrum	Fe3	BREAKDOWN	Lobby Corridor	Aged/Faulty	Quintain Living Limited
16/04/2025 15:07	16/04/2025 12:16	89780	Front Door	Landsby Block A - side door from binstore towards weaver walk - the automatic door not working not opening. Please investigate and try to repair	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby	Aged/Faulty	Quintain Living Limited
16/04/2025 12:43	16/04/2025 11:56	89779	Communal Doors	Fire door checks	E05 - The Robinson	Robinson Development	BREAKDOWN		PPM	Quintain Living Limited
16/04/2025 14:30	15/04/2025 15:42	89687	Ferrum 3 15th floor Trash chute door FB2 lock faulty	Ferrum 3 15th floor Trash chute door FB2 lock faulty- please repair or replace, as we have to lock the door due to envac being out of use for a while	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Aged/Faulty	Quintain Living Limited
15/04/2025 14:35	15/04/2025 11:26	89661	Front Door	Chain broken	E03 - Canada Gardens	Thomson	BREAKDOWN	805 Thomson	Resident Misuse	Quintain Living Limited
15/04/2025 15:19	15/04/2025 09:36	89653	Robinson West side basement door - maglock came off due to	Robinson West side basement door - maglock came off due to being forced by trespassers (door opposite the DDA Lifts)	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Resident Misuse	Quintain Living Limited
15/04/2025 14:10	15/04/2025 09:19	89651	Madison West studio door scratching on the floor	Madison West studio door scratching on the floor - please try to adjust the door to close accordingly	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Natural Cause	Quintain Living Limited
15/04/2025 14:17	14/04/2025 10:27	89548	Front Door	Birch main entrance internal disabled push buttons requires new batteries - please kindly assist with changing them. Replacement on Maddie's desk in Repton contractor office	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton		Quintain Living Limited
14/04/2025 17:08	14/04/2025 07:34	89535	Robinson South 23rd floor roof door handle loose	Robinson South 23rd floor roof door handle loose- please secure back	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Move In/Move Out	Quintain Living Limited
11/04/2025 15:40	11/04/2025 14:52	89269	Front Door	aspen main entrance door not closing - video enclosed and on the group too	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Resident Misuse	Quintain Living Limited
10/04/2025 14:46	09/04/2025 12:55	89035	doors	Please check the podium Bison door - cleaning team said that they are unable to close/lock the door and this remains open?	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Natural Cause	Quintain Living Limited
08/04/2025 13:09	08/04/2025 11:40	88874	doors	Level 2 podium doors from Landsby East and Vista are not locking. Could you please investigate and see if breakglass was pressed and try to lock again the doors?	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby	Aged/Faulty	Quintain Living Limited
08/04/2025 08:43	07/04/2025 13:45	88779	Ferrum Podium BBQ Cupboard door came off	Ferrum Podium BBQ Cupboard door came off- please try to re-attach - picture attached	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Aged/Faulty	Quintain Living Limited
03/04/2025 16:23	03/04/2025 15:47	88252	Doors	Battery	E01/02 - Madison	Madison East	BREAKDOWN	334 Madison East	Natural Cause	Quintain Living Limited
02/04/2025 15:57	02/04/2025 09:52	88089	Doors	Garden door stuck open LB- Door closed	NW09/10 - Repton Gardens	Cherry House	BREAKDOWN	Club Room East		Quintain Living Limited
01/04/2025 12:46	01/04/2025 10:15	87976	Ferrum 2 main door - door stopper came off	Ferrum 2 main door - door stopper came off - please secure it back(it is on Liana's Desk)	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Natural Cause	Quintain Living Limited
15/04/2025 07:38	31/03/2025 17:47	87910	Communal Doors	Emergency reset required in ME	E01/02 - Madison	Madison East	BREAKDOWN	Building Exterior	Lack of Servicing	Quintain Living Limited
14/04/2025 16:41	31/03/2025 16:14	87895	Madison West door to Car Park- emergency button damaged	Madison West door to Car Park- emergency button damaged- please replace	E01/02 - Madison	Madison Development	BREAKDOWN	Madison		Quintain Living Limited
01/04/2025 15:33	31/03/2025 15:43	87894	Doors	Ventilation	NW09/10 - Repton Gardens	Cherry House	BREAKDOWN	813 Cherry House		Quintain Living Limited
31/03/2025 11:25	31/03/2025 10:23	87838	Madison West Fire panel door not closing well	Madison West Fire panel door not closing well- reported by resident team- please check what can be done	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Natural Cause	Quintain Living Limited
31/03/2025 10:55	31/03/2025 10:03	87835	Madison West (Main parking entrance/exit door	Madison West (Main parking entrance/exit door not locking (reported by night team)	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Natural Cause	Quintain Living Limited
31/03/2025 12:14	31/03/2025 09:47	87833	Summit doors- secure with cable ties	Summit doors- secure with cable ties	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	PPM	Quintain Living Limited
30/03/2025 12:40	30/03/2025 11:53	87616	Doors	Aspen House Podium Door disabled opening not working perfectly	NW09/10 - Repton Gardens	Aspen House	BREAKDOWN	Lobby	Aged/Faulty	Quintain Living Limited
15/04/2025 09:30	29/03/2025 12:04	87560	Doors	Block A right lift keeps jumping and getting stuck between floors. Kone was called yesterday (9B0306582902) and refused to turn off the lift. The speaker does not work so residents cannot call for help. This morning the lift jammed again and got stuck.	NW07/08 - Landsby	Landsby West	BREAKDOWN	Lifts		Quintain Living Limited
28/03/2025 14:30	28/03/2025 09:22	87439	Madison East Podium door cable hanging	Madison East Podium door cable hanging-pic attached	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Natural Cause	Quintain Living Limited
27/03/2025 10:25	26/03/2025 13:05	87264	Repair Robinson exit doors where the handles have been removed	Repair Robinson exit doors where the handles have been removed- to improvise with filler and those plastic cappings	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	PPM	Quintain Living Limited
27/03/2025 09:05	26/03/2025 13:03	87263	Parcel door handle to replace	Parcel door handle to replace	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	Quintain Living Limited
27/03/2025 12:37	26/03/2025 12:27	87258	automatic door	2nd floor podium door from heward does not close - please investigate and try to repair - video enclosed	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	No Fault Found	Quintain Living Limited
27/03/2025 11:01	25/03/2025 17:16	87185	Doors	The intercom won?t ring or dial at the entrance of Robinson East Please reset the intercom	E05 - The Robinson	The Robinson East	BREAKDOWN	Building Exterior	Natural Cause	Quintain Living Limited
26/03/2025 16:47	25/03/2025 16:09	87180	Doors	The side door to Madison West (gym side, external door) is not opening with fob. It only opens when concierge button is pressed and opened by the team from the PC. The door does not show on audit trail neither, not even as refused access so it appears like its completely offline. Can we please investigate.	E01/02 - Madison	Madison West	BREAKDOWN	Quintain Resident Team Office		Quintain Living Limited
03/04/2025 16:21	25/03/2025 13:54	87167	FE2 19th floor Technical roof door to external plant room enclosure	FE2 19th floor Technical roof door to external plant room enclosure damaged- pic attached - please try to repair	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Natural Cause	Quintain Living Limited
24/03/2025 21:45	24/03/2025 08:55	86908	Morning. West corridor door does not auto close. Door hinges need adjustment	Robinson West corridor door does not auto close. Door hinges need adjustment Also, as requested by Gareth, following tresspassers issues over the weekend, please check all the key external doors and test if	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson		Quintain Living Limited

14/04/2025 16:41	23/03/2025 17:01	86717	Robinson Parcel store door latch replacement	Robinson Parcel store door latch replacement (new purchased latches are in Madison workshop on the desk)	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson		Quintain Living Limited
15/05/2025 11:46	21/03/2025 17:21	86577	Doors - Adjustment	Door from eclipse lounge to terrace at front of building is not locking via the maglock - might just need adjusting.	NE03 - Luna	Luna C1 Tower	BREAKDOWN	The Terrace		John Sisk & Son (Holdings) Limited
21/03/2025 14:32	21/03/2025 09:03	86514	Robinson West Car park Basement door not locking	Robinson West Car park Basement door not locking (reported by night team, no further details provided)	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	No Fault Found	Quintain Living Limited
21/03/2025 13:15	20/03/2025 11:32	86402	Doors	The Storage pods door green exit button does not open, resulting in a resident being stuck in there.	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby		Quintain Living Limited
23/04/2025 11:33	19/03/2025 16:54	86353	Doors	Fire escape door next to Staff side door entrance needs to be more secure. It does not close automatically. The external door top metal stopper has been removed (noticed by Maddie) and visible on the door if you investigate as there are	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby		Quintain Living Limited
22/03/2025 15:39	19/03/2025 13:28	86308	Automatic door	The automatic doors from mezzanine - lounge area toward podium is currently locked via key as RT told me it is not functioning. Could you please kindly unlock the door and investigate if we can repair in house and if not whats wrong with it and if we need a contractor quote?	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Natural Cause	Quintain Living Limited
17/03/2025 16:29	17/03/2025 16:08	85969	Doors	Helping Vitor change a salto door look in repton	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN		Aged/Faulty	Quintain Living Limited
23/03/2025 17:09	17/03/2025 13:38	85948	Robinson Parcel store door handle not engaging	Robinson Parcel store door handle not engaging	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson		Quintain Living Limited
17/03/2025 12:49	17/03/2025 11:10	85874	RW basement entry door RW basement entry door mag-lock	RW basement entry door RW basement entry door mag-lock broken- maglock part was left in the cycle store in West-please collect from there	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Aged/Faulty	Quintain Living Limited
17/03/2025 10:56	17/03/2025 09:34	85857	RG sprinkler room door	for tomorrows service to avoid contractors being unable to access the room?	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Lack of Servicing	Quintain Living Limited
15/03/2025 12:56	15/03/2025 09:18	85589	Doors	Madison East cycle store door and Bin store door is not locking and has no power to it. please check	E01/02 - Madison	Madison East	BREAKDOWN	Corridors/Staircases/Riser Cupboards	No Familiarisation	Quintain Living Limited
23/03/2025 17:07	14/03/2025 21:27	85563	Ferrum 1 12th floor rooftop door has no power	Ferrum 1 12th floor rooftop door has no power-please investigate	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum		Quintain Living Limited
02/05/2025 11:30	14/03/2025 18:44	85546	Front door	No preference The magnetic locks are broken Door	SW03/04 - Ferrum	Fe3	BREAKDOWN	1277 Ferrum		Box Cleaning
14/03/2025 14:44	13/03/2025 16:14	85461	Madison West external side door (bins store access) install	Madison West external side door (bins store access) install emergency push button protective cover	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Aged/Faulty	Quintain Living Limited
17/03/2025 16:28	13/03/2025 13:27	85450	Yellow kitchen 2x doors glass frosting	Yellow kitchen 2x doors glass frosting	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	PPM	Quintain Living Limited
13/03/2025 12:00	13/03/2025 10:07	85421	Block A Landsby West car park door	Car park door from Landbsy West Block A need attention, restrictor not engaging on top of the door as it stays out, 2 x screws from maglock are loose, maglock not engaging - break glass needs a good reset with the key as this is the reason most probably that the	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby	No Familiarisation	Quintain Living Limited
11/03/2025 16:02	11/03/2025 11:24	85217	Door not closing on Ground Floor Madison East in corridor near bin	Door not closing on Ground Floor Madison East in corridor near bin stores- video attached	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Natural Cause	Quintain Living Limited
11/03/2025 15:29	11/03/2025 09:54	85207	Doors	The Block A car park entrance door does not lock.	NW07/08 - Landsby	Landsby West	BREAKDOWN	Corridors/Staircases/Riser	Resident Misuse	Quintain Living Limited
23/03/2025 17:07	10/03/2025 17:58	85116	Robinson West DDA lifts lobby unlocked door to QL Resident	Please check for the door from Robinson West DDA Lifts Lobby leading to QL Resident Team Office and Canada Gardens. The door is not locked, could be green call point activated or loss of power supply.	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson		Quintain Living Limited
11/03/2025 11:58	10/03/2025 12:20	85066	Lismer main door rubber	Please help stick back the rubber on the door glass - pictures enclosed	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Aged/Faulty	Quintain Living Limited
11/03/2025 09:10	08/03/2025 09:02	84737	Doors	Door for rooftop does not automatically open	E05 - The Robinson	The Robinson South	BREAKDOWN	Roof Top Terrace	Natural Cause	Quintain Living Limited
10/03/2025 13:56	07/03/2025 15:02	84688	Doors - Adjustment	Hi Team, please see the below feedback from a resident in Jackson: The doors to the entryway on First Way have recently been shifted to automatic again. Can I please ask that this action is reversed or alternatively, that the time the doors stay open is reduced?	E03 - Canada Gardens	Jackson	BREAKDOWN	Lobby		Quintain Living Limited
11/03/2025 14:26	07/03/2025 09:13	84624	Landsby East level 15 door	Rooftop door from level 15 landsby east has been reported not closing by the resident team - picture enclosed. please have a look at this issue (not sure if salto related or breakglass)	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby		Quintain Living Limited
09/04/2025 13:47	06/03/2025 15:30	84552	Doors	Please install covers with alarms over the exit buttons and green emergency release buttons in block C - find covers in Noemi's office cupboard	NE03 - Luna	Luna Development	BREAKDOWN	Luna	No Fault Found	Quintain Living Limited
06/03/2025 18:10	06/03/2025 12:56	84532	Thomson internal door	Frame came off to the Thomson door leading to the lobby - see picture enclosed. The frame should be in the resident team office for being safe	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens		Quintain Living Limited
06/03/2025 17:34	06/03/2025 12:51	84531	Thomson podium door	Night team reported that the podium door from Thomson does not open automatically anymore - could you please investigate and se if able to repair? Video enclosed	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Aged/Faulty	Quintain Living Limited
05/03/2025 12:55	05/03/2025 12:17	84431	Ferrum 2 building B, first floor, the door remains open	Ferrum 2 building B, first floor, the door remains open	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Natural Cause	Quintain Living Limited
03/03/2025 15:33	03/03/2025 14:01	84240	Lismer main entrance door	Part top of the door fall down - a small item from the glass edge - see picture enclosed. the part wwas left by the cleaners next to the windown. is a bar part. picture enclosed.	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Aged/Faulty	Quintain Living Limited
03/03/2025 15:35	03/03/2025 13:58	84239	Robinson West 17th floor door room next to the coffee machine-	Robinson West 17th floor door room next to the coffee machine- door handle cover loose- please secure back -pic attached.	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Aged/Faulty	Quintain Living Limited
03/03/2025 15:31	03/03/2025 10:18	84220	Robinson West 17th floor courtyard door is not auto closing ,	Robinson West 17th floor courtyard door is not auto closing , the door opposite to Liam's room	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Aged/Faulty	Quintain Living Limited
03/03/2025 14:04	03/03/2025 09:44	84215	Madison East Resident storage door not closing automatically	Madison East Resident storage door not closing automatically, unless pulled- please try to adjust	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Aged/Faulty	Quintain Living Limited
28/02/2025 12:38	28/02/2025 10:40	83748	Varley main door	please see if this door needs a reset - the flatscan was checked yesterday by safe sustem and adjusted and all was working fine after. if the flat scans see anything on the ground will keep the door open. Maybe that is the case	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	No Fault Found	Quintain Living Limited
28/02/2025 11:40	28/02/2025 08:12	83728	Doors	Main entrance at Aspen (yellow gates) are remaining open, the maglock is not engaging via Salto. Please investigate and try to lock this door	NW09/10 - Repton Gardens	Aspen House	BREAKDOWN	Building Exterior	Aged/Faulty	Quintain Living Limited

23/03/2025 17:06	27/02/2025 12:58	83638	DDA car park door	DDA car park door found open and not locking. please investigate what is wrong. maybe breakglass pressed and needs reset? - picture of the door enclosed	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson		Quintain Living Limited
27/02/2025 11:46	27/02/2025 11:24	83626	Doors	Collyer on the fire escape, the window on the mezzanine door is broken.	E03 - Canada Gardens	Collyer	BREAKDOWN	Corridors/Staircases/Riser		Quintain Living Limited
27/02/2025 14:42	27/02/2025 10:31	83623	Front Door	Hi Team, It has been reported that the Varley front door is frequently left open, which seems to indicate that the locking mechanism is not functioning properly. Could someone please investigate and assist with this issue?	E03 - Canada Gardens	Varley	BREAKDOWN	Lobby		Quintain Living Limited
26/02/2025 16:14	26/02/2025 13:29	83543	Balcony Door	Balcony door lock broken, requires drilling out	SW03/04 - Ferrum	Fe2	BREAKDOWN	268 Ferrum	Natural Cause	Quintain Living Limited
25/02/2025 14:26	25/02/2025 11:49	83385	Varley door not closing	Please see picture attached - cleaners reported the door not closing and staying open all time	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	No Fault Found	Quintain Living Limited
24/02/2025 15:57	24/02/2025 13:43	83300	CLub Room door towards podium	Please investigate the door from lounge side towards podium as it has been reported not working -	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Aged/Faulty	Quintain Living Limited
26/02/2025 09:16	24/02/2025 13:40	83299	Doors	Bolt in DDA stairs basement door is not engaging	E05 - The Robinson	The Robinson West	BREAKDOWN	DDA Car Park	Aged/Faulty	Quintain Living Limited
24/02/2025 13:23	24/02/2025 13:08	83297	Jackson main entrance door	Please help with Jackson main door not closing - picture enclosed	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Move In/Move Out	Quintain Living Limited
24/02/2025 16:03	24/02/2025 13:04	83296	Landsby Block A - automatic door towards weaver walk	Door reported not closing - please investigate and try to repair - its the door from bin store towards weaver walk - the automatic one. Picture enclosed	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby	Natural Cause	Quintain Living Limited
24/02/2025 15:49	24/02/2025 09:34	83259	Madison west 14th floor staircase door trash hold loose	Madison west 14th floor staircase door trash hold loose - please re attach- video attached	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Aged/Faulty	Quintain Living Limited
24/02/2025 15:44	24/02/2025 09:25	83256	Robinson South internal lobby door not closing automatically	Robinson South internal lobby door not closing automatically unless pulled - please try to adjust the closer- video attached	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Aged/Faulty	Quintain Living Limited
24/02/2025 14:53	22/02/2025 12:55	83011	Doors	Heward level 2 podium door does not open properly, resident has reported the following "Garden level door into Heward not working"	E03 - Canada Gardens	Heward	BREAKDOWN	Building Exterior	No Fault Found	Quintain Living Limited
18/03/2025 16:19	21/02/2025 19:02	82883	Doors	The intercom/access system at the door from the car park to Robinson East isn?t working - you can?t call up to an apartment, it just says Busy, and the display constantly says ?error?. LB04/03 Safe systems attended and issued quote for panel replacement- awaiting PO approval	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson		Quintain Living Limited
21/02/2025 11:40	21/02/2025 10:52	82809	Ferrum 1 Ground floor door to CP install frame corners	Ferrum 1 Ground floor door to CP install frame corners	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Natural Cause	Quintain Living Limited
20/02/2025 17:12	20/02/2025 15:30	82740	2nd floor thomson door	Please see picture attached - maglock falling down requires re-attachment	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Aged/Faulty	Quintain Living Limited
20/02/2025 15:00	20/02/2025 09:47	82675	Robinson East main doors stay open after fire alarm activation-	Robinson East main doors stay open after fire alarm activation-please investigate	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	Quintain Living Limited
20/02/2025 10:15	20/02/2025 09:35	82673	Robinson West 17th floor no power on the doors- pls	Robinson West 17th floor no power on the doors- pls investigate	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	Quintain Living Limited
20/02/2025 16:19	19/02/2025 12:24	82606	Doors	The door on the mezz/1st floor, has shattered glass -It looks like someone tried to force entry.	E03 - Canada Gardens	Collyer	BREAKDOWN	Corridors/Staircases/Riser	Resident Misuse	Quintain Living Limited
18/02/2025 17:27	18/02/2025 15:07	82546	Doors	Dishwasher door wood repair	NW07/08 - Landsby	Landsby East	BREAKDOWN	906 Landsby East	Natural Cause	Quintain Living Limited
18/02/2025 14:41	18/02/2025 14:23	82537	FE2 17th floor lift stuck on 17th floor with doors circulating	FE2 17th floor lift stuck on 17th floor with doors circulating- please check if anything is obstructing the doors	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Lack of Servicing	Quintain Living Limited
18/02/2025 09:17	18/02/2025 08:29	82469	Plant room patrols (extra) + FE3 cleaners cupboard door not	Plant room patrols (extra) + FE3 cleaners cupboard door not locking + some small reactive jobs in Ferrum	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Natural Cause	Quintain Living Limited
17/02/2025 13:41	17/02/2025 11:18	82327	Robinson Car Park Basement Door to DDA by Canada Gardens not	Robinson Car Park Basement Door to DDA by Canada Gardens not locking- please reset the emergency button	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Resident Misuse	Quintain Living Limited
17/02/2025 16:00	17/02/2025 10:10	82316	/cherry side door	side door from Cherry towards the porte cochere has been damaged again (repaired on Friday by safe system) - please kindly investigate and see if we can repair in house this issue (video enclosed)	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Aged/Faulty	Quintain Living Limited
17/02/2025 14:43	17/02/2025 10:02	82315	LE level 15 rooftop door	Door not closing - I suspect the breakglass has been pressed as those doors have recently been fitted with new flatscans and repaired.	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby	No Familiarisation	Quintain Living Limited
17/02/2025 10:09	17/02/2025 09:29	82305	CG 2nd floor podium door	2nd floor podium door requires to be fixed as its currently not closing	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	No Fault Found	Quintain Living Limited
17/02/2025 09:37	15/02/2025 16:47	82080	Doors	Residents reported that the Madison East large refuse store door is not working properly and currently being propped open with cardboard by others for access. Checked PPD in Salto, however, no current update required.	E01/02 - Madison	Madison East	BREAKDOWN	Envac Room	Natural Cause	Quintain Living Limited
17/02/2025 10:06	15/02/2025 16:31	82078	Doors	The door is on emergency lock on Salto, and flashes red denying access. However the door is constantly open - no locking mechanism.	NW07/08 - Landsby	Landsby East	BREAKDOWN	Roof Top Terrace		Quintain Living Limited
21/02/2025 08:36	15/02/2025 15:43	82076	Front door	No preference The light top of the flat number plate is not working on 11th floor Since last week or before	NW09/10 - Repton Gardens	Birch House	BREAKDOWN	1122 Birch House	No Fault Found	Quintain Living Limited
14/02/2025 14:54	14/02/2025 14:36	81984	Fe3 Core B 5th floor Mechanical Riser door lock needs replacing	Fe3 Core B 5th floor Mechanical Riser door lock needs replacing not locking properly	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Natural Cause	Quintain Living Limited
14/02/2025 11:53	14/02/2025 09:03	81943	Communal Doors	Hi Team, The second-floor door leading to the podium in Thomson is not closing properly. It remains wide open even after attempting to close it with some force. Could you please arrange for someone to inspect and repair the door?	E03 - Canada Gardens	Thomson	BREAKDOWN	Communal Areas Access/Egress	Natural Cause	Quintain Living Limited

14/02/2025 11:44	13/02/2025 15:36	81843	Ferrum 2 Bin Store/Cycle store door not locking	Ferrum 2 Bin Store/Cycle store door not locking. please investigate the issue	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Natural Cause	Quintain Living Limited
20/02/2025 11:22	13/02/2025 14:56	81834	Doors - Adjustment	Hi Team, We've received a complaint from a resident regarding difficulty accessing the main entrance door. They mentioned that the door is very hard to open, requiring multiple attempts, which is especially challenging for those with strollers.	E03 - Canada Gardens	Collyer	BREAKDOWN	Building Exterior		Quintain Living Limited
20/02/2025 11:22	13/02/2025 13:47	81821	Doors - Adjustment	Residents have requested an adjustment to the timer on the Lismer lobby entrance door. Currently, it is set to automatic, but when opened, it remains open for an extended period. They have raised safety concerns about potential trespassers and would like this to	E03 - Canada Gardens	Lismer	BREAKDOWN	Lobby		Quintain Living Limited
13/02/2025 14:08	13/02/2025 11:03	81808	Robinson East and West fire door remove external handles	Robinson East and West fire door remove external handles to make it exit only (as per Gareth and James) please also advise how we can cap off the screws that are left there. I will order signs to say Fire door, Exit only	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	PPM	Quintain Living Limited
13/02/2025 12:37	13/02/2025 08:58	81804	Robinson East Lobby door arm closer damaged	Robinson East Lobby door arm closer damaged -please try to screw back in or advise if we need external contractor- pic attached	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Resident Misuse	Quintain Living Limited
13/02/2025 08:15	12/02/2025 19:39	81755	Ferrum 1 door near cleaners cupboard-window frame loose	Ferrum 1 door near cleaners cupboard-window frame loose	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Aged/Faulty	Quintain Living Limited
14/02/2025 16:03	12/02/2025 15:28	81742	Retail corridor main door	Reported by REALM that the retail corridor main entrance door is not locking - could this please be investigate? Maybe maglock? please try to secure the door	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby	Aged/Faulty	Quintain Living Limited
12/02/2025 16:57	12/02/2025 14:23	81732	Thompson heating main door	CG - Thompson boon edam doors heater - the heating above the lobby door has just stopped working again. It?s extremely cold at the front desk was working fine yesterday are you able to send a member of the team to check please x	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Natural Cause	Quintain Living Limited
13/02/2025 11:08	12/02/2025 14:03	81727	Communal Doors	The dog run gate lock is not functioning properly and not sure if it can be changed, but the door feels quite heavy to open.	E01/02 - Madison	Madison West	BREAKDOWN	Podium Garden	Natural Cause	Quintain Living Limited
19/02/2025 16:28	12/02/2025 14:02	81725	Doors	Multiple floors around MW and ME have no or worn out soft close cushions on the doors that are opened to use the Envac chutes, causing the doors to slam every time they're opened.	E01/02 - Madison	Madison West	BREAKDOWN	Corridors/Staircases/Riser		Quintain Living Limited
13/02/2025 11:41	12/02/2025 14:02	81726	Doors	MW podium door can be opened without a fob.	E01/02 - Madison	Madison West	BREAKDOWN	Podium Garden	Natural Cause	Quintain Living Limited
12/02/2025 14:37	11/02/2025 15:24	81626	Ferrum Car park doors to FE3 Core A and Core B not locking	Ferrum Car park doors to FE3 Core A and Core B not locking- please reset the emergency button or investigate further if needed	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Aged/Faulty	Quintain Living Limited
12/02/2025 14:36	11/02/2025 15:18	81625	Ferrum 2 Block B Podium door not locking	Ferrum 2 Block B Podium door not locking	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	No Fault Found	Quintain Living Limited
11/02/2025 15:07	11/02/2025 10:25	81572	Robinson East rooftop door not opening automatically	Robinson East rooftop door not opening automatically	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	Quintain Living Limited
11/02/2025 14:38	11/02/2025 08:26	81565	Doors	The Madison East podium door has been reported to be opening without fob. Try to reset the emergency breakglass	E01/02 - Madison	Madison West	BREAKDOWN	Podium Garden	Lack of Servicing	Quintain Living Limited
10/02/2025 16:31	10/02/2025 15:57	81427	Robinson West -lobby door find cover for the arm closer	Robinson West -lobby door find cover for the arm closer 17th floor Camden booth no lights DDA East- install a maglock plate	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	Quintain Living Limited
12/02/2025 17:11	10/02/2025 13:36	81390	Internal doors	No preference Gym lockers are mostly closed and the opened ones are occupied even though the gym is empty .	NW07/08 - Landsby	Landsby West	BREAKDOWN	708 Landsby West		Quintain Living Limited
10/02/2025 13:05	10/02/2025 11:29	81373	Club room west podium door not locking	Video enclosed - the sensor is loose and blinking red - please investigate and try to repair	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Aged/Faulty	Quintain Living Limited
10/02/2025 12:02	10/02/2025 11:18	81372	Lismer 2nd floor door	This door has also been reported not working properly - please kindly investigate and see if able to repair - video enclosed	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Aged/Faulty	Quintain Living Limited
10/02/2025 11:54	10/02/2025 11:16	81370	Varley L2 door	please check Varley podium level 2 door - it has been reported not closing/locking- please also check the breakglass	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Aged/Faulty	Quintain Living Limited
10/02/2025 13:00	10/02/2025 11:13	81369	RG Birch 21 floor door	As per lucian message - please kindly take the lock out and measure it for a replacement. I belive more full details are on the message from lucian	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Poor Quality	Quintain Living Limited
23/03/2025 17:05	09/02/2025 14:45	81178	Front door	No preference The hinges of the refuse chutes need to be adjusted in eliminating the loud noises, especially in the early morning when people use the bins. It's disturbing and annoying, I am right in front at 608, Madison west.	E01/02 - Madison	Madison West	BREAKDOWN	608 Madison West		Quintain Living Limited
10/02/2025 16:18	08/02/2025 15:06	81122	Doors	The Metal plate on the LHS door of Madison East entrance (from standing inside) that has "push" written on it is peeling off from the bottom.	E01/02 - Madison	Madison East	BREAKDOWN	Corridors/Staircases/Riser	Natural Cause	Quintain Living Limited
10/02/2025 14:29	08/02/2025 08:33	81102	Doors	RW car park basement lobby door (corner wood) is broken	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	Quintain Living Limited
07/02/2025 11:06	07/02/2025 10:05	81018	Doors	Fire seal to be replaced in access door from super lobby to lift lobby.	E03 - Canada Gardens	Thomson	BREAKDOWN	Communal Areas Access/Egress	Natural Cause	Quintain Living Limited
10/02/2025 13:49	07/02/2025 09:28	81016	Communal Doors	Cycle Store Landsby East carpark door lock. Needs maintenance intervention. The maglock does not automatically lock,	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby		Quintain Living Limited
07/02/2025 11:55	07/02/2025 09:16	81012	Doors - Adjustment	Door to cycle store in the basement next to Robinson South not closing properly	E05 - The Robinson	The Robinson West	BREAKDOWN	Car Park	Natural Cause	Quintain Living Limited
12/02/2025 17:07	06/02/2025 18:57	80945	Doors - Adjustment	Seath CS door is not engaging with Maglock, I have also tried to reset it via Salto and emergency release. - Video in maintenance group chat.	E03 - Canada Gardens	Seath	BREAKDOWN	Building Exterior		Quintain Living Limited
10/02/2025 16:01	06/02/2025 08:06	80737	Cleaners cupboard low battery door	The batteries to the door for the cleaners cupboard at cherry house requires to be changed. Batteries are low.	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Natural Cause	Quintain Living Limited
05/02/2025 17:06	05/02/2025 14:47	80690	Repton bin store external door	Issues with the external bin store from repton - door acting weir please see video and kindly help as door is not closing	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	No Fault Found	Quintain Living Limited
10/02/2025 16:00	05/02/2025 14:29	80685	Doors	Repton Staff room door - door stop needs replacing	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Natural Cause	Quintain Living Limited
06/02/2025 13:32	05/02/2025 12:46	80672	Doors	Following doors don't close properly without force: - Mad.W Car park door to lift lobby. - Mad.W & Mad.E large bin refuse store doors. - Store 3 door (UG opposite bathroom).	E01/02 - Madison	Madison West	BREAKDOWN	Corridors/Staircases/Riser Cupboards	Natural Cause	Quintain Living Limited

14/02/2025 09:35	02/02/2025 08:37	80184	Doors	Hi Team, Trespassers have damaged the maglock of the Robinson South Roof top door on the 23rd floor. Please could someone attend when possible. Many thanks. Kind regards, Ken	E05 - The Robinson	The Robinson South	BREAKDOWN	Corridors/Staircases/Riser Cupboards		Quintain Living Limited
03/02/2025 16:27	31/01/2025 19:12	80105	Doors	Parcel Room in RW not locking after door closes	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	Quintain Living Limited
31/01/2025 15:43	31/01/2025 13:20	80054	Car park access door via DDA stairs next to RW not auto closing	Car park access door via DDA stairs next to RW not auto closing- please try to reset	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	Quintain Living Limited
30/01/2025 15:38	30/01/2025 14:34	79945	Birch main entrance door not working	Repton Gardens Birch House Door not opening when pressing the button or tapping fob - disabled accessible button pressed also but not opening and when pushed it is counteracting the force put in to opening the door	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Aged/Faulty	Quintain Living Limited
30/01/2025 14:58	30/01/2025 14:02	79939	Heward L5 riser door	Riser door found open - please close	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	No Familiarisation	Quintain Living Limited
31/01/2025 14:40	30/01/2025 09:38	79889	Door between buildings Fe3 side		SW03/04 - Ferrum	Fe3	BREAKDOWN	1277 Ferrum	Aged/Faulty	Quintain Living Limited
29/01/2025 16:59	29/01/2025 15:31	79829	Robinson South Fire exit door near main entrance- emergency break	Robinson South Fire exit door near main entrance- emergency break glass pressed - please reset	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	Quintain Living Limited
29/01/2025 18:30	29/01/2025 08:44	79790	Doors	Side door from Cherry reception is not closing by its own. Currently OOS until fixed, Thank you	NW09/10 - Repton Gardens	Cherry House	BREAKDOWN	Repton Concierge	Natural Cause	Quintain Living Limited
29/01/2025 15:06	28/01/2025 13:56	79724	Madison East residents storage room door - not closing by itself	Madison East residents storage room door - not closing by itself- please try to adjust	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Aged/Faulty	Quintain Living Limited
28/01/2025 19:27	28/01/2025 13:51	79722	Madison East Bin store door flashing red and not opening	Madison East Bin store door flashing red and not opening	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Aged/Faulty	Quintain Living Limited
28/01/2025 13:44	28/01/2025 11:54	79706	Doors	Jackson main entrance lobby door is not connecting to the Maglock - please could we get this looked into as priority. Thankss	E03 - Canada Gardens	Jackson	BREAKDOWN	Lobby	Move In/Move Out	Quintain Living Limited
28/01/2025 15:04	27/01/2025 16:41	79610	close a riser door in ferrum 1 ADJ 247 as door is slamming outside	close a riser door in ferrum 1 ADJ 247 as door is slamming outside the apartment making noise (reported by resident) use FB2 key (amended case from Yesterday- Ferrum 1 instead of ferrum 2)	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	No Fault Found	Quintain Living Limited
29/01/2025 14:12	27/01/2025 16:05	79607	Madison East 3rd floor and 5th floor Refuse Chute riser door	Madison East 3rd floor and 5th floor Refuse Chute riser door painting (to match the other door (picture attached) Also put filler on the walls opposite the lifts on the 3rd, 4th, 6th floors and check if we have the correct paint for these walls.	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Aged/Faulty	Quintain Living Limited
27/01/2025 14:42	27/01/2025 12:12	79566	LW main entrance door	Please install the handrail on the LW main entrance door. These can be found in the back of house corridor	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby	Aged/Faulty	Quintain Living Limited
27/01/2025 13:59	27/01/2025 12:04	79564	Ferrum 1 1st floor door to Podium not closing	Ferrum 1 1st floor door to Podium not closing - please try to adjust	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Aged/Faulty	Quintain Living Limited
27/01/2025 16:03	26/01/2025 11:18	79304	Doors	Orange Lift in Robinson West has been reported to not be closing correctly and is "jamming"	E05 - The Robinson	The Robinson West	BREAKDOWN	Corridors/Staircases/Riser		Quintain Living Limited
24/01/2025 11:45	23/01/2025 22:38	78979	Robinson West Basement lobby door catching on the carpet	Robinson West Basement lobby door catching on the carpet- needs adjusting from the bottom hinge (as per James H). let me know if you need a second person to assist with this	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Aged/Faulty	Quintain Living Limited
23/01/2025 14:27	23/01/2025 10:12	78902	Robinson West 17th floor Door from social spaces to external - maglock plate loose and door not	Robinson West 17th floor Door from social spaces to external - maglock plate loose and door not auto Please secure maglock and, check if door can be set on automatic, otherwise let me know if contractor is required. Assigned to Eduard and Iosif	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	Quintain Living Limited
24/01/2025 19:08	22/01/2025 14:43	78814	Front Door	Hi team, I have received feedback from several Jackson residents regarding issues with the Salto reader not consistently reading their fobs. As a result, they are having to call the front desk for access, which seems to be a recurring problem.	E03 - Canada Gardens	Jackson	BREAKDOWN	Building Exterior	Lack of Servicing	Quintain Living Limited
22/01/2025 15:30	22/01/2025 12:01	78791	Clubhouse dishwasher door	Dishwasher door does not open fully - require readjustment (video enclosed)	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Aged/Faulty	Quintain Living Limited
22/01/2025 16:24	22/01/2025 11:43	78781	2nd floor collyer - door draft seal	2nd floor Collyer door - part from the door draft seal fall - please re-attach	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Natural Cause	Quintain Living Limited
22/01/2025 11:56	22/01/2025 11:00	78777	Collyer riser door open	Level 8 - sprinkler valve riser door open - please clock the door	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Natural Cause	Quintain Living Limited
23/01/2025 14:23	21/01/2025 15:54	78690	Doors	basement fire needs adjusting and doesn't close or stay open properly	E05 - The Robinson	The Robinson East	BREAKDOWN	Corridors/Staircases/Riser	Natural Cause	Quintain Living Limited
22/01/2025 08:28	21/01/2025 14:28	78677	LW level 17 door	Cleaners informed me that the door stays open and does not close - please kindly check if this is the case and see if able to lock again the door	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby	Aged/Faulty	Quintain Living Limited
21/01/2025 12:30	20/01/2025 11:45	78527	Doors	Do we have a corner protector we could put on this corner please? Badly damaged. Or repair if possible. Madison East staircase on G floor.	E01/02 - Madison	Madison East	BREAKDOWN	Corridors/Staircases/Riser	Move In/Move Out	Quintain Living Limited
21/01/2025 15:22	20/01/2025 11:42	78525	Front Door	The front door to bin store in Madison East is badly damaged, can we repair and repaint please.	E01/02 - Madison	Madison East	BREAKDOWN	Envac Room	Move In/Move Out	Quintain Living Limited
20/01/2025 12:24	20/01/2025 07:53	78461	Robinson 3x doors to reset	South- 23rd floor door Gate between Robinson and CG Podium West to 5th floor podium	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Resident Misuse	EAST WEST CONNECT LIMITED
20/01/2025 12:34	18/01/2025 11:23	78195	Doors	Main bin room doors- The larger door opens via fob access but the smaller door bolt lock seems to be stuck.	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Natural Cause	Quintain Living Limited
18/01/2025 09:33	18/01/2025 08:37	78185	Doors	Thomson podium door does not open automatically.	E03 - Canada Gardens	Thomson	BREAKDOWN	Podium Garden	Natural Cause	Quintain Living Limited
23/03/2025 17:03	16/01/2025 14:24	77938	Doors	Parcel Room in RW does not lock once closed awaiting parts	E05 - The Robinson	The Robinson West	BREAKDOWN	Robinson Concierge		Quintain Living Limited

20/01/2025 12:48	16/01/2025 13:56	77933	Front door	No preference Entrance door to Landsby East from car park is not closing automatically. I go from there almost every and it's always open. This means everyone has access to the building from the car park which isn't safe.	NW07/08 - Landsby	Landsby East	BREAKDOWN	104 Landsby East	Natural Cause	Quintain Living Limited
16/01/2025 14:58	16/01/2025 13:02	77928	Doors	The electrical door near Madison East entrance closes but isn't locking. Image attached.	E01/02 - Madison	Madison East	BREAKDOWN	Building Exterior	Natural Cause	Quintain Living Limited
22/01/2025 09:06	16/01/2025 09:11	77889	Robinson Parcel door not locking	Robinson Parcel door not locking - please check if it can be fixed Door latch replacement part arrived- please liaise with Paul Bogdan for the part and install	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Natural Cause	Quintain Living Limited
23/03/2025 17:03	16/01/2025 08:59	77886	Doors	Robinson West PArcel room door is not locking again LB 20.01 awaiting parts	E05 - The Robinson	The Robinson East	BREAKDOWN	Lobby		Quintain Living Limited
15/01/2025 14:27	15/01/2025 13:00	77774	Birch main door	Cleaning team reported door not locking - pleas investigate and let me know if there is anything needed to be done	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Lack of Servicing	Quintain Living Limited
15/01/2025 12:40	15/01/2025 11:20	77756	LE door not locking	Same issue as before - please attend and investigate if we can do again a temp solution to lock the door	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby	Natural Cause	Quintain Living Limited
21/01/2025 13:22	15/01/2025 10:11	77746	Front door	No preference Main door to Landsby East isn't locking. Just makes clunking sound but still able to push open Main door to Landsby East isn't locking. Just makes clunking sound but still able to push open	NW07/08 - Landsby	Landsby East	BREAKDOWN	901 Landsby East		Quintain Living Limited
14/01/2025 09:44	14/01/2025 08:42	77568	FE2 left side door not closing properly	FE2 left side door not closing properly (reported by Michael) please try to do a temporary fix until we fully replace these doors	SW03/04 - Ferrum	Ferrum Development	BREAKDOWN	Ferrum	Natural Cause	Quintain Living Limited
13/01/2025 17:08	13/01/2025 13:09	77493	Madison - install corners for Madison East move in door frames	Madison - install corners for Madison East move in door frames and west extend existing one	E01/02 - Madison	Madison Development	BREAKDOWN	Madison	Lack of Servicing	Quintain Living Limited
14/01/2025 09:16	13/01/2025 12:40	77475	Doors	Robinson East Front Door needs a reset. Cant open via the intercom - please try to open up the intercom and give it a reset	E05 - The Robinson	The Robinson East	BREAKDOWN	Corridors/Staircases/Riser	Natural Cause	Quintain Living Limited
30/01/2025 16:07	10/01/2025 14:05	77056	Communal Doors	Staircase door next to Tipi kitchen is not closing fully.	E03 - Canada Gardens	Thomson	BREAKDOWN	Corridors/Staircases/Riser		Quintain Living Limited
10/01/2025 15:31	10/01/2025 12:15	77044	Landsby West - weaver walk automatic door towards LW	LW door leading to weaver walk was reported yesterday not working. Please have a look as residents are reminding us	NW07/08 - Landsby	Landsby Development	BREAKDOWN	Landsby	Natural Cause	Quintain Living Limited
14/02/2025 16:48	09/01/2025 10:51	76850	Thompson kitchen door paiting	The kitchen door on the ground floor Thomson has paint peeling off	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens		Quintain Living Limited
23/03/2025 17:00	08/01/2025 15:56	76763	Doors	Madison East podium door is flashing red randomly and has done multiple times according to residents reporting LB 0/01 Reported Safe systems	E01/02 - Madison	Madison West	BREAKDOWN	Podium Garden		Quintain Living Limited
08/01/2025 17:16	08/01/2025 11:38	76726	Landsby East doors issues x 3	Landsby east 1. Level 15th floor one of the automatic doors isn't working due to the wire being disconnected and the other door if you open it it doesn't have any flexibility in it and it just crashes back 2. LE fire exit door is opened somehow it cannot be closed need to be fixed, the one that is used to enter the building through car park	NW07/08 - Landsby	Landsby East	BREAKDOWN	Roof Top Terrace	Aged/Faulty	Quintain Living Limited
12/02/2025 17:08	08/01/2025 11:35	76724	Internal doors	No preference Left smaller lift on 7th floor that goes to 708 lits arrow up when going down and vice versa. Lift	NW07/08 - Landsby	Landsby West	BREAKDOWN	708 Landsby West		Quintain Living Limited
08/01/2025 12:28	08/01/2025 11:29	76723	2nd Floor thompson door	2nd floor thompson door not locking - closure falling off	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Natural Cause	Quintain Living Limited
08/01/2025 14:35	07/01/2025 16:54	76662	Birch Envac Plant Room Door latch replacement		NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Aged/Faulty	Quintain Living Limited
09/01/2025 15:00	07/01/2025 12:54	76614	Doors	Front door for Aspen is not closing, Off the hinges	NW09/10 - Repton Gardens	Aspen House	BREAKDOWN	Building Exterior		Quintain Living Limited
07/01/2025 17:28	06/01/2025 16:44	76521	Birch Envac Plant room door jammed	Birch Envac Plant room door jammed while closing- please try to unlock it	NW09/10 - Repton Gardens	Repton Gardens Development	BREAKDOWN	Repton	Aged/Faulty	Quintain Living Limited
20/02/2025 17:25	06/01/2025 10:40	76402	Doors - Adjustment	Bin cupboard/pull out container not aligned	NW09/10 - Repton Gardens	Cherry House	BREAKDOWN	Club Room West	Aged/Faulty	Quintain Living Limited
11/04/2025 10:07	06/01/2025 10:39	76401	Doors - Adjustment	Missing knob on coffee cabinet in Club room - please check if we can purchase something to match the existing items or how it looks like	NW09/10 - Repton Gardens	Cherry House	BREAKDOWN	Club Room West	Aged/Faulty	Quintain Living Limited
24/01/2025 12:10	06/01/2025 10:00	76395	Internal doors	No preference Hi, my keys accidentally fell inside the stair master machine in the gym. I have informed the receptionist and they informed me to raise this as an issue in the app. There's one or two screws that need unscrewing to get the keys out the machine.	NW09/10 - Repton Gardens	Birch House	BREAKDOWN	734 Birch House	Resident Misuse	Quintain Living Limited
06/01/2025 14:09	05/01/2025 09:41	76181	Doors - Adjustment	17th floor one of the double orange doors as you go out of the lifts not auto closing. Ideal for tresspassers to walk in so can this be adjusted please	E05 - The Robinson	The Robinson West	BREAKDOWN	Corridors/Staircases/Riser	Resident Misuse	Quintain Living Limited
03/01/2025 13:29	03/01/2025 12:31	75962	Canada Gardens Summit doors not closing	Canada Gardens Summit doors not closing - secure with cable ties. Contact Lucian for further details	E03 - Canada Gardens	Canada Gardens Development	BREAKDOWN	Canada Gardens	Lack of Servicing	Quintain Living Limited
02/01/2025 14:21	02/01/2025 11:28	75831	Robinson East door to Podium does not open automatically	Robinson East door to Podium does not open automatically anymore- please reset and see if you can get it back on automatic	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	Lack of Servicing	Quintain Living Limited
02/01/2025 12:20	02/01/2025 10:01	75819	Robinson external door by the bulk store not locking	Robinson external door by the bulk store not locking- please reset- video attached	E05 - The Robinson	Robinson Development	BREAKDOWN	Robinson	No Fault Found	Quintain Living Limited
03/01/2025 15:40	02/01/2025 09:13	75806	Doors	Fire exit next to Refuse store is not locking	E05 - The Robinson	The Robinson West	BREAKDOWN	Fire Door to LV Electrical Room		Quintain Living Limited
03/01/2025 09:04	02/01/2025 08:39	75802	Doors	Seath Cycle store door is not closing	E03 - Canada Gardens	Seath	BREAKDOWN	Corridors/Staircases/Riser	Natural Cause	Quintain Living Limited

Majestic Leisure Ltd. t/a libertygames.co.uk
Unit B2 Longmead Business Centre
Blenheim Road
Epsom
Surrey
KT19 9QQ
Tel: 0800 612 8180, Fax: 01372 725 085
enquiries@libertygames.co.uk

SALES RECIEPT

Customer No.: 262486
Order No.: 245557
Reciept No.: SRN245557
Date.: 06/05/2025

Billing Address:
Puscas, Madalina
Quintain Living
20 Olympic Way
Wembley
Greater London
HA9 0GU
gb

Delivery Address:
Puscas, Madalina
Reception, Building Management
1 Wellers Way
Wembley
Greater London
HA9 0UJ
gb

Description	VAT	Qty	Unit Price	Total
Pool Table Recovering Service - 6ft & 7ft Slate Bed Pool Table	20%	1	595.00	595.00
+ Table Size : 7ft x 4ft				
+ Cloth Colour : Sage				
Delivery : Standard Delivery	20%	1	0.00	0.00
Precision pool table recovered in Smart Sage cloth	20%	1	0.00	0.00
Rubber pocket liners supplied and fitted to table	20%	1	0.00	0.00
Aramith Single No 8 Ball	20%	1	11.66	11.66
+ Ball Size : 2 inch (50.8mm) Diameter				
Delivery : Free GB Mainland Delivery	20%	1	0.00	0.00
Aramith British Cue Ball	20%	1	11.66	11.66
+ Ball Size : 1 7/8 inch (48mm) Diameter				
Delivery : Free GB Mainland Delivery	20%	1	0.00	0.00
Hainsworth Smart Woollen Pool Cloth	20%	1	0.00	0.00
+ Pack Size : 8 foot x 4.5 foot Bed & Cushions Pack				
+ Cloth Colour : Sage				
Delivery : GB Mainland (excl. Highlands)	20%	1	0.00	0.00
- Payment Received With Thanks				

Please note this is NOT a VAT invoice. A Full VAT invoice will be sent to you once your goods have been despatached. In the mean time if you have any questions please contact us on enquiries@libertygames.co.uk or 0800 612 8180.

Net	618.32
Vat	123.66
Total	741.98

FACADE MAINTENANCE LTD
55 Newmans Lane, LOUGHTON, IG10 1TW

Telephone: 07401588801
Email: info@facademaintenanceuk.com

Website: www.facademaintenanceuk.com
VAT Number GB 469363060

Customer	QWR Properties NW09 Limited
Reference	Canada Gardens door

Number Q-447	**Created** 07/05/2025	**Expires** 06/06/2025

Invoice Address
180 Great Portland Street
London
W1W 5QZ
London

Delivery Address
180 Great Portland Street
London
W1W 5QZ
London

Description	Qty/Hrs	Price/Rate	Net	% VAT	VAT	Total (£)
Call-Out Survey and Quotation – Terrace Door Adjustment (CG) Survey Charge: £150.00 + VAT (Includes travel, reporting, parking/congestion charges, and any minor works carried out during initial assessment.) Observations: The terrace door was found to be making contact with the threshold, which may affect its function and cause wear over time. Proposed Remedial Works: Adjust glass using heel and toe technique for correct weight distribution Realign hinges to eliminate threshold contact and ensure smooth operation Survey: £150.00 + VAT (£30.00) = £180.00 2 operatives x 2.5 hours = 5 operative-hours Rate: £50.00/hour + VAT Total Labour Cost: £250.00 + VAT Grand Total (Including VAT): £480.00 (Survey)	1.00	400.00	400.00	20.00	80.00	480.00

Total Net 400.00 (£)	**Total VAT** 80.00 (£)	**Total** 480.00 (£)

VAT Rate	Net (£)	VAT (£)	Total (£)
Standard 20.00%	400.00	80.00	480.00

Notes

Payment is due within 14 days of the invoice date.

This quotation is valid for 30 days from the date of issue.

Any additional work not listed in this quotation will be subject to further charges.

Thank you for considering our services.

Terms and Conditions

This quote is based on the requirements of the order and the survey if conducted. Any changes, additional works, or materials will be subject to additional pricing and costs.

The client is responsible for ensuring clear and safe access.

The quote assumes continuous working conditions.

Purchase Order

SAFE System (UK) Ltd
Unit 18
Blue Chalet Industrial Park
Sevenoaks
TN15 6BQ
+447879846964
stephen.hobbs@safe-system.co.uk

Purchase Order Nr.:	QL00008833	**Buyer Reference:**	00010216
Order Date:	30/01/2025	**Buyer Name:**	Madalina Puscas
Delivery Date - time:		**Department:**	QWR Properties NW07 Limited
		Phone:	
		Email:	mpuscas@quintainliving.com
		VAT no.:	

(Please quote the Purchase Order Number (PO Number) on your invoice)

#	Qty	Product ID	Item Name	Description	Base Unit	Price	Item Total
1	395.0	FF1	LE solenoid bolt lock instllation	Option A: Landsby East Main Entrance – Installation of Surface Mount Solenoid Bolt Supply and installation of: - Qty Description 1 Surface Mount Solenoid Bolt 1 Labour Project notes: - • Please note the this will require mini trucking on Slade door.	EACH	GBP 1.00	GBP 395.00
						Sub Total:	GBP 395.00
						Tax:	GBP 79.00
						Total Price:	GBP 474.00

Order Comments:

Option A: Landsby East Main Entrance – Installation of Surface Mount Solenoid Bolt Supply and installation of: - Qty Description 1 Surface Mount Solenoid Bolt 1 Labour Project notes: - • Please note the this will require mini trucking on Slade door.

Delivery Address:

Madalina Puscas
Landsby Concierge
10 Elvin Gardens, Wembley Park
London
HA9 0GW
United Kingdom

Invoice Address:

QWR Properties NW07 Limited
180 Great Portland Street
London
W1W 5QZ
United Kingdom

Information:

Delivery terms

Payment terms

Purchase Order

SAFE System (UK) Ltd
Unit 18
Blue Chalet Industrial Park
Sevenoaks
TN15 6BQ
+447879846964
stephen.hobbs@safe-system.co.uk

Purchase Order Nr.:	QL00008839	**Buyer Reference:**	00010243
Order Date:	30/01/2025	**Buyer Name:**	Madalina Puscas
Delivery Date - time:		**Department:**	QWR Properties NW07 Limited
		Phone:	
		Email:	mpuscas@quintainliving.com
		VAT no.:	

(Please quote the Purchase Order Number (PO Number) on your invoice)

#	Qty	Product ID	Item Name	Description	Base Unit	Price	Item Total
1	135.0	FF1	LE mainentrance door solenoid labour	Option A: Landsby East Main Entrance – Installation of Surface Mount Solenoid Bolt Supply and installation of: - Qty Description 1 Labour	EACH	GBP 1.00	GBP 135.00
						Sub Total:	GBP 135.00
						Tax:	GBP 27.00
						Total Price:	GBP 162.00

Order Comments:

Option A: Landsby East Main Entrance – Installation of Surface Mount Solenoid Bolt Supply and installation of: - Qty Description 1 Labour

Delivery Address:

Madalina Puscas
Landsby Concierge
10 Elvin Gardens, Wembley Park
London
HA9 0GW
United Kingdom

Invoice Address:

QWR Properties NW07 Limited
180 Great Portland Street
London
W1W 5QZ
United Kingdom

Information:

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QUINTAIN

Wembley Park QUINTAIN LIVING

Purchase Order

SAFE System (UK) Ltd
Unit 18
Blue Chalet Industrial Park
Sevenoaks
TN15 6BQ
+447879846964
stephen.hobbs@safe-system.co.uk

Purchase Order Nr.:	QL00008948	**Buyer Reference:**	00010242
Order Date:	12/02/2025	**Buyer Name:**	Madalina Puscas
Delivery Date - time:		**Department:**	QWR Properties NW07 Limited
		Phone:	
		Email:	mpuscas@quintainliving.com
		VAT no.:	

(Please quote the Purchase Order Number (PO Number) on your invoice)

#	Qty	Product ID	Item Name	Description	Base Unit	Price	Item Total
1	202.5	FF1	Safe systems doors to investigate multiple	LE entry door LE L2 LW L17	EACH	GBP 1.00	GBP 202.50
						Sub Total:	GBP 202.50
						Tax:	GBP 40.50
						Total Price:	GBP 243.00

Order Comments:

1. Site attendance to investigate fault on Landsby house 17th floor plant room door 2. Site attendance to investigate Landsby East main entrance door, adjusted lock on top of door 3. Site attendance to investigate Landsby East Podium door, retighten lock screws. Needs new KAC breakglass.

Delivery Address:

Madalina Puscas
Landsby Concierge
10 Elvin Gardens, Wembley Park
London
HA9 0GW
United Kingdom

Invoice Address:

QWR Properties NW07 Limited
180 Great Portland Street
London
W1W 5QZ
United Kingdom

Information:

Delivery terms

Payment terms

Purchase Order

SAFE System (UK) Ltd
Unit 18
Blue Chalet Industrial Park
Sevenoaks
TN15 6BQ
+447879846964
stephen.hobbs@safe-system.co.uk

Purchase Order Nr.:	QL00008949	**Buyer Reference:**	00010238
Order Date:	12/02/2025	**Buyer Name:**	Madalina Puscas
Delivery Date - time:		**Department:**	QWR Properties NW07 Limited
		Phone:	
		Email:	mpuscas@quintainliving.com
		VAT no.:	

(Please quote the Purchase Order Number (PO Number) on your invoice)

#	Qty	Product ID	Item Name	Description	Base Unit	Price	Item Total
1	1309.01	FF1	LE L15 flatscans for automatic doors	Qty Description 2 Flatscan – already installed 1 Knight external breakglass 1 Labour	EACH	GBP 1.00	GBP 1,309.01
						Sub Total:	GBP 1,309.01
						Tax:	GBP 261.802
						Total Price:	GBP 1,570.812

Order Comments:

Qty Description 2 Flatscan – already installed 1 Knight external breakglass 1 Labour

Delivery Address:

Madalina Puscas
Landsby Concierge
10 Elvin Gardens, Wembley Park
London
HA9 0GW
United Kingdom

Invoice Address:

QWR Properties NW07 Limited
180 Great Portland Street
London
W1W 5QZ
United Kingdom

Information:

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Payment terms

Purchase Order

SAFE System (UK) Ltd
Unit 18
Blue Chalet Industrial Park
Sevenoaks
TN15 6BQ
+447879846964
stephen.hobbs@safe-system.co.uk

Purchase Order Nr.:	QL00009001	**Buyer Reference:**	00010233
Order Date:	12/02/2025	**Buyer Name:**	Madalina Puscas
Delivery Date - time:		**Department:**	QWR Properties NW07 Limited
		Phone:	
		Email:	mpuscas@quintainliving.com
		VAT no.:	

(Please quote the Purchase Order Number (PO Number) on your invoice)

#	Qty	Product ID	Item Name	Description	Base Unit	Price	Item Total
1	135.0	FF1	LE Level 15 Doors investigation Dec 2024	Site attendance to investigate fault on Landsby East 15th Floor. No power ups, has been stolen. Connected power through flat scans as cable had been ripped out.	EACH	GBP 1.00	GBP 135.00
						Sub Total:	GBP 135.00
						Tax:	GBP 27.00
						Total Price:	GBP 162.00

Order Comments:

Site attendance to investigate fault on Landsby East 15th Floor. No power ups, has been stolen. Connected power through flat scans as cable had been ripped out.

Delivery Address:

Madalina Puscas
Landsby Concierge
10 Elvin Gardens, Wembley Park
London
HA9 0GW
United Kingdom

Invoice Address:

QWR Properties NW07 Limited
180 Great Portland Street
London
W1W 5QZ
United Kingdom

Information:

Delivery terms

Payment terms

QUINTAIN

Wembley Park QUINTAIN LIVING

Purchase Order

SAFE System (UK) Ltd
Unit 18
Blue Chalet Industrial Park
Sevenoaks
TN15 6BQ
+447879846964
stephen.hobbs@safe-system.co.uk

Purchase Order Nr.:	QL00009519	**Buyer Reference:**	00011056
Order Date:	26/03/2025	**Buyer Name:**	Liana Barsan
Delivery Date - time:		**Department:**	QWR Properties SW03a Ltd
		Phone:	
		Email:	lbarsan@quintainliving.com
		VAT no.:	

(Please quote the Purchase Order Number (PO Number) on your invoice)

#	Qty	Product ID	Item Name	Description	Base Unit	Price	Item Total
1	700.0	FF1	FE3 Main door solenoid supply and install		EACH	GBP 1.00	GBP 700.00
						Sub Total:	GBP 700.00
						Tax:	GBP 140.00
						Total Price:	GBP 840.00

Order Comments:

Delivery Address:

Liana Barsan
Ferrum Concierge
40 South Way, Wembley Park
London
HA9 0HZ
United Kingdom

Invoice Address:

QWR Properties SW03a Ltd
180 Great Portland Street
London
W1W 5QZ
United Kingdom

Information:

Delivery terms

Payment terms

QUINTAIN

Wembley Park QUINTAIN LIVING

Purchase Order

SAFE System (UK) Ltd
Unit 18
Blue Chalet Industrial Park
Sevenoaks
TN15 6BQ
+447879846964
stephen.hobbs@safe-system.co.uk

Purchase Order Nr.:	QL00009557	**Buyer Reference:**	00011066
Order Date:	28/03/2025	**Buyer Name:**	Madalina Puscas
Delivery Date - time:		**Department:**	QWR Properties NW09 Limited
		Phone:	
		Email:	mpuscas@quintainliving.com
		VAT no.:	

(Please quote the Purchase Order Number (PO Number) on your invoice)

#	Qty	Product ID	Item Name	Description	Base Unit	Price	Item Total
1	135.0	FF1	Aspen main door	door not locking - assistance required	EACH	GBP 1.00	GBP 135.00
						Sub Total:	GBP 135.00
						Tax:	GBP 27.00
						Total Price:	GBP 162.00

Order Comments:

door not locking

Delivery Address:

Madalina Puscas
Repton Gardens Concierge
1 Wellers Way, Wembley Park
London
HA9 0UJ
United Kingdom

Invoice Address:

QWR Properties NW09 Limited
180 Great Portland Street
London
W1W 5QZ
United Kingdom

Information:

Delivery terms

Payment terms

ID	Creation date	Department	Buyer	Vendors	Status	Process status	Invoice status	Currency	Total incl. VAT	Currency	Total excl. VAT	Cost Accounts	Cost centre	Approvers
QL00008896	03/02/2025	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	4,020.00	GBP	3,350.00	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00008316	08/01/2025	TIP21- QWR Properties NW07 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	3,859.20	GBP	3,216.00	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00009652	08/04/2025	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Ordered	Open	Not invoiced	GBP	2,613.60	GBP	2,178.00	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00007633	17/12/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	2,470.80	GBP	2,059.00	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00004897	25/06/2024	TIP61- QWR Properties E05 Limited	Paul Grierson	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	2,418.00	GBP	2,015.00	T079.1-001- Vulnerable door	T079.1- FY24 Capital Projects - Robinson	Ross Dewar,Gareth Bone
QL00004896	25/06/2024	TIP91- QWR Properties E01 Limited	Paul Grierson	SAFE System (UK) Ltd	Completed	Closed	Partially invoiced	GBP	2,385.60	GBP	1,988.00	T079.4-003- Vulnerable doors	T079.4- FY24 Capital Projects - Madison	Ross Dewar,Gareth Bone
QL00003319	08/03/2024	TIP51- QWR Properties E03 Ltd	Paul Grierson	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	2,100.00	GBP	1,750.00	T079.5-001- Vulnerable door	T079.5- FY24 Capital Projects - Canada Gard	Ross Dewar,Gareth Bone
QL00007549	10/12/2024	TIP101- QWR Properties NW09 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	2,016.00	GBP	1,680.00	7771- Access Control Connectivity	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00005366	23/07/2024	TIP71- QWR Properties W06 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	1,994.40	GBP	1,662.00	7772- Access Control Ad-hoc Repairs	TIP71-9990- W06 Beton	James Huartson,Danilo Caiza
QL00008402	09/01/2025	TIP51- QWR Properties E03 Ltd	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	1,993.80	GBP	1,661.50	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00003259	01/03/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	1,891.80	GBP	1,576.50	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	
QL00005089	05/07/2024	TIP71- QWR Properties W06 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	1,720.80	GBP	1,434.00	7772- Access Control Ad-hoc Repairs	TIP71-9990- W06 Beton	James Huartson,Danilo Caiza
QL00009880	24/04/2025	TIP51- QWR Properties E03 Ltd	Pooja Joshi	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	1,716.00	GBP	1,430.00	T089.3-003- Fixtures & Fittings	T089.3- FY25 Replacement FF&E - Canada Gard	Ross Dewar,Daniel Leonardi
QL00008949	12/02/2025	TIP21- QWR Properties NW07 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	1,570.81	GBP	1,309.01	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00004627	30/05/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	1,469.69	GBP	1,224.74	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00003318	08/03/2024	TIP61- QWR Properties E05 Limited	Paul Grierson	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	1,260.00	GBP	1,050.00	T079.1-001- Vulnerable door	T079.1- FY24 Capital Projects - Robinson	Ross Dewar,Gareth Bone
QL00010501	02/06/2025	TIP101- QWR Properties NW09 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	1,224.00	GBP	1,020.00	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00003962	24/04/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	1,173.12	GBP	977.60	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00005453	26/07/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	1,080.00	GBP	900.00	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza,Rebecca Agnew-O'Kelly
QL00002913	08/02/2024	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	1,062.00	GBP	885.00	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	Danilo Caiza,Courtney McCormack
QL00005056	01/07/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	997.20	GBP	831.00	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00004319	15/05/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	997.20	GBP	831.00	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00004318	15/05/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	997.20	GBP	831.00	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00009549	31/03/2025	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	993.60	GBP	828.00	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00006103	10/09/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	964.20	GBP	803.50	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00009193	05/03/2025	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	964.20	GBP	803.50	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00006430	03/10/2024	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	896.40	GBP	747.00	7771- Access Control Connectivity	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00006434	03/10/2024	TIP41- QWR Properties SW03a Ltd	Emma McGuane	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	858.00	GBP	715.00	T080.6-003- Fixtures & Fittings	T080.6- FY24 fixture & fittings - Ferrum	Paul D'Costa,Pooja Joshi,Ross Dewar
QL00006433	03/10/2024	TIP51- QWR Properties E03 Ltd	Emma McGuane	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	858.00	GBP	715.00	T080.5-003- Fixtures & Fittings	T080.5- FY24 fixture & fittings - Canada G	Paul D'Costa,Pooja Joshi,Ross Dewar
QL00005103	28/06/2024	TIP51- QWR Properties E03 Ltd	Jasmina Alhasan	SAFE System (UK) Ltd	Ordered	Open	Partially invoiced	GBP	858.00	GBP	715.00	T080.5-003- Fixtures & Fittings	T080.5- FY24 fixture & fittings - Canada G	Paul D'Costa,Pooja Joshi,Ross Dewar
QL00009519	26/03/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	840.00	GBP	700.00	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00009522	26/03/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	750.00	GBP	625.00	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00007330	22/11/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	730.80	GBP	609.00	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00007321	20/11/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	730.80	GBP	609.00	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00003454	15/03/2024	TIP31- QWR Properties W03 Ltd	Paul Grierson	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	720.00	GBP	600.00	T079.2-001- Vulnerable door	T079.2- FY24 Capital Projects - Alameda KKR	Ross Dewar,Gareth Bone
QL00007906	20/12/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	702.00	GBP	585.00	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00003961	24/04/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	682.20	GBP	568.50	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00007318	20/11/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	648.00	GBP	540.00	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00003452	15/03/2024	TIP31- QWR Properties W03 Ltd	Paul Grierson	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	630.00	GBP	525.00	T079.2-001- Vulnerable door	T079.2- FY24 Capital Projects - Alameda KKR	Ross Dewar,Gareth Bone
QL00002779	24/01/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	624.00	GBP	520.00	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	Danilo Caiza,Courtney McCormack
QL00002736	31/01/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	624.00	GBP	520.00	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	Danilo Caiza,Courtney McCormack
QL00007902	20/12/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	607.86	GBP	506.55	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00002716	22/01/2024	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	600.00	GBP	500.00	7771- Access Control Connectivity	TIP91-9990- E01/02 Madison	Danilo Caiza,Courtney McCormack
QL00002715	22/01/2024	TIP61- QWR Properties W06 Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	600.00	GBP	500.00	7771- Access Control Connectivity	TIP71-9990- W06 Beton	Danilo Caiza,Courtney McCormack
QL00002714	22/01/2024	TIP31- QWR Properties W03 Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	600.00	GBP	500.00	7771- Access Control Connectivity	TIP31-9990- W03 Alameda	Danilo Caiza,Courtney McCormack
QL00003532	18/03/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	600.00	GBP	500.00	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00010716	16/06/2025	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Ordered	Open	Not invoiced	GBP	592.84	GBP	494.03	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00004563	22/05/2024	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	558.00	GBP	465.00	7771- Access Control Connectivity	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00004004	22/04/2024	TIP31- QWR Properties W03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	546.00	GBP	455.00	7772- Access Control Ad-hoc Repairs	TIP31-9990- W03 Alameda	James Huartson,Danilo Caiza
QL00003601	18/03/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	546.00	GBP	455.00	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00007476	04/12/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	540.00	GBP	450.00	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00009523	26/03/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Ordered	Open	Not invoiced	GBP	540.00	GBP	450.00	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00008403	09/01/2025	TIP101- QWR Properties NW09 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	529.84	GBP	441.53	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00007851	20/12/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	529.84	GBP	441.53	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00009077	19/02/2025	TIP101- QWR Properties NW09 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	513.00	GBP	427.50	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00002757	22/01/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	512.95	GBP	427.46	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	Danilo Caiza,Courtney McCormack
QL00002914	08/02/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	512.40	GBP	427.00	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	Danilo Caiza,Courtney McCormack
QL00007471	04/12/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	498.00	GBP	415.00	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00009881	24/04/2025	TIP21- QWR Properties NW07 Limited	Pooja Joshi	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	495.60	GBP	413.00	T089.1-003- Fixtures & Fittings	T089.1- FY25 Replacement FF&E - Landsby	Ross Dewar,Daniel Leonardi
QL00009109	14/02/2025	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	494.40	GBP	412.00	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00009755	15/04/2025	TIP51- QWR Properties E03 Ltd	Madalina Puscas	SAFE System (UK) Ltd	Ordered	Open	Not invoiced	GBP	489.60	GBP	408.00	7787- CCTV Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00003108	20/02/2024	TIP91- QWR Properties E01 Limited	Courtney McCormack	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	484.46	GBP	403.72	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	
QL00002774	23/01/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	481.80	GBP	401.50	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	Danilo Caiza,Courtney McCormack
QL00004401	16/05/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	481.80	GBP	401.50	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00007078	13/11/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	480.00	GBP	400.00	7787- CCTV Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00006264	18/09/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	474.00	GBP	395.00	7771- Access Control Connectivity,7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00009763	16/04/2025	TIP21- QWR Properties NW07 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	472.84	GBP	394.03	7787- CCTV Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00007488	05/12/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	472.80	GBP	394.00	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00010276	22/05/2025	TIP101- QWR Properties NW09 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	459.00	GBP	382.50	7756- External Estate Maintenance,7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00004026	23/04/2024	TIP51- QWR Properties E03 Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	451.86	GBP	376.55	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00008301	08/01/2025	TIP51- QWR Properties E03 Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	435.00	GBP	362.50	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00007315	20/11/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	432.00	GBP	360.00	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00002761	22/01/2024	TIP31- QWR Properties W03 Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	417.58	GBP	347.98	7772- Access Control Ad-hoc Repairs	TIP31-9990- W03 Alameda	Danilo Caiza,Courtney McCormack
QL00007903	20/12/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	394.80	GBP	329.00	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00004514	21/05/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	393.84	GBP	328.20	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00009455	20/03/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	382.92	GBP	319.10	7787- CCTV Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00010153	15/05/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	378.00	GBP	315.00	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00007904	20/12/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Partially invoiced	GBP	369.32	GBP	307.77	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00002625	18/01/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	363.58	GBP	302.98	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	Danilo Caiza,Courtney McCormack
QL00009752	15/04/2025	TIP101- QWR Properties NW09 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	355.20	GBP	296.00	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00002705	22/01/2024	TIP31- QWR Properties W03 Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Closed	Completely invoiced	GBP	347.98	GBP	347.98	7772- Access Control Ad-hoc Repairs	TIP31-9990- W03 Alameda	Danilo Caiza,Courtney McCormack
QL00003167	22/02/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	344.64	GBP	287.20	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	
QL00008303	08/01/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	335.51	GBP	279.59	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00007334	22/11/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	324.00	GBP	270.00	7787- CCTV Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00006813	21/10/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	324.00	GBP	270.00	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00007329	22/11/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	324.00	GBP	270.00	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00004316	15/05/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	309.60	GBP	258.00	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00009762	16/04/2025	TIP21- QWR Properties NW07 Limited	Madalina Puscas	SAFE System (UK) Ltd	Ordered	Open	Not invoiced	GBP	306.00	GBP	255.00	7787- CCTV Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00004003	22/04/2024	TIP31- QWR Properties W03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	302.40	GBP	252.00	7772- Access Control Ad-hoc Repairs	TIP31-9990- W03 Alameda	James Huartson,Danilo Caiza
QL00004630	30/05/2024	TIP31- QWR Properties W03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	302.40	GBP	252.00	7772- Access Control Ad-hoc Repairs	TIP31-9990- W03 Alameda	James Huartson,Danilo Caiza
QL00004561	22/05/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	302.40	GBP	252.00	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00004129	01/05/2024	TIP31- QWR Properties W03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Closed	Completely invoiced	GBP	302.40	GBP	252.00	7772- Access Control Ad-hoc Repairs	TIP31-9990- W03 Alameda	James Huartson,Danilo Caiza
QL00004562	22/05/2024	TIP71- QWR Properties W06 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	300.00	GBP	250.00	7772- Access Control Ad-hoc Repairs	TIP71-9990- W06 Beton	James Huartson,Danilo Caiza
QL00004128	01/05/2024	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	300.00	GBP	250.00	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00002717	22/01/2024	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	300.00	GBP	250.00	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	Danilo Caiza,Courtney McCormack
QL00003553	18/03/2024	TIP51- QWR Properties E03 Ltd	Pooja Joshi	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	297.00	GBP	247.50	T080.5-003- Fixtures & Fittings	T080.5- FY24 fixture & fittings - Canada G	Paul D'Costa,Ross Dewar
QL00008862	29/01/2025	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	297.00	GBP	247.50	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00004315	15/05/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	285.60	GBP	238.00	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00007753	19/12/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	276.66	GBP	230.55	7771- Access Control Connectivity	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00007083	13/11/2024	TIP31- QWR Properties W03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	276.66	GBP	230.55	7772- Access Control Ad-hoc Repairs	TIP31-9990- W03 Alameda	James Huartson,Danilo Caiza
QL00010521	05/06/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Ordered	Open	Not invoiced	GBP	276.00	GBP	230.00	7772- Access Control Ad-hoc Repairs,7783- Internal Maintenance	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00007615	13/12/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	270.00	GBP	225.00	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00006261	18/09/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	270.00	GBP	225.00	7771- Access Control Connectivity	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00008304	08/01/2025	TIP51- QWR Properties E03 Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	270.00	GBP	225.00	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza

QL00004537	23/05/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**270.00**	GBP	**225.00**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00004507	21/05/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**270.00**	GBP	**225.00**	7771- Access Control Connectivity,7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00004068	25/04/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**270.00**	GBP	**225.00**	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00009266	11/03/2025	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Ordered	Open	Not invoiced	GBP	**270.00**	GBP	**225.00**	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00009760	16/04/2025	TIP21- QWR Properties NW07 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**259.20**	GBP	**216.00**	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00010045	14/05/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**259.20**	GBP	**216.00**	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00008958	07/02/2025	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**252.00**	GBP	**210.00**	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00006431	03/10/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**246.00**	GBP	**205.00**	7771- Access Control Connectivity	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00008948	12/02/2025	TIP21- QWR Properties NW07 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**243.00**	GBP	**202.50**	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00010152	15/05/2025	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**242.88**	GBP	**202.40**	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00010154	15/05/2025	TIP51- QWR Properties E03 Ltd	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00007257	18/11/2024	TIP31- QWR Properties W03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7787- CCTV Repairs	TIP31-9990- W03 Alameda	James Huartson,Danilo Caiza
QL00007316	20/11/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00009247	05/03/2025	TIP21- QWR Properties NW07 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7787- CCTV Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00007333	22/11/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7787- CCTV Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00003174	22/02/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	
QL00004931	21/06/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00009768	17/04/2025	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Ordered	Open	Not invoiced	GBP	**216.00**	GBP	**180.00**	7771- Access Control Connectivity	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00007617	13/12/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00009550	31/03/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7787- CCTV Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00003171	22/02/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	
QL00009853	23/04/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00004634	30/05/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00004513	21/05/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7771- Access Control Connectivity	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00002760	22/01/2024	TIP31- QWR Properties W03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**216.00**	GBP	**180.00**	7772- Access Control Ad-hoc Repairs	TIP31-9990- W03 Alameda	Danilo Caiza,Courtney McCormack
QL00004636	30/05/2024	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**208.39**	GBP	**173.66**	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00009761	16/04/2025	TIP101- QWR Properties NW09 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**202.90**	GBP	**169.08**	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00005365	23/07/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**189.00**	GBP	**157.50**	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00009405	20/03/2025	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**177.78**	GBP	**148.15**	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00007258	18/11/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**168.60**	GBP	**140.50**	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00007331	22/11/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00007335	22/11/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00008838	30/01/2025	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7771- Access Control Connectivity	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00007905	20/12/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7771- Access Control Connectivity	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00007852	20/12/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00004932	21/06/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00004559	22/05/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00010103	14/05/2025	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7771- Access Control Connectivity	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00002394	03/01/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	Danilo Caiza,Courtney McCormack
QL00009553	28/03/2025	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00009554	28/03/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00007314	20/11/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00007077	13/11/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00006631	16/10/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00002396	03/01/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	Danilo Caiza,Courtney McCormack
QL00004560	22/05/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00004532	23/05/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7771- Access Control Connectivity	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00004512	21/05/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7787- CCTV Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00004010	22/04/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00004011	22/04/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00009001	12/02/2025	TIP21- QWR Properties NW07 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00008950	12/02/2025	TIP21- QWR Properties NW07 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00010657	12/06/2025	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00008302	08/01/2025	TIP51- QWR Properties E03 Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00008002	23/12/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00006262	18/09/2024	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7771- Access Control Connectivity	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00008263	18/09/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7771- Access Control Connectivity	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00007075	13/11/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7771- Access Control Connectivity	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00004079	29/04/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00004019	23/04/2024	TIP31- QWR Properties W03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7771- Access Control Connectivity	TIP31-9990- W03 Alameda	James Huartson,Danilo Caiza
QL00009559	28/03/2025	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7771- Access Control Connectivity	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00010535	06/06/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7787- CCTV Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00002395	03/01/2024	TIP71- QWR Properties W06 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**162.00**	GBP	**135.00**	7772- Access Control Ad-hoc Repairs	TIP71-9990- W06 Beton	Danilo Caiza,Courtney McCormack
QL00004930	21/06/2024	TIP21- QWR Properties NW07 Limited	Franchesca Annum	SAFE System (UK) Ltd	Ordered	Open	Not invoiced	GBP	**157.50**	GBP	**131.25**	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00009754	15/04/2025	TIP51- QWR Properties E03 Ltd	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**146.45**	GBP	**122.04**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00010043	14/05/2025	TIP21- QWR Properties NW07 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**135.00**	GBP	**112.50**	7772- Access Control Ad-hoc Repairs,7787- CCTV Repairs	TIP21-9990- Landsby	James Huartson,Danilo Caiza
QL00009753	15/04/2025	TIP101- QWR Properties NW09 Limited	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**122.40**	GBP	**102.00**	7787- CCTV Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00009580	04/04/2025	TIP61- QWR Properties E05 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**108.00**	GBP	**90.00**	7772- Access Control Ad-hoc Repairs	TIP61-9990- E05 The Robinson	James Huartson,Danilo Caiza
QL00009765	17/04/2025	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Ordered	Open	Not invoiced	GBP	**108.00**	GBP	**90.00**	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00002738	31/01/2024	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Ordered	Open	Partially invoiced	GBP	**108.00**	GBP	**90.00**	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	Danilo Caiza,Courtney McCormack
QL00009579	04/04/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**108.00**	GBP	**90.00**	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00009518	26/03/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**108.00**	GBP	**90.00**	7771- Access Control Connectivity	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00002759	22/01/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**108.00**	GBP	**90.00**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	Danilo Caiza,Courtney McCormack
QL00004934	21/06/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**105.00**	GBP	**87.50**	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00009879	24/04/2025	TIP51- QWR Properties E03 Ltd	Pooja Joshi	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**85.80**	GBP	**71.50**	T089.3-003- Fixtures & Fittings	T089.3- FY25 Replacement FF&E - Canada Gard	Ross Dewar,Daniel Leonardi
QL00004933	21/06/2024	TIP101- QWR Properties NW09 Limited	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**81.00**	GBP	**67.50**	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00002758	22/01/2024	TIP31- QWR Properties W03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**81.00**	GBP	**67.50**	7772- Access Control Ad-hoc Repairs	TIP31-9990- W03 Alameda	Danilo Caiza,Courtney McCormack
QL00004680	05/06/2024	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**55.62**	GBP	**46.35**	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00007256	18/11/2024	TIP31- QWR Properties W03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**54.00**	GBP	**45.00**	7772- Access Control Ad-hoc Repairs	TIP31-9990- W03 Alameda	James Huartson,Danilo Caiza
QL00007076	13/11/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**54.00**	GBP	**45.00**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00008863	29/01/2025	TIP51- QWR Properties E03 Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**54.00**	GBP	**45.00**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00008853	29/01/2025	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**54.00**	GBP	**45.00**	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00007472	04/12/2024	TIP51- QWR Properties E03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**54.00**	GBP	**45.00**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00002704	22/01/2024	TIP21- QWR Properties NW07 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**54.00**	GBP	**45.00**	7772- Access Control Ad-hoc Repairs	TIP21-9990- Landsby	Danilo Caiza,Courtney McCormack
QL00007259	18/11/2024	TIP31- QWR Properties W03 Ltd	Franchesca Annum	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**54.00**	GBP	**45.00**	7772- Access Control Ad-hoc Repairs	TIP31-9990- W03 Alameda	James Huartson,Danilo Caiza
QL00002713	22/01/2024	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**54.00**	GBP	**45.00**	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	Danilo Caiza,Courtney McCormack
QL00010277	22/05/2025	TIP51- QWR Properties E03 Ltd	Madalina Puscas	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**54.00**	GBP	**45.00**	7787- CCTV Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
QL00010708	16/06/2025	TIP101- QWR Properties NW09 Limited	Madalina Puscas	SAFE System (UK) Ltd	Ordered	Open	Not invoiced	GBP	**54.00**	GBP	**45.00**	7772- Access Control Ad-hoc Repairs	TIP101-9990- NW09/10	James Huartson,Danilo Caiza
QL00009766	17/04/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Ordered	Open	Not invoiced	GBP	**54.00**	GBP	**45.00**	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00009806	16/04/2025	TIP41- QWR Properties SW03a Ltd	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**54.00**	GBP	**45.00**	7772- Access Control Ad-hoc Repairs	TIP41-9990- SW03 Ferrum	James Huartson,Danilo Caiza
QL00010101	14/05/2025	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**27.00**	GBP	**22.50**	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00010048	14/05/2025	TIP91- QWR Properties E01 Limited	Liana Barsan	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**27.00**	GBP	**22.50**	7772- Access Control Ad-hoc Repairs	TIP91-9990- E01/02 Madison	James Huartson,Danilo Caiza
QL00003405	14/03/2024	TIP51- QWR Properties E03 Ltd	Cesar Alvarez De Lira	SAFE System (UK) Ltd	Completed	Open	Completely invoiced	GBP	**9.54**	GBP	**7.95**	7772- Access Control Ad-hoc Repairs	TIP51-9990- E03 Canada Gardens	James Huartson,Danilo Caiza
											81625.53			

From: James Giffin <JGiffin@wembleypark.com>
Sent: Thursday, May 8, 2025 1:09 PM
To: Helen Lovett <HLovett@quintain.co.uk>
Subject: Tresspass

Impacts on fire safety notes:

The nature of trespass incidents, whilst raising several security and resident safety concerns, does cause potential issues when it comes to Fire Safety within the affected buildings.

Where doors are damaged, including the frames and locking mechanisms, this has the potential to create an unsafe fire defect, whereby a fire door may not function as intended in the event of an emergency. This could be as final exit door leading to a place of total safety outside the building, or a door forming part of an escape route or to a place of relative safety inside the building such as a refuge point. It could create issues with a buildings compartmentation, and its evacuation strategy and evacuation management plans.

Where these doors are identified as, or found to be, faulty they are repaired and reinspected as soon as possible, at a cost to the business. Sometimes the damage can be of such significance, that a simple repair may not be suitable and a whole door set (frame, door and door furniture) may need replacing.

With the increased Regulatory requirements placed upon our business by mechanisms such as the Building Safety Act, and the need to ensure Residents are safe in the homes, but also safely able to evacuate should the need arise, this hazard, created by the trespass incidents, adds further risk, complication and cost to our organisation.

Let me know if you need anything else,

James

JAMES GIFFIN
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E: jgiffin@wembleypark.com
T: +44 (0) 7384240999

Fletcher, Claudia

From: Helen Lovett <HLovett@quintain.co.uk>
Sent: 04 June 2025 17:43
To: Fletcher, Claudia; Stephen, Jeremy
Subject: Fw: Trespassers and Safety - Exit Interviews

So actually, there were two mentions of trespassers in exit interviews. See below.

HELEN LOVETT (She/Her)
Junior Legal Counsel
07586 706215

From: Jackie Doherty <JDoherty@quintainliving.com>
Sent: Wednesday, June 4, 2025 4:40:29 PM
To: Helen Lovett <HLovett@quintain.co.uk>
Cc: Gareth Bone <GBone@quintainliving.com>
Subject: Trespassers and Safety - Exit Interviews

Hi Helen,

Please see excerpts from two exit interviews that reference safety and trespasser below.

Exit Interview July 2023

	- Serious issue with safety of RAs from trespassers, took the business too long to address this issue and still does not feel fully resolved. Appreciate that Russell added security onsite, more needs to be done.

- There should be more security for the RAs, only after two incidents with trespassers was something done, took too long for this issue to be addressed, Russell was helpful with this matter and appreciate that he took it seriously.

Exit Interview September 2024

The other thing for improvement is the trespassers situation, I think particularly in the Wembley area among kids (walking into the building, watching TV etc). To prevent that the possible solutions:

- Authorisation on the door
- More security around

Security is a very important point and a major concern for residents to be safe in the building and around the area.

Kind regards,

JACKIE DOHERTY (She/Her)
Senior HR Business Partner
E: jdoherty@quintainliving.com
T: +44 7769 726531

quintainliving.com



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Registered Number 2694983

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If you have received this email in error please notify the system manager. administrator@quintain.co.uk

A) Buildings NW07/08 – Landsby

highlighted in pale pink on the Plan

Example A1 – Lewd behaviour in Landsby East Lobby on 08/12/2024

QUINTAIN

Accident/Incident Investigation Form

Please tick applicable Business Group (BG)

☐ **(WP)** Wembley Park

☒ **(QL)** Quintain Living

Reference number

QL/LANDSBY EAST/ 08.12.2024

1. Date and time of Accident/incident:

08.12.2024 – 05:50AM – 07:40AM

2. Precise location of Accident or Incident:

Landsby East Lobby – Post box area.

3. Who Is involved in the Accident or Incident?

☒ Member of Public

☐ Contractor(s)

☐ Resident

☐ Staff

☐ Other

4. Is this an Accident or Incident?

☐ **Accident**	☐ **Incident**
☐ Personal Injury	☐ Personal Injury
☐ Traffic	☒ Trespasser
☐ Medical/Illness	☐ Traffic
☐ Public Disorder	☐ Medical/Illness
☐ Structural Damage	☐ Public Disorder
☐ Near Miss	☐ Structural Damage
☐ Other	☐ Near Miss
Insert a x in the relevant box	☐ Other
	Specific 'trespasser' box added for QL

QUINTAIN

Accident/Incident Investigation Form

Please provide further information of the Accident or Incident (description)	**This box is for the description of who was involved, where it occurred and what the injury, loss or damage was (remember this document is shared with owners/ can be used in court if necessary)** **Format:** *Time: Commentary* At 6:48:30 AM, CCTV footage captured trespassers approaching the Landsby East lobby. There were two females and one male. One of the females appeared to be younger than the other, but both seemed to be teenagers. The male had his face covered by a hoodie. It appeared that they gained entry using the intercom. While speaking with someone through the intercom, they covered the cameras the entire time. 06:50:00AM, they entered the building and are seen from cameras sitting on the lobby sofa. The younger female seems sleeping but the other two are out of the camera sight. They are seen the Christmas tree around 06:55:00 AM and switch its lights off. At 6:56 AM, an older female and a male were seen approaching the mailbox area, where they began to get intimate. Shortly after, the female went down on her knees in front of the male and they started having oral sex. Their interaction was briefly interrupted by the arrival of a resident. However, they quickly composed themselves before the resident arrived, and it appeared that the resident was unaware of what they had been doing. After the resident left the lobby, the couple continued to have oral sex in the lobby/mailbox area until 7:31 AM. During this time, the male seemed to be filming the female's face while she was engaged in the act. They eventually left the mailbox area and returned to the sofa, where they sat until Pace security arrived around 7:40 AM. The male kept his face hidden for the entire time. It is important to note that the incident mentioned above was not reported by either residents or night security. The only information we received was that trespassers had been removed. When I reviewed the CCTV footage to determine if these individuals were the usual suspects, I discovered their activities just before security arrived.

5. Are the Emergency services required?

☐ Police ☐ Ambulance ☐ Fire	NA
Person(s) who contacted emergency services? **N/A**	Crime/Incident reference number **NA**
Time on site: **N/A**	Time off site: **N/A**

QUINTAIN

Accident/Incident Investigation Form

(SECTION 6 & 7 TO BE COMPLETED ONLY BY H&S TEAM)

6. Is this reportable under RIDDOR regulations?

☐ Yes

☐ No

7. If yes, have the HSE been notified?

☐ Yes

☐ No

QUINTAIN

Accident/Incident Investigation Form

8. Details of person(s) involved:

☐ Mr ☐ Mrs ☐ Miss ☐ Ms

Victims Name: NA
Address: NA
Post-code:
Contact Name: Email:
Telephone Number:

Post-code:
Contact Name:
Telephone Number:

9. Were there any witnesses to the Accident/incident?

☐ Yes

☒ No

If yes, please provide further information (name and contact details): **Witness 1**	**Insert full name and contact details here** **NA**

If Yes, please provide further information (name and contact details): **Witness 2**	**NA**

QUINTAIN

Accident/Incident Investigation Form

10. Weather conditions: Sunny

Insert accurate weather conditions if the accident /incident occurs indoors please state that here also

11. Lighting conditions:

☐ Very Good
☒ Good
☐ Poor
☐ Unacceptable
☐ Other Insert a X in the relevant box

If you selected other, please provide further information	

12. Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?

☒ Yes
☐ No

If yes, please provide further information	**Pace Security made us aware of trespassers in the area, however they seemed to be unaware of the entire incident reported above.**

13. Declaration

Signed (person investigating Accident/Incident):	Emilia Della Corte
Position	**Assistant Resident Manager.**
Date	**09.12.2024**

14. Individual/Department circulation

Please confirm who this form has been distributed to? (Please list names)

Mandatory to be sent to;
- safety@quintainliving.com

Additional names to be listed (line manager);
-

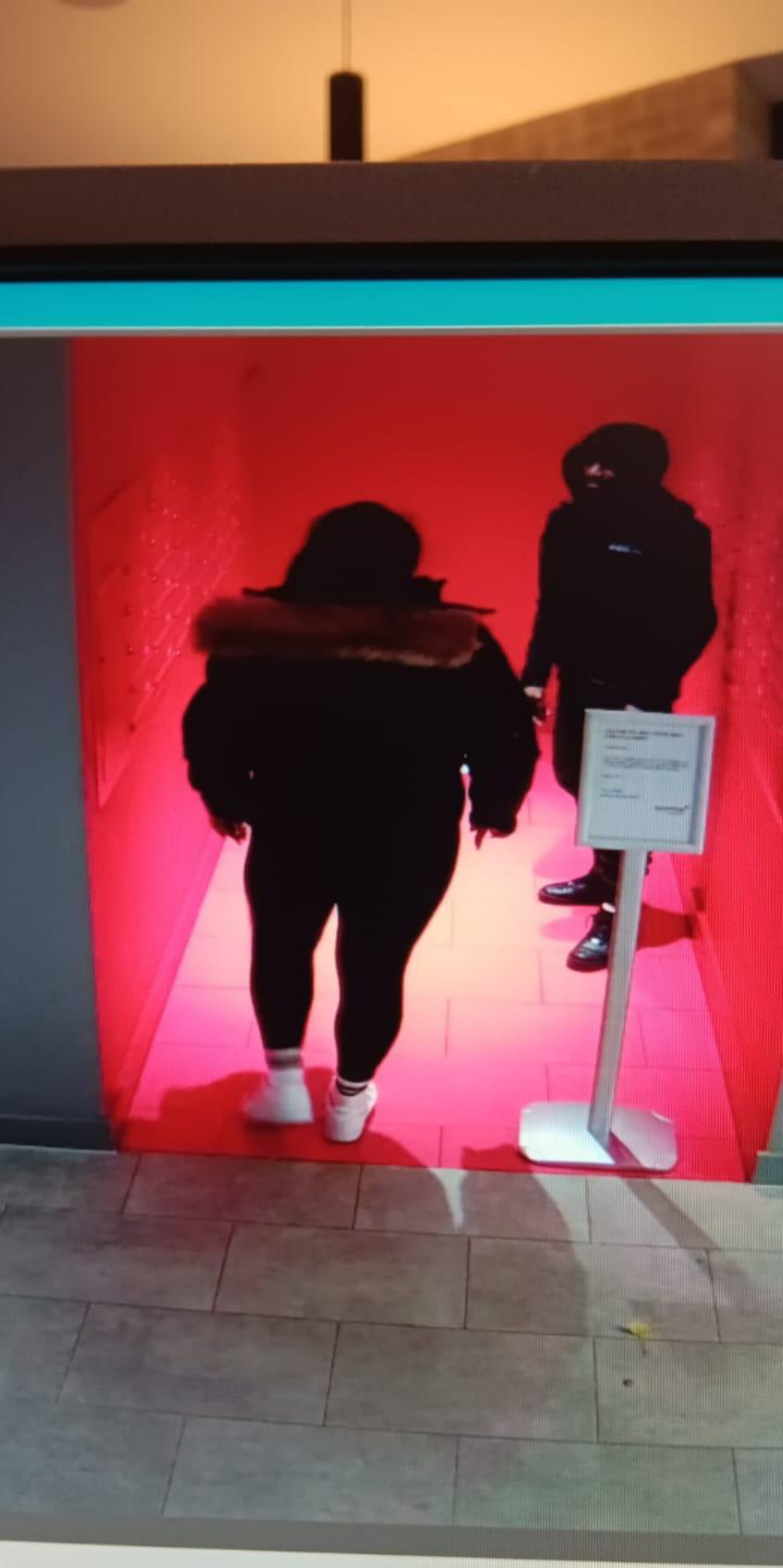
Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

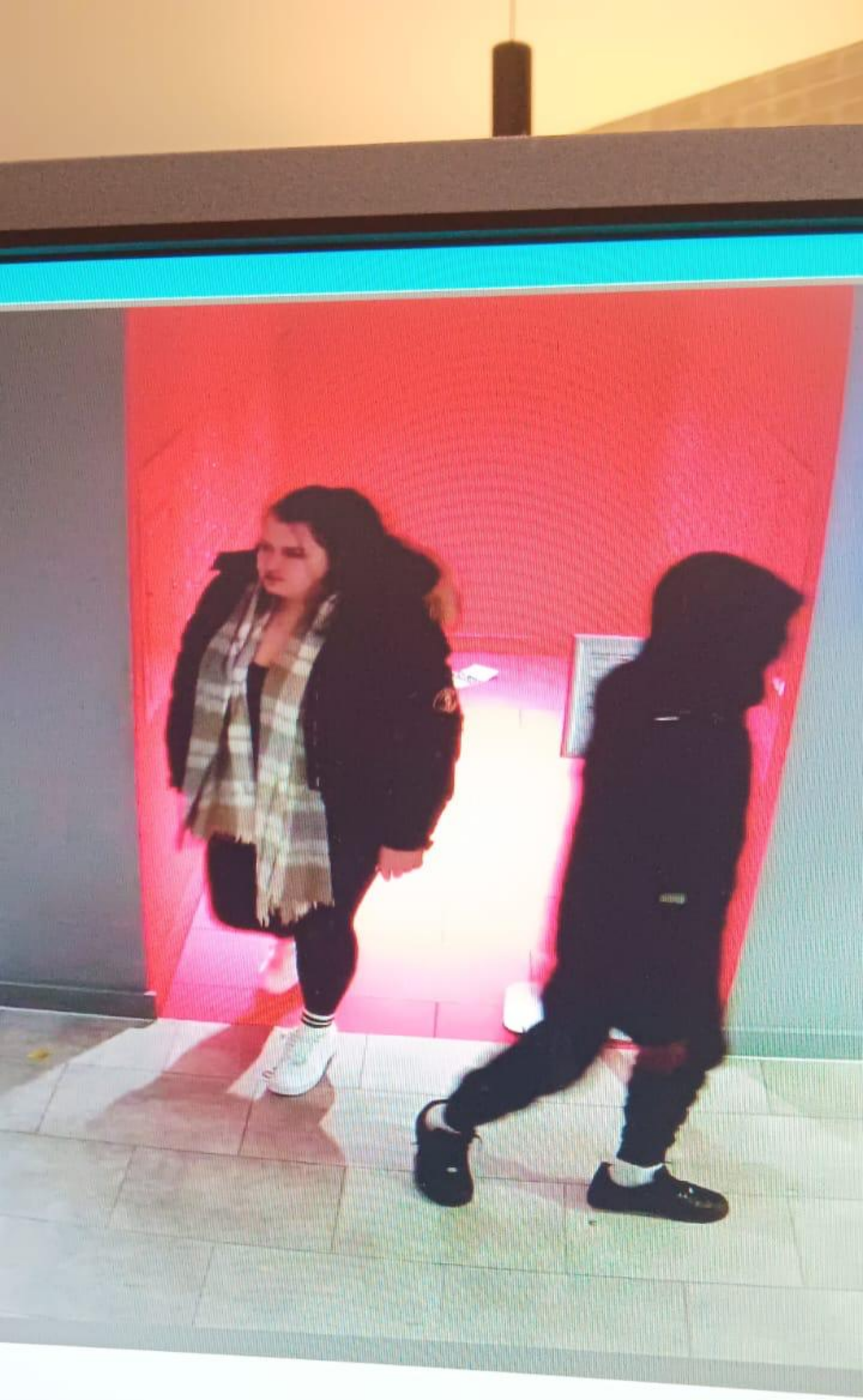
ECR USE ONLY

QUINTAIN

Accident/Incident Investigation Form

Is there CCTV of Accident /Incident?	☒ Yes ☐ No
Location of Camera:	**NVR3: D Lobby Postbox // NVR3: D Ext Entrance**
Camera number:	**2**
Date of footage:	**08.12.2024**
Footage start Time:	**NVR3: D Ext Entrance: 05:48:30** **NVR3: D Lobby Postbox: 06:56:00**
Footage end Time:	**NVR3: D Ext Entrance: 05:50:30** **NVR3: D Lobby Postbox: 07:31:00**
Has CCTV of Accident /Incident been saved?	☒ Yes ☐ No
CCTV Operative name:	**Emilia Della Corte**


08:51:38
10:07:35
11:23:32
12:39:29
13:55:26



08:51:38
10:07:35
11:23:32
12:39:29
13:55:26
15:11:23
Asynchronous Pl
Search

Example A2 – Attempted arson on 25/02/2025

Please tick applicable Business Group (BG)

(WP) Wembley Park

(QL) Quintain Living QL (*)

Reference number (No Ref provided (05/01DD/MM/YYYY) – report number)

None provided yet

- **Date and time of Accident/incident:**

25/02/2025 - 21:47

- **Precise location of Accident or Incident:**

Vista GF stairwell

- **Who Is involved in the Accident or Incident?**

  5 Teenagers / Trespassers

On Duty Staff : Maahir Abdillahi (Pace Security For Landsby West & East)

- **Is this an Accident or Incident?**

Accident	Incident
N/A	**Other – A brother to the resident of 405 is mentally unstable, impulsive and vulnerable.**

Please provide further information of the Accident or Incident (description)	At 20:20, a group of five teenagers were found trespassing in Landsby East. They were removed from the premises but returned at 21:00 and again at 21:35, requiring them to be removed three times in total. At 21:40:27, the group forced their way into Vista, making entry at 21:41. They were seen smoking weed on the ground floor staircase. Shortly after, they set a sign on the wall on fire, which triggered the fire and smoke alarms at 21:47:37.

	Alarms Triggered: • Landsby West Lobby • Concierge Room in Landsby West • Landsby East Lobby • Landsby Gym • Vista Lobby Upon hearing the alarms, I immediately proceeded to Vista to investigate. As I arrived, I saw the same group of trespassers fleeing the building. Inside, I discovered the burned out sign on the ground. I used my concierge phone to report the situation and opened the fire door to let the smoke air out. To prevent further incidents, I stood guard at the location to monitor for any new trespassers. I then returned to Landsby West to retrieve the keys for the fire panels, silenced all alarms, and securely placed the keys back. After reporting the situation on the group chat, I was advised to call the police. However, emergency services informed me that all lines needed to remain open for priority emergency calls. Since the suspects had already fled, this incident was not treated as an emergency at the time. Actions Taken: • Trespassers removed multiple times. • Fire door opened to clear smoke. • Fire panels accessed to silence alarms. • Situation reported to the group chat. • Attempted to contact police but advised to keep lines open. Contacted WPS and showed them images of the trespassers so they can keep a lookout. CCTV Saved on concierge phone of the trespassers Further Action Required: • Replace the burned sign

	• Potentially place cameras on staircase

- **Are the Emergency services required?**

Police	**Additional information**: . emergency services informed me that all lines needed to remain open for priority emergency calls. Since the suspects had already fled, this incident was not treated as an emergency at the time.
	Crime/Incident reference number **(None provided by emergency services):** **instructed to call back in the daytime**

(TO BE COMPLETED ONLY BY H&S TEAM)

- **Is this reportable under RIDDOR regulations?**

  No

- **If yes, have the HSE been notified?**

  No

- **Details of person(s) involved:**

  Mr Mrs Miss Ms

Name: N/A
Address: Vista Apartments , 2 Weaver Walk, Wembley Park
Post-code: HA9 0GY
Contact Name: Network Homes
Telephone Number: 03003733000 + 07936338895

Name
Address:
Post-code:
Contact Name:
Telephone Number:

- **Were there any witnesses to the Accident/incident?**

  Yes

If Yes, please provide further information (name and contact details): **Witness 1**	Maahir Abdillahi (Landsby West & East Night Security)

If Yes, please provide further information (name and contact details): **Witness 2**	

- **Weather conditions:**

N/A

- **Lighting conditions:**

  Very Good

  Good

  Poor

  Unacceptable

  Other

If you selected other, please provide further information	

- **Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?**

  Yes

If Yes, please provide further information	Wembley Park Security

- **Declaration**

Signed (person investigating Accident/Incident):	Maahir Abdillahi
Position	Landsby Night Security/Concierge
Date	25/02/2025

- **Individual/Department circulation**

Please confirm who this form has been distributed to? (Please list names)

William and Grant QL Management + QL staff

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

ECR USE ONLY

Is there CCTV of Accident /Incident?	Yes
Location of Camera:	C Ext/Entrance + C GF Lobby 002 + C GF Lobby 00
Camera number:	
Date of footage:	25 / 02 / 2025
Footage start Time:	21:40:27
Footage end Time:	21:42
Has CCTV of Accident /Incident been saved?	YES
CCTV Operative name:	Maahir Abdillahi

Please tick applicable Business Group (BG)

(WP) Wembley Park

(QL) Quintain Living QL (*)

Reference number (No Ref provided (05/01DD/MM/YYYY) – report number)

QL/LANDSBY/250225/21:47

- **Date and time of Accident/incident:**

25/02/2025 - 21:47
• **Precise location of Accident or Incident:**
Vista (Housing Association managed by Network homes) in the building GF Stairwell Core.

- **Who Is involved in the Accident or Incident?**

  5 Individuals / Trespassers

On Duty Staff : Maahir Abdillahi (Pace Security For Landsby West & East)

- **Is this an Accident or Incident?**

Accident	**Incident**
N/A	**Trespassing**

Please provide further information of the Accident or Incident (description)	**20:20 – Initial Trespass Incident** Five individuals forcibly entered **Landsby East** by forcing open the main door. Night security identified the breach and successfully removed them from the premises. **21:00 – Second Trespass Attempt** The same individuals returned to **Landsby East** and were again removed by night security. **21:40 – Entry into Vista** The same group returned, this time forcing entry into the adjacent building,

	Vista, gaining access at approximately **21:41**. • They proceeded to the **ground floor stairwell core**, where they were later confirmed to be smoking cannabis. **21:47 – Fire Alarm Triggered** • A fire alarm was activated in **Vista**, prompting security to investigate. • Upon arrival, security discovered **burned materials**, including a **poster taken from the wall**, which was identified as the fuel for the fire. • The individuals were seen fleeing the building. **Night Security Statement** *"Upon hearing the alarms, I immediately proceeded to Vista. As I arrived, I saw the same group of trespassers running from the building. Inside, I found a burned-out sign on the ground. I used my concierge phone to report the incident and opened the fire door to clear the smoke.* *To prevent further incidents, I stood guard to monitor for any new trespassers. I then returned to Landsby West to retrieve the fire panel keys, silenced all alarms, and securely returned the keys.* *After reporting the situation, I was advised to call the police. However, emergency services informed me that all lines needed to remain open for priority calls. Since the suspects had already fled, this was not classified as an emergency at the time."*

- **Are the Emergency services required?**

Police - 01/7205072/25 (obtained on 26th Feb when reported in the morning)	**Additional information**: Emergency services informed me that all lines needed to remain open for priority emergency calls. Since the suspects had already fled, this incident was not treated as an emergency at the time. (It was later reported in morning and the operative informed that the advise provided on evening was incorrect, they should have provided a CAD number and progressed)
	Crime/Incident reference number **01/7205072/25**

(TO BE COMPLETED ONLY BY H&S TEAM)

- **Is this reportable under RIDDOR regulations?**

  No

- **If yes, have the HSE been notified?**

  No

- **Details of person(s) involved:**

  Mr Mrs Miss Ms

Name: N/A
Address: Vista Apartments , 2 Weaver Walk, Wembley Park
Post-code: HA9 0GY
Contact Name: Network Homes
Telephone Number: 03003733000 + 07936338895

Name
Address:
Post-code:
Contact Name:
Telephone Number:

- **Were there any witnesses to the Accident/incident?**

  Yes - CCTV

If Yes, please provide further information (name and contact details): **Witness 1**	Maahir Abdillahi (Landsby West & East Night Security)

If Yes, please provide further information (name and contact details): **Witness 2**	

- **Weather conditions:**

N/A

- **Lighting conditions:**

  Very Good

  Good

  Poor

  Unacceptable

  Other

If you selected other, please provide further information	

- **Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?**

  Yes

If Yes, please provide further information	Wembley Park Security

- **Declaration**

Signed (person investigating Accident/Incident):	Maahir Abdillahi
Position	Landsby Night Security/Concierge
Date	25/02/2025

- **Individual/Department circulation**

Please confirm who this form has been distributed to? (Please list names)

William and Grant QL Management + QL staff

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

ECR USE ONLY

Is there CCTV of Accident /Incident?	Yes
Location of Camera:	C Ext/Entrance + C GF Lobby 002 + C GF Lobby 00
Camera number:	
Date of footage:	25 / 02 / 2025
Footage start Time:	21:40:27
Footage end Time:	21:42
Has CCTV of Accident /Incident been saved?	YES
CCTV Operative name:	Maahir Abdillahi













Example A3 - Trespassers Threatening the Night Team and Resident on 18/03/2025

Please tick applicable Business Group (BG)

(WP) Wembley Park **Yes**

(QL) Quintain Living **Yes**

Reference number Date (18/03/2025

CAD: 8220/18Mar/2025

- **Date and time of Accident/incident:**

Date: 18/03/2025 Time: 21:00

- **Precise location of Accident or Incident:**

Landsby West. Main lobby Reception.

- **Who Is involved in the Accident or Incident?**

A group Trespassers. And Landsby Duty Manager

- **Is this an Accident or Incident?**

Incident	

Please provide further information of the Accident or Incident (description)	**At 21:00 a group of teenagers came to Landsby West via Vista building. I removed them however, on their way out one of them kicked the main entrance door no damage caused.** **at around 23:00 two individuals from the same group came back one of them wearing a mask he ask to me "what time I finish work" and he said he will wait outside for me to stab me. As you will recall from few months ago Nono in Ferrum was also told he will be dealt with outside work.** **As per the reference number above I contacted the Police to inform them of what has happened they said they will come in an hour they advised me against doing a patrol. It is worth mentioning the same group were seen on CCTV threatening a resident from Vista earlier in the same evening.**

	The Police turned up at 2:00 am and said there is no enough evidence (despite CCV being available) therefore they would be taking no further action. I provided them with Operations Director (Grant) details who will provide the Bod-ycam from previous incidents involving the same group. But is not looking promising. **There was no time to put on Bod-ycam as the incident was fast moving however everything took place in full view of CCTV. CCTV of each incident have been provided to William (Manager) also.**

- **Are the Emergency services required?**

Police	**Additional information:** N/A.
Person(s) whom contacted emergency services? Abdikarim Mohamed (Duty Manager)	Crime/Incident reference number **(provided by emergency services):**
Time on site: 02:00	Time off site: 02:20

(TO BE COMPLETED ONLY BY H&S TEAM)

- **Is this reportable under RIDDOR regulations?**

  ☐ No

- **If yes, have the HSE been notified?**

  ☐ No

- **Details of person(s) involved:**

  ☐ Mr ☐ Mrs ☐ Miss ☐ Ms

Three males and female

Address: 10 Elvin Gardens
(Landsby West)
Wembley Park, Wembley
Post-code: HA9 8TS
Contact Name: Abdikarim Mohamed
Telephone Number: Click here to enter text. 07550073255

Name N/A
Click here to enter text.
Click here to enter text.
Post-code:
Contact Name: Click here to enter text.
Telephone Number: Click here to enter text.

- **Were there any witnesses to the Accident/incident? (No)**

If Yes, please provide further information (name and contact details): **Witness 1**	NO.

If Yes, please provide further information (name and contact details): **Witness 2**	N/A

- **Weather conditions:**

good.

- **Lighting conditions:**

☐ Good

If you selected other, please provide further information	N/A

- **Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?**

☐ Yes
☐ No

If Yes, please provide further information	Duty Manager Abdikarim Mohamed

- **Declaration**

Signed (person investigating Accident/Incident):	Abdikarim Mohamed
Position	Duty Manager
Date	18/11/2024

- **Individual/Department circulation**

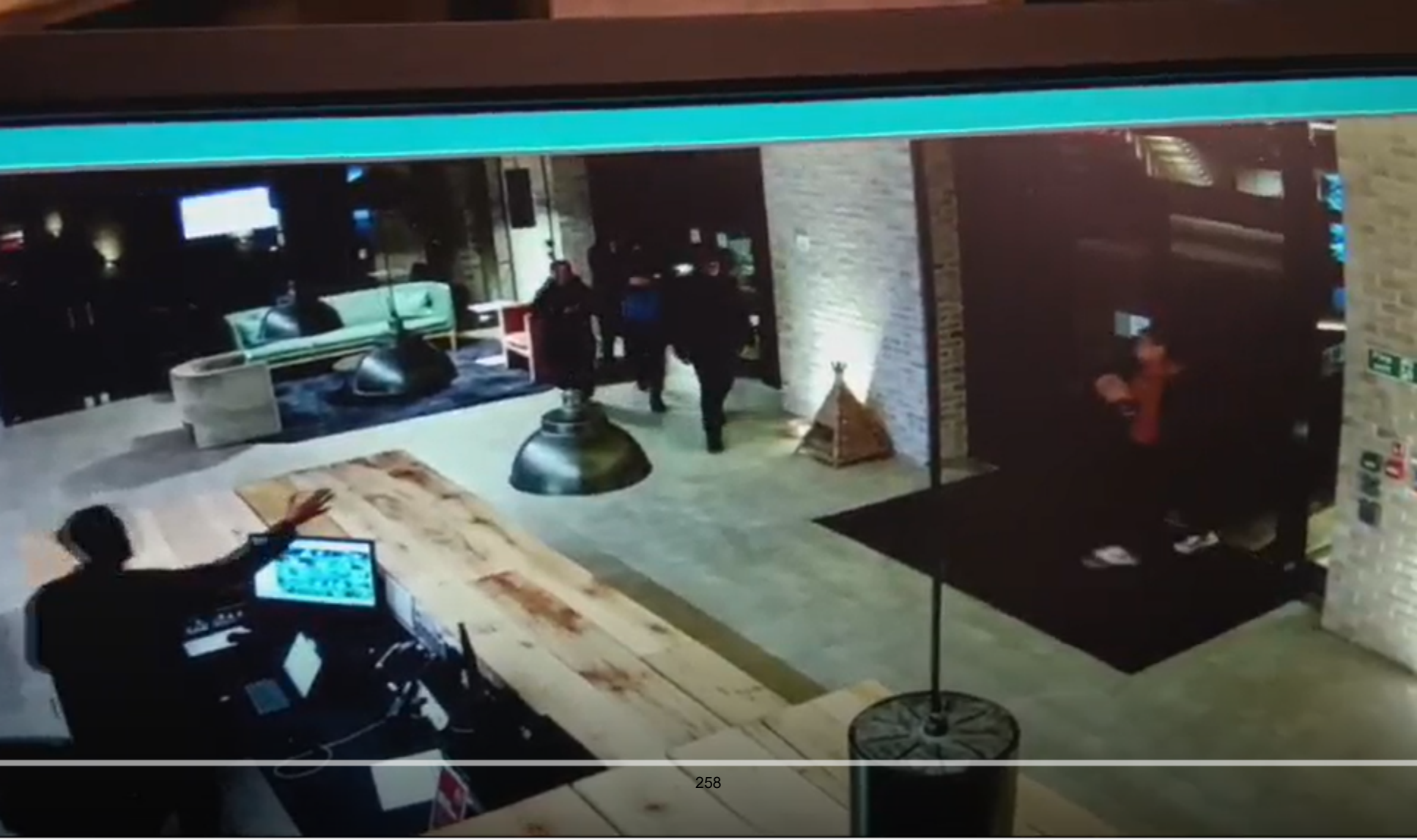
Please confirm who this form has been distributed to? (Please list names)

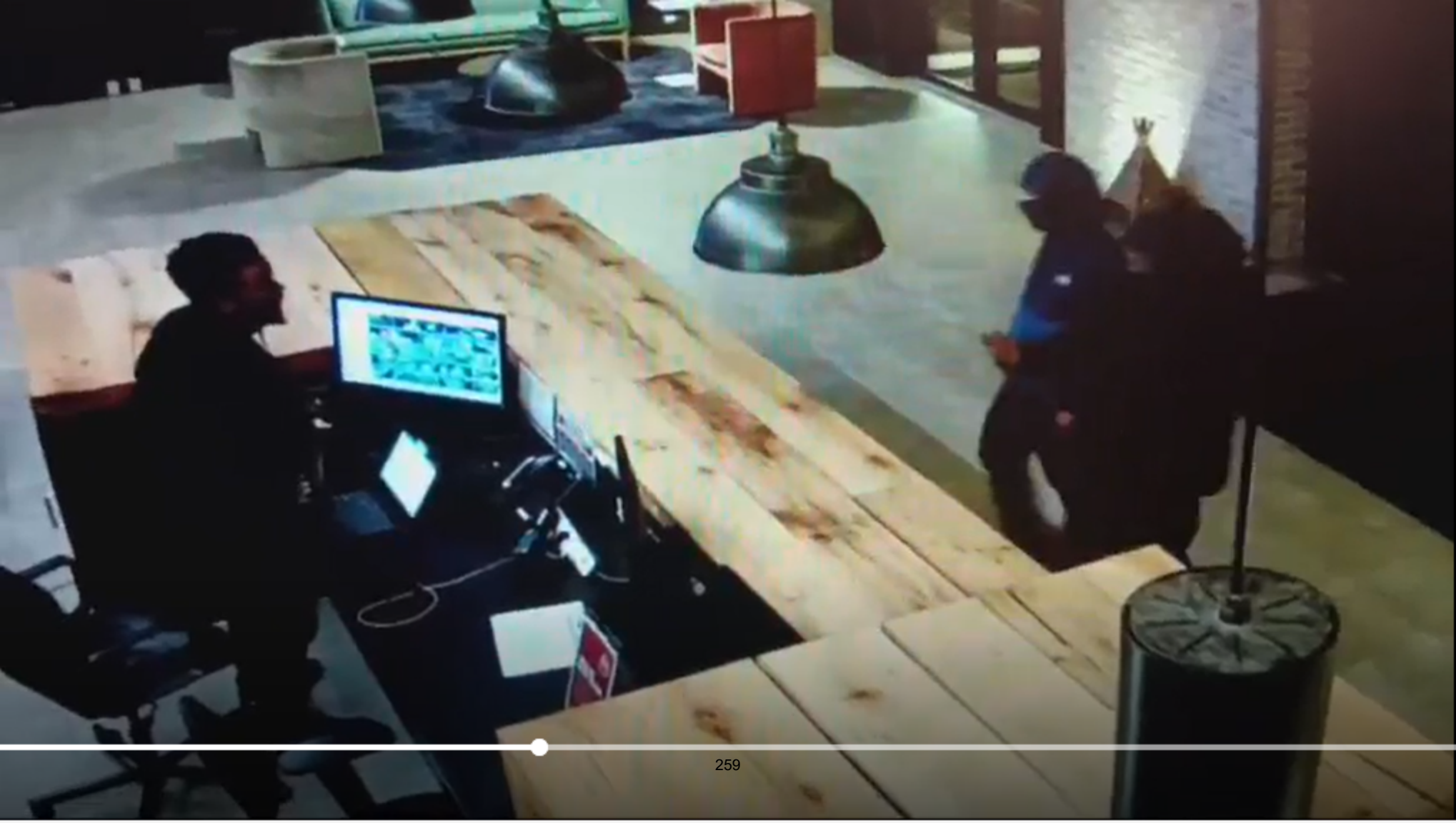
Quintine management and Pace Management

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

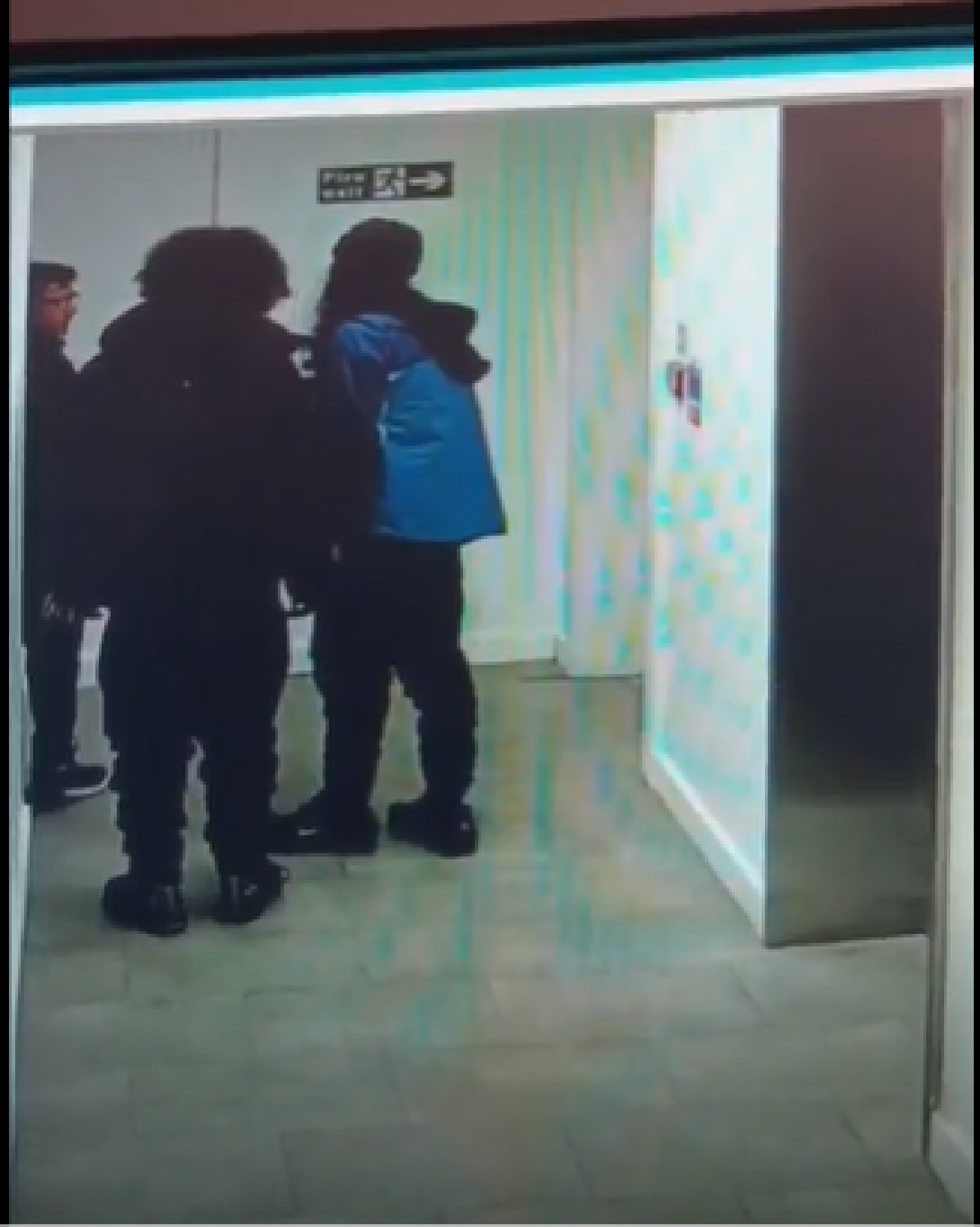
ECR USE ONLY

Is there CCTV of Accident /Incident?	Yes
Location of Camera:	Main Lobby
Camera number:	Main Lobby
Date of footage:	18/03/2025
Footage start Time:	21:00
Footage end Time:	23:30
Has CCTV of Accident /Incident been saved?	☐ Yes
CCTV Operative name:	Abdikarim






260



Example A4 - Knife Discovery on 25.03.2025

QUINTAIN

Accident/Incident Investigation Form

Please tick applicable Business Group (BG)

☒ **(WP)** Wembley Park

☒ **(QL)** Quintain Living

Reference number (Quintain Living/Landsby/Date (25/03/2025) – **11:25**)

(Quintain Living/Landsby/Date (25/03/2025) – **11:25**)

1. Date and time of Accident/incident:

11:25 on 25th March 2025

2. Precise location of Accident or Incident:

Vista Level 13 rooftop (plantroom area – QL demise)

3. Who Is involved in the Accident or Incident?

☐ Member of Public

☒ Contractor(s)

☐ Resident

☒ Staff

☐ Other

Insert a x in the relevant box

4. Is this an Accident or Incident?

☐ **Accident**	☐ **Incident**
☐ Personal Injury ☐ Traffic ☐ Medical/Illness ☐ Public Disorder ☐ Structural Damage ☐ Near Miss ☐ Other **Insert a x in the relevant box**	☐ Personal Injury ☐ Trespasser ☐ Traffic ☐ Medical/Illness ☐ Public Disorder ☐ Structural Damage ☐ Near Miss ☒ Other **Specific 'trespasser' box added for QL**

QUINTAIN

Accident/Incident Investigation Form

Please provide further information of the Accident or Incident (description)	**At approximate 11:25 on 25/03/25 City Abseil contractor discovered a hunting knife on the plantroom rooftop from level 13 Vista. Pictures were sent to Cesar Alvarez which were provided on the tresspassers whatsapp group. WP & PACE collected the knife with a knife box and Madalina Puscas contacted police for a unit to collect it. CAD3052/25Mar25**

5. Are the Emergency services required?

☒ Police ☐ Ambulance ☐ Fire	Additional information:
Person(s) who contacted emergency services? **Madalina Puscas**	Crime/Incident reference number **CAD3052/25MAR25**
Time on site:	Time off site:

(SECTION 6 & 7 TO BE COMPLETED ONLY BY H&S TEAM)

6. Is this reportable under RIDDOR regulations?

☐ Yes

☐ No

7. If yes, have the HSE been notified?

☐ Yes

☐ No

QUINTAIN

Accident/Incident Investigation Form

8. Details of person(s) involved:

☐ Mr ☒ Mrs ☐ Miss ☐ Ms

Victims Name: **n/a**
Address: 10 Elvin Gardens
Post-code: HA9 0GW
Contact Name: Madalina Puscas
Telephone Number: **07821800241**

Name
Address:
Post-code:
Contact Name:
Telephone Number:

9. Were there any witnesses to the Accident/incident?

☒ Yes

☐ No

If yes, please provide further information (name and contact details): **Witness 1**	**City Abseil contractor (Mick)**

If Yes, please provide further information (name and contact details): **Witness 2**	

10. Weather conditions:

sunny

QUINTAIN

Accident/Incident Investigation Form

11. Lighting conditions:

☒ Very Good
☐ Good
☐ Poor
☐ Unacceptable
☐ Other Insert a X in the relevant box

If you selected other, please provide further information	Click here to enter text.

12. Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?

☒ Yes
☐ No

If yes, please provide further information	**Pictures and location of knife given to Cesar Alvare who has reported it immediately to Fire Marshall via the tresspassers WhatsApp group**

13. Declaration

Signed (person investigating Accident/Incident):	Madalina Puscas
Position	**ADM**
Date	**26/03/2025**

14. Individual/Department circulation

Please confirm who this form has been distributed to? (Please list names)

Mandatory to be sent to;
- safety@quintainliving.com

Additional names to be listed (line manager);
- Faysal Qassem, Gareth Bone, James Giffin

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

ECR USE ONLY

QUINTAIN

Accident/Incident Investigation Form

Is there CCTV of Accident /Incident?	☐ Yes ☐ No
Location of Camera:	
Camera number:	
Date of footage:	
Footage start Time:	
Footage end Time:	
Has CCTV of Accident /Incident been saved?	☐ Yes ☐ No
CCTV Operative name:	





Example A5 – Aggressive behaviour, kicking door of Apartment 801

Please tick applicable Business Group (BG)

(WP) Wembley Park

(QL) Quintain Living

Reference number (BG/Date (DD/MM/YYYY) – report number)

QL/08/04/2025

- **Date and time of Accident/incident:**

08/04/2025 around 20:24 and 11/03/2025 around 20:24:09

- **Precise location of Accident or Incident:**

Landsby East 8th Floor – Door of Apt 801 - Stairwell

- **Who Is involved in the Accident or Incident?**

Member of Public

Contractor(s)

Resident

Staff

Other

Trespassers (2 individuals)

- **Is this an Accident or Incident?**

Accident	**Incident**
Personal Injury Traffic Medical/Illness Public Disorder Structural Damage Near Miss Other	Personal Injury Traffic Medical/Illness Public Disorder Structural Damage Near Miss **Other**

Please provide further	*Incident Report*

information of the Accident or Incident (description)	Date: 08/04/2025 Time: 20:24 Location: Landsby East 8th Floor – Door of Apt 801 - Stairwell What happened: At 20:24, two individuals who appeared underage arrived at the 8th floor of Landsby East via the stairwell entrance. They started kicking the door of apartment 801, which is in the proximity of the stairwell entrance. Circa 8 seconds after their arrival, the resident of the same apartment arrived at the floor via the lift. The trespassers at his arrival escaped via the stairwell. The resident did not call on-site security and reported the incident only via email the following day. We have investigated the issue via the CCTV and saved the footage. The trespassers were caught in the ground floor lobby by the Pace Security Guard on patrol and escorted out at 20:25:00. The security guard remained stationary in the east lobby to make sure they would not attempt entrance again.

- **Are the Emergency services required?**

No.	Additional information:
Person(s) whom contacted emergency services? N/A	Crime/Incident reference number **(provided by emergency services):**
Time on site: N/A	Time off site: N/A

(TO BE COMPLETED ONLY BY H&S TEAM)

- **Is this reportable under RIDDOR regulations?**

- **If yes, have the HSE been notified?**

- **Details of person(s) involved:**

Name
Address:
Post-code:
Contact Name:

Telephone Number:

Name
Address:
Post-code:
Contact Name:
Telephone Number:

- **Were there any witnesses to the Accident/incident?**
  Yes/**No**:

If Yes, please provide further information (name and contact details): **Witness 1**	

If Yes, please provide further information (name and contact details): **Witness 2**	

- **Weather conditions:**

N/A

- **Lighting conditions:**

Very Good
Good
Poor
Unacceptable
Other

If you selected other, please provide further information	

- **Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?**

  Yes

  No – The Pace Security guard was not directly informed by the resident involved.

If Yes, please provide further information	

- **Declaration**

Signed (person investigating Accident/Incident):	Emilia Della Corte
Position	Assistant Resident Manager
Date	12.04.25

- **Individual/Department circulation**

Please confirm who this form has been distributed to? (Please list names)

Faysal Qassem, Gareth Bone

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

ECR USE ONLY

Is there CCTV of Accident /Incident?	
Location of Camera:	
Date of footage:	
Footage start Time:	
Footage end Time:	
Has CCTV of Accident /Incident been saved?	
CCTV Operative name:	

Urgent Security Concern - Incident Report - 801 Landsby East

Message | Engagement | Details

From: **Yuen Chung Chan**
To: residents@quintainliving.com

00:01 | 9 Apr

Dear Resident Team,

I am writing to report a deeply concerning and frightening incident that occurred this evening, Tuesday, April 8th, 2025, at approximately 8.30 pm.

As the elevator arrived at my floor, 8/F Landsby East. I was confronted by two youths who I have never seen before and strongly believe are not residents of this floor or building.

One youth was standing directly in front of my apartment door, Flat 801, and was aggressively and repeatedly kicking it. The other youth was holding the door to the stairwell open. From the sounds coming from the stairwell, I suspect there may have been other individuals present there as well.

Both youths appeared to be approximately 15 years old and were dressed in grey cotton tracksuits.

As soon as they saw me exit the elevator, they immediately stopped kicking the door and fled down the stairwell.

This incident has left me feeling very alarmed, unsafe, and extremely concerned about the security within the building. It is deeply worrying that unauthorised individuals could gain access to residential floors and behave in such an intimidating and potentially destructive manner right outside my home.

I urge you to take this matter very seriously and investigate it immediately. Could you please review any available CCTV footage for the elevators, corridors on my floor, and stairwells around this time to identify these individuals and understand how they gained access to the building and my floor?

I would also appreciate it if you could inform me of the steps being taken to address this security breach and prevent similar incidents from happening in the future. What measures are in place to ensure only residents and authorised guests can access the residential floors and stairwells?

Thank you for your prompt attention to this urgent matter. I look forward to hearing from you soon regarding the actions being taken.

Sincerely,

John

801 Landsby East

Example A6 - Trespasser Sleeping in Stairwell

Please tick applicable Business Group (BG)

(WP) Wembley Park **Yes**

(QL) Quintain Living **Yes**

Reference number Date (12/05/2025

N/A

- **Date and time of Accident/incident:**

Date: 12/05/2025 Time: 3-4

- **Precise location of Accident or Incident:**

Landsby West. 9TH Floor Stairs.

- **Who Is involved in the Accident or Incident?**

A Trespassers. And Landsby Duty Manager

- **Is this an Accident or Incident?**

Incident	

Please provide further information of the Accident or Incident (description)	During routine patrolling I spotted an individual sleeping on the 9th floor he seemed to be under the influence of either alcohol or drugs, I asked him to leave he seemed unsteady on his feet I offered to call ambulance for him he declined. He was compliant therefore we did not call the Police hence, why an incident report was not completed. I escorted him offsite. During handover report I informed the dayshift of what happen the night before I also informed the maintenance and cleaning of the rubbish that has been left behind by the Trespasser(s) along the stairs. Please see images attached. For more info see Body-cam and work phone.

- **Are the Emergency services required?**

N/A	**Additional information:** N/A.
Person(s) whom contacted emergency services? Abdikarim Mohamed (Duty Manager)	Crime/Incident reference number **(provided by emergency services):**

(TO BE COMPLETED ONLY BY H&S TEAM)

- **Is this reportable under RIDDOR regulations?**

  ☐ No

- **If yes, have the HSE been notified?**

  ☐ No

- **Details of person(s) involved:**

  ☐ Mr ☐ Mrs ☐ Miss ☐ Ms

One Male
Address: 10 Elvin Gardens
(Landsby West)
Wembley Park, Wembley
Post-code: HA9 8TS
Contact Name: Abdikarim Mohamed
Telephone Number: Click here to enter text. 07550073255

Name N/A
Click here to enter text.
Click here to enter text.
Post-code:
Contact Name: Click here to enter text.
Telephone Number: Click here to enter text.

- **Were there any witnesses to the Accident/incident? (No)**

If Yes, please provide further information (name and contact details): **Witness 1**	NO.

If Yes, please provide further information (name and contact details): **Witness 2**	N/A

- **Weather conditions:**

good.

- **Lighting conditions:**

☐ Good

If you selected other, please provide further information	N/A

- **Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?**

☐ Yes
☐ No

If Yes, please provide further information	Duty Manager Abdikarim Mohamed

- **Declaration**

Signed (person investigating Accident/Incident):	Abdikarim Mohamed
Position	Duty Manager
Date	12/05/2025

- **Individual/Department circulation**

Please confirm who this form has been distributed to? (Please list names)

Quintine management and Pace Management

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

ECR USE ONLY

Is there CCTV of Accident /Incident?	No – Body camera only.
Location of Camera:	
Camera number:	
Date of footage:	
Footage start Time:	
Footage end Time:	
Has CCTV of Accident	☐ Yes

/Incident been saved?	
CCTV Operative name:	Abdikarim






POPER

B) Buildings NW09/10 – Repton Gardens

highlighted in dark green on the Plan

Example B1 – Club Room Criminal Damage

Key Incident Details

1. Date: 23/10/2025

2. Who gained access: 3 Teenage Trespassers.

3. How access gained: Via Aspen House Gate – Tailgating residents and on to the Podium Gardens before forcibly entering through the Clubroom Podium Exit in to Clubroom West (Kitchen Side).

4. What happened when access gained: The Trespassers were initially blatantly not residents – smoking, playing pool and damaging the equipment provided. They broke a pool cue and also stole the black ball and cue ball.

5. How were they removed: Fire Marshal escorted trespassers off-site via the Aspen House entrance.

6. What was the damage and what was the cost of remedy: In this instance, Damage to the Aspen House Main Entrance was again because of the forcible entry. The trespassers also damaged the pool cue and stole the black and white pool balls. This was c.£100 worth of damage but also cost the company as the pool table is a key feature of our Clubroom and as such bookings were directly affected with each booking being £50 per hour.

7. Were any facilities closed as a result and for how long: The Pool Table was non-operational for c.4 months as well as the Television Remote which was missing after and a replacement needed to be purchased. The Pool Cue was also broken – which needed replacing so this was impossible to use. The door for the Aspen House entrance remained damaged after repeated forcible access.

8. Specific steps taken as a result: The door was reinforced with additional security in the area with Wembley Park Control stationing security guards around the

gate. This was also reported to other developments as this group specifically attempted to re-enter the building on multiple occasions on the same day.

9. Any police involvement or activity: In this instance, the Fire Marshal alerted the control room for Wembley Park Security, police involvement was not utilised as the trio scattered once the additional Wembley Park Security Presence was in place.

Incident 23.10.2024 trespassers smoking in the club room.mp4



291

Incident 23.10.2024 trespassers smoking in the club room.mp4



2

292

Example B2 – Damaging doors and use of the Clubroom

Key Incident Details

1. Date: 06/12/2024

2. Who gained access: 4 Young Teenagers dressed in black clothing (pictured below):



3. How access gained: Via Aspen House Gate – Tailgating residents and on to the podium level – through to the Clubroom East

4. What happened when access gained: They were reported by Residents and removed by the onsite security team/fire marshal after they had been alerted via the Front Desk group chat message.

5. How were they removed: Fire Marshal escorted trespassers off-site via the Aspen House entrance.

6. What was the damage and what was the cost of remedy: The damage was related to the Mag-lock on both the Aspen House main entrance which was reportedly forcibly pulled as well as the maglock on the Clubroom East door

facing the Podium. This was remedied by the Communal Maintenance team with the cost of the maglock being replaced for both doors c.£1,200.00 for both the parts and labour for both doors.

7. Were any facilities closed as a result and for how long: The Aspen House door directly to the podium was not operational for c.3 months while this was both under repairs and equally non-operational.

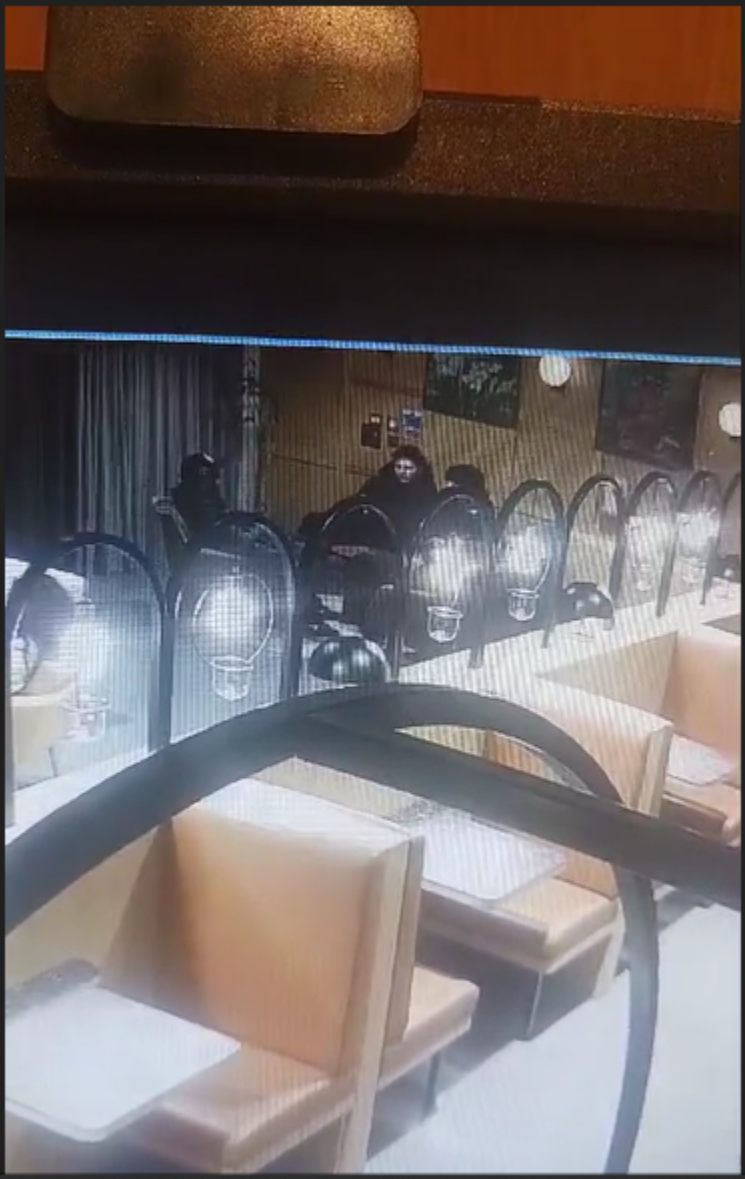
8. Specific steps taken as a result: As a result, a full pardot was sent out to all residents that the door was deactivated – causing a lot of residents both distress as this was an easily accessible route towards the outlet and supermarkets. The door was also reinforced with additional security in the area with Wembley Park Control stationing security guards around the gate. Following the alerts made by the residents who reported the trespassers, an email was sent in response to their case explaining the above steps to add further clarity.

9. Any police involvement or activity: In this instance, the fire-marshal removed the trespassers prior to calling the police and as such this was not carried out.



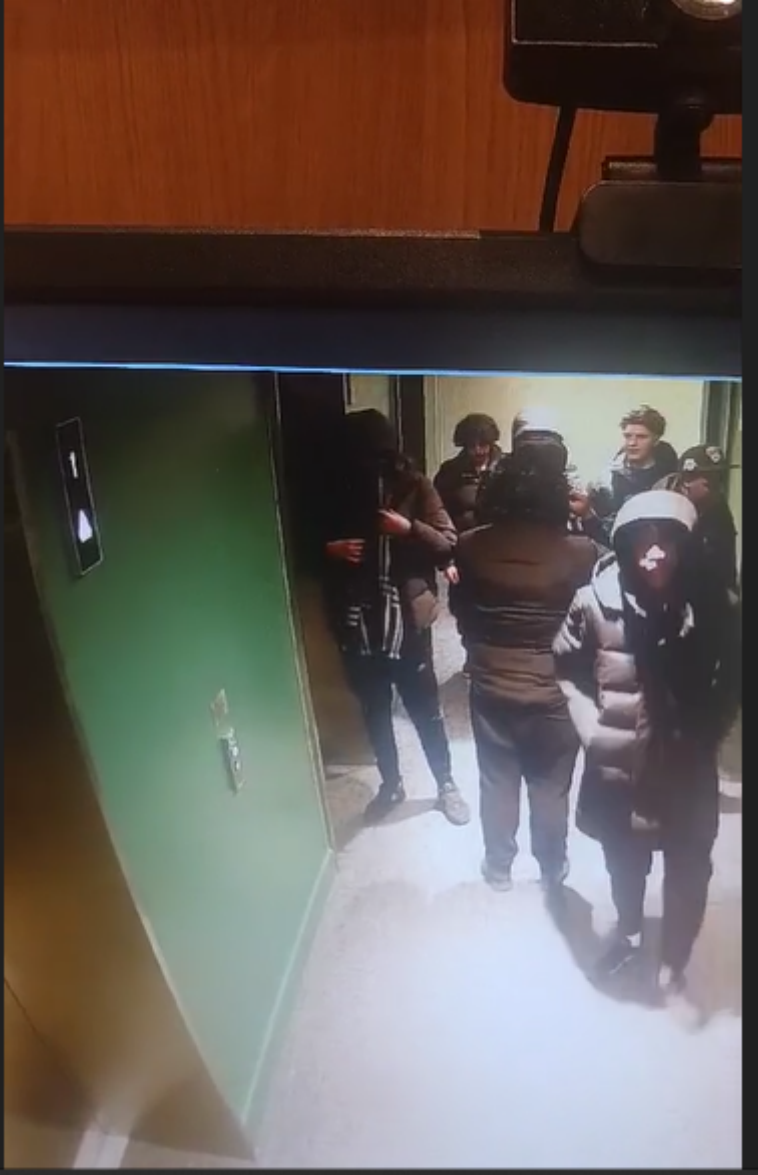

LIFT COVER
TO OPEN DOOR

Example B3 – Harassment of Resident in Apartment 1804







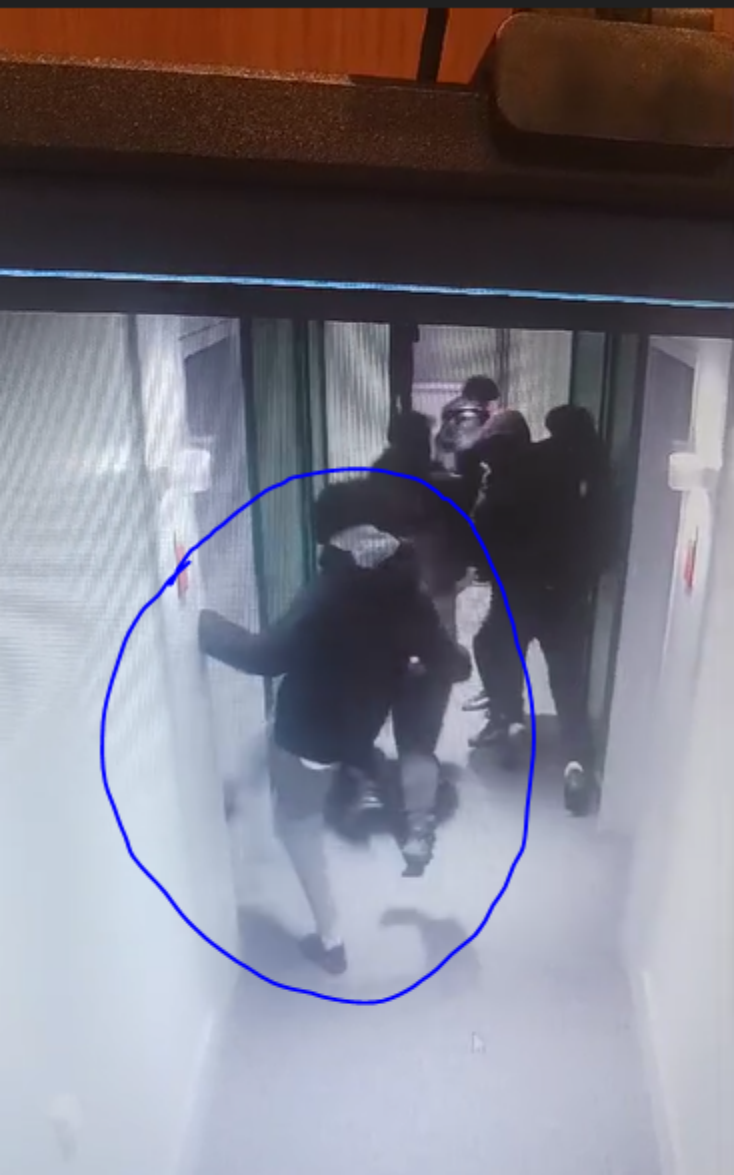



303

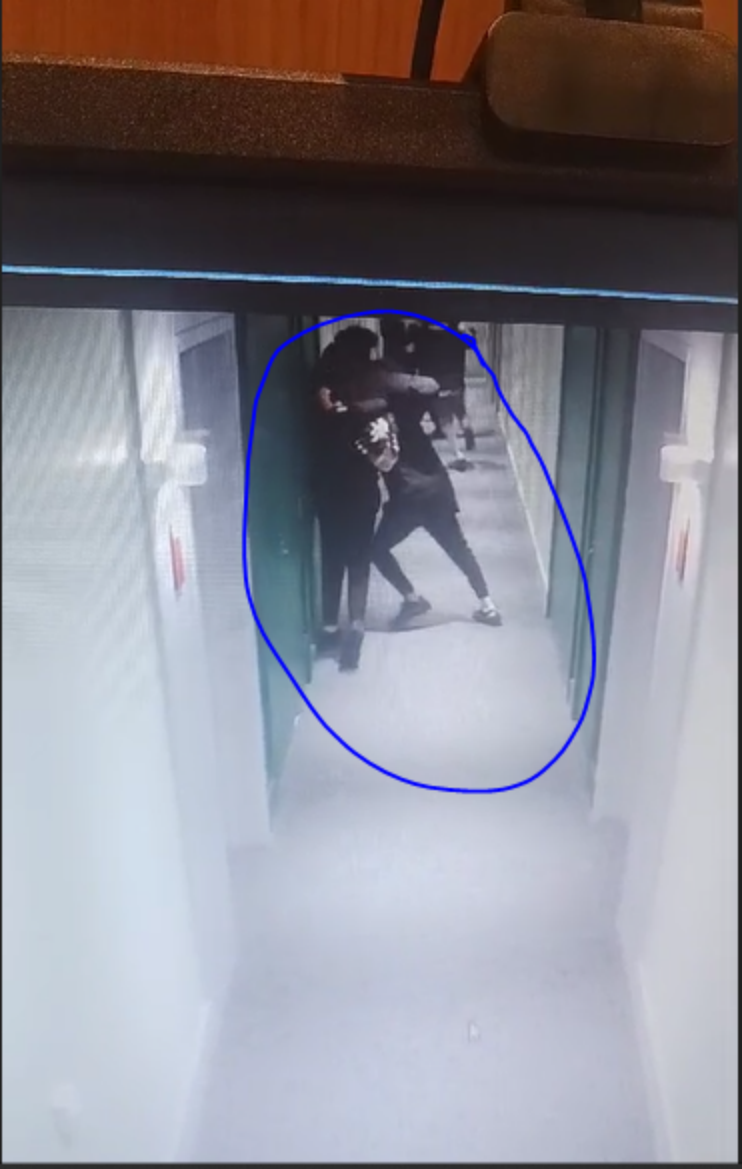


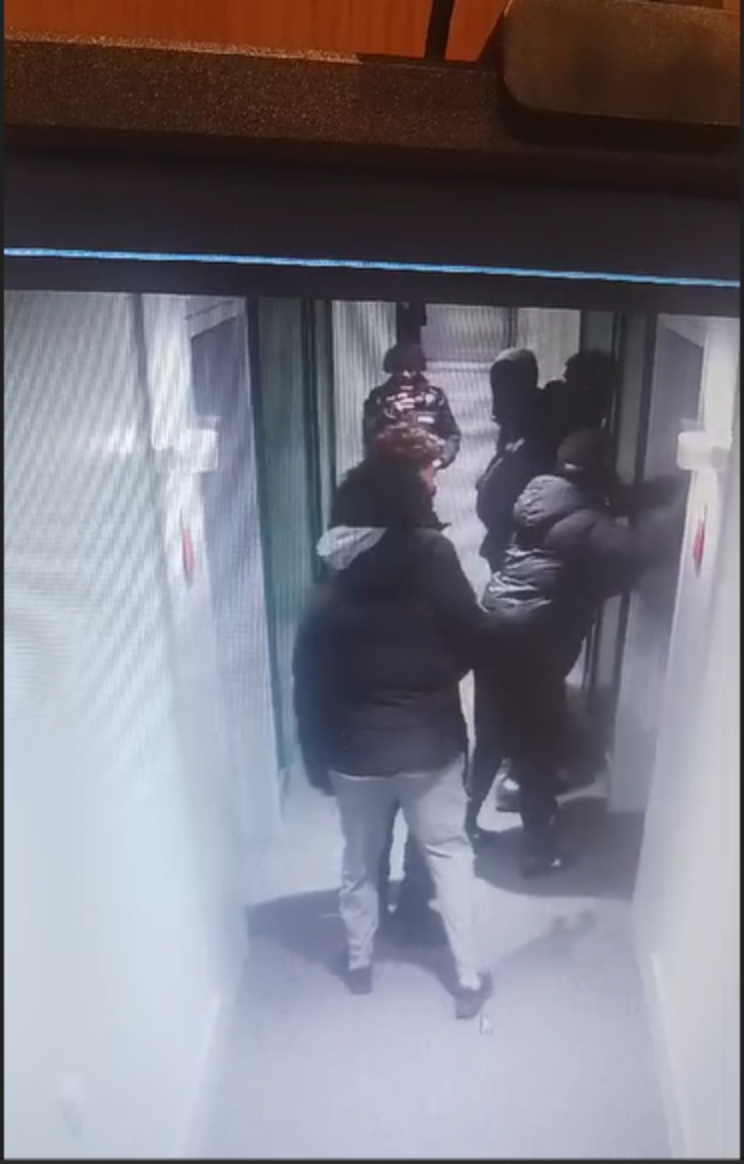
304





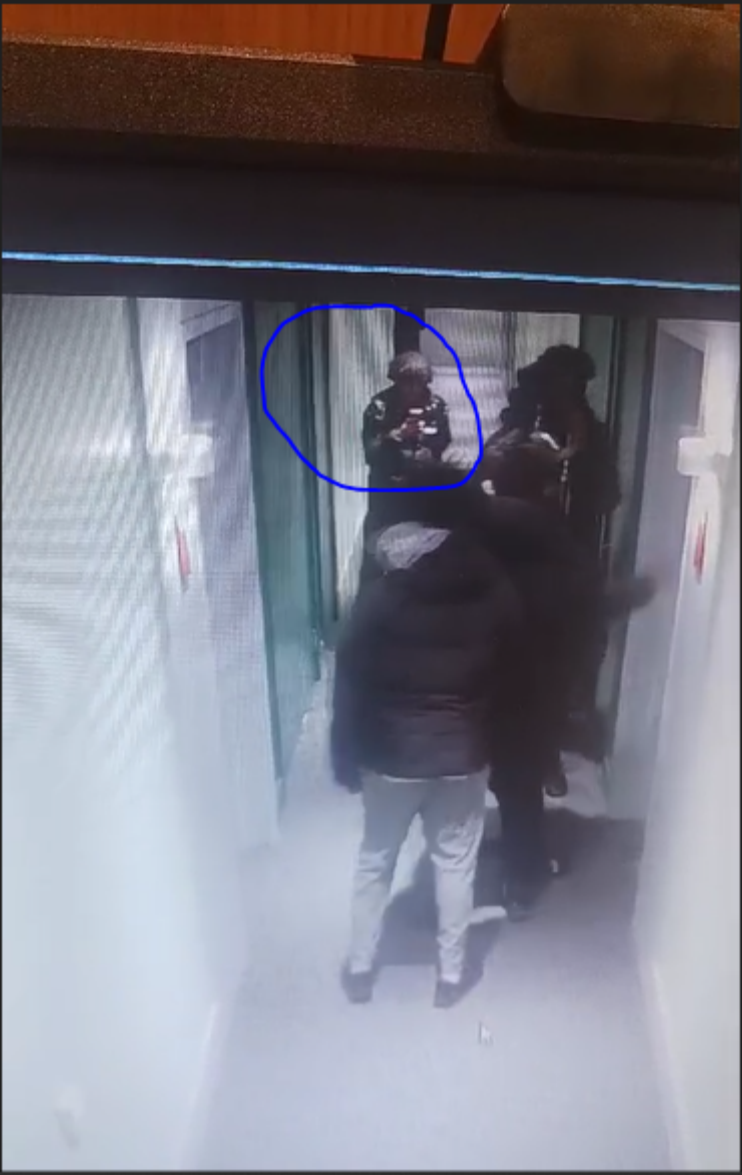


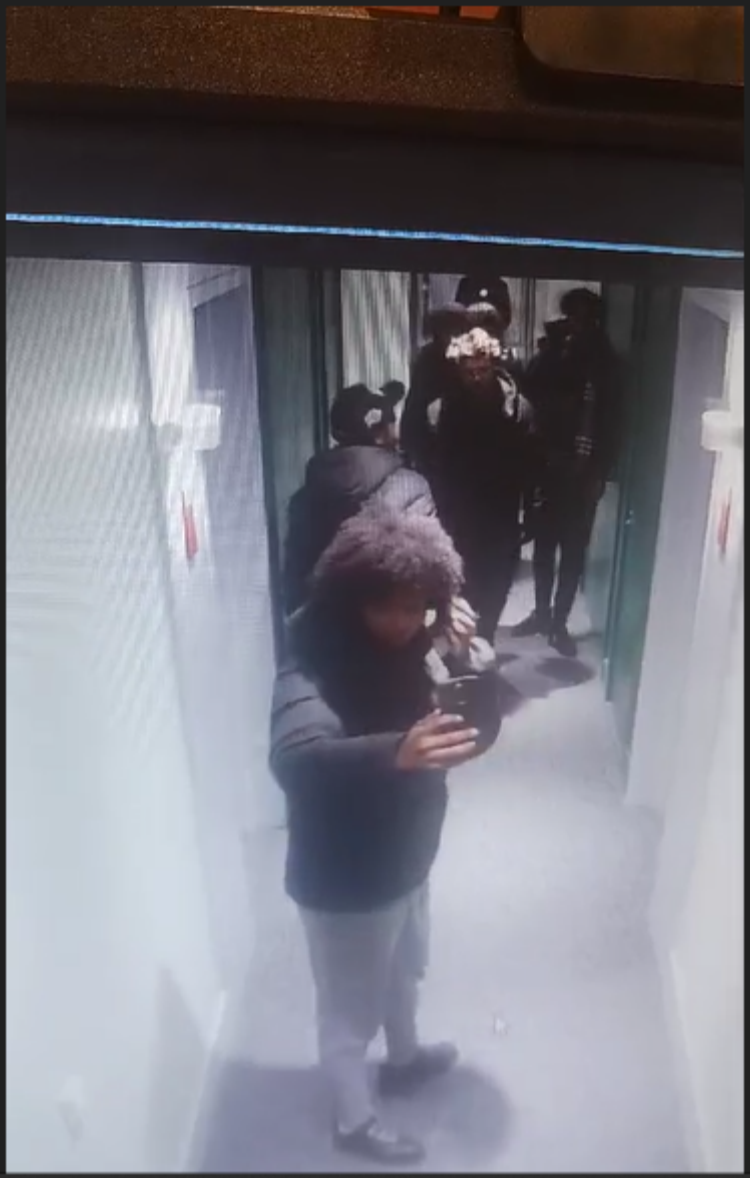














Example B4 – Occupying Club Room West and the Podium Gardens

Key Incident Details

1. Date: 20/03/2025

2. Who gained access: 2 Teenage Trespassers in all black (pictured below):



3. How access gained: Via Aspen House Gate – Tailgating residents and on to the Podium Gardens before forcibly entering through the Clubroom Podium Exit in to Clubroom East.

4. What happened when access gained: They were reported by Residents and removed by the out of hours Night Shift Security after they had been alerted via a resident who was working in Clubroom West.

5. How were they removed: Night Shift Security escorted trespassers off-site via the Aspen House entrance.

6. What was the damage and what was the cost of remedy: In this instance no costs associated with damage as the trespassers were not in the premises for longer than 5 minutes. Night Shift Security was quick to intervene and alerted Wembley Park Control to escort off the estate.

7. Were any facilities closed as a result and for how long: Aspen House main entrance was not closed as this is a main building entrance point for the residents of Aspen House.

8. Specific steps taken as a result: The door was reinforced with additional security in the area with Wembley Park Control stationing security guards around the gate. This was also reported to our Resident Day team via the Handover with CCTV footage time stamped to support further investigation.

9. Any police involvement or activity: In this instance, the Night Team Security removed the trespassers prior to calling the police and as such this was not carried out.


318

Example B5 – Smoking in the Club Room

Key Incident Details

1. Date: 23/03/2025

2. Who gained access: 4 Teenage Trespassers.

3. How access gained: Via Aspen House Gate – Tailgating residents and on to the Podium Gardens before forcibly entering through the Clubroom Podium Exit in to Clubroom West (Kitchen Side) and Clubroom East (Lounge Side).

4. What happened when access gained: The Trespassers were initially blatantly not residents – smoking, playing pool and filming inside the clubroom. They were reported by Residents to the Front Desk Concierge at c.13:31, who then following procedure, alerted the Fire Marshal/Security for the Estate.

5. How were they removed: Fire Marshal escorted trespassers off-site via the Aspen House entrance.

6. What was the damage and what was the cost of remedy: In this instance, Damage to the Aspen House Main Entrance was again because of the forcible entry. The trespassers continually returned to the entrance to pull the door and re-entered the premises at c.3pm before being removed again by the Fire Marshal.

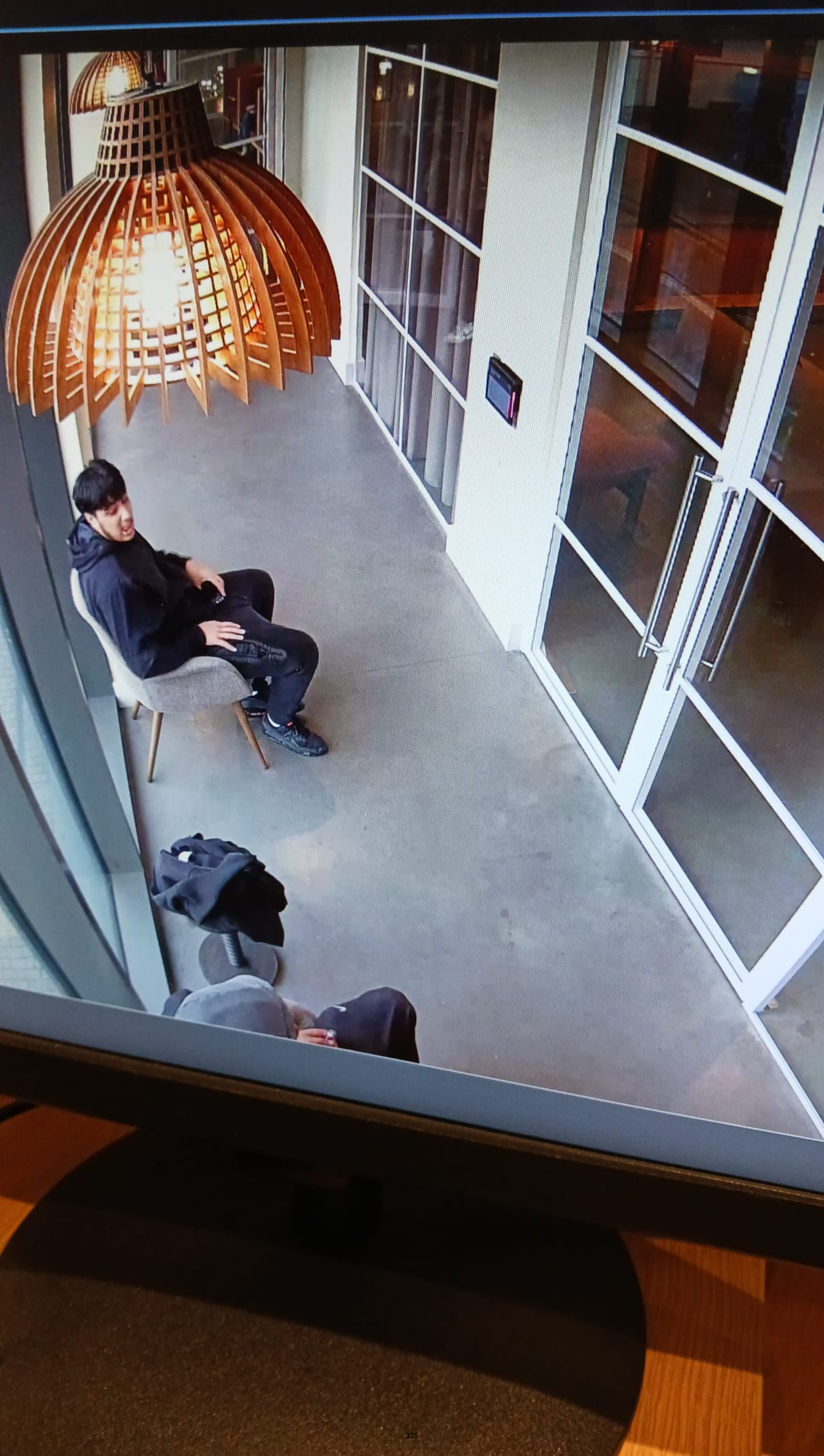
7. Were any facilities closed as a result and for how long: Aspen House main entrance was not closed as this is a main building entrance point for the residents of Aspen House.

8. Specific steps taken as a result: The door was reinforced with additional security in the area with Wembley Park Control stationing security guards around the gate. This was also reported to other developments as this group specifically attempted to re-enter the building on multiple occasions on the same day.

9. Any police involvement or activity: In this instance, the Fire Marshal alerted the control room for Wembley Park Security, police involvement was not utilised as the group scattered once the additional Wembley Park Security Presence was in place.







Example B6 – Criminal Damage to Doors

Key Incident Details

1. Date: 15/03/2025

2. Who gained access: 6 Teenage Trespassers.

3. How access gained: Via Aspen House Main Entrance through to common quiet area via Podium.

4. What happened when access gained: The Trespassers were initially blatantly not residents – made their way from the Landsby Building before forcing the main entrance to Aspen House building open – again damaging the Maglock. They were then confronted by Scott, Security Lead at Wembley Park Control and while he delayed them so that CCTV footage could get clear shot of their faces, they then ran in to the podium garden via the stairs, splitting up to try and get in to Cherry House via Gym, Clubroom and Quiet Area exit/entrance to podium gardens. They forced open the door and ran through – exiting via the main entrance Cherry House Concierge.

5. How were they removed: Left on their own accord.

6. What was the damage and what was the cost of remedy: In this instance, Damage to the Aspen House Main Entrance was again because of the forcible entry. Maglocks will likely need to be reinforced again for the Aspen House Main Entrance as well as damaging the Maglock for the Quiet communal area.

7. Were any facilities closed as a result and for how long: N/A

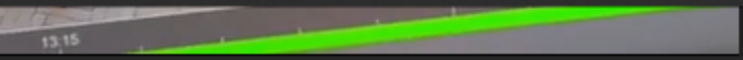
8. Specific steps taken as a result: CCTV Call made to Police to log the incident again with CAD number 4462.
9. Any police involvement or activity: In this instance, the Resident Team was alerted by Scott from Wembley Park Security, police involvement was utilised as and a call was made to



328

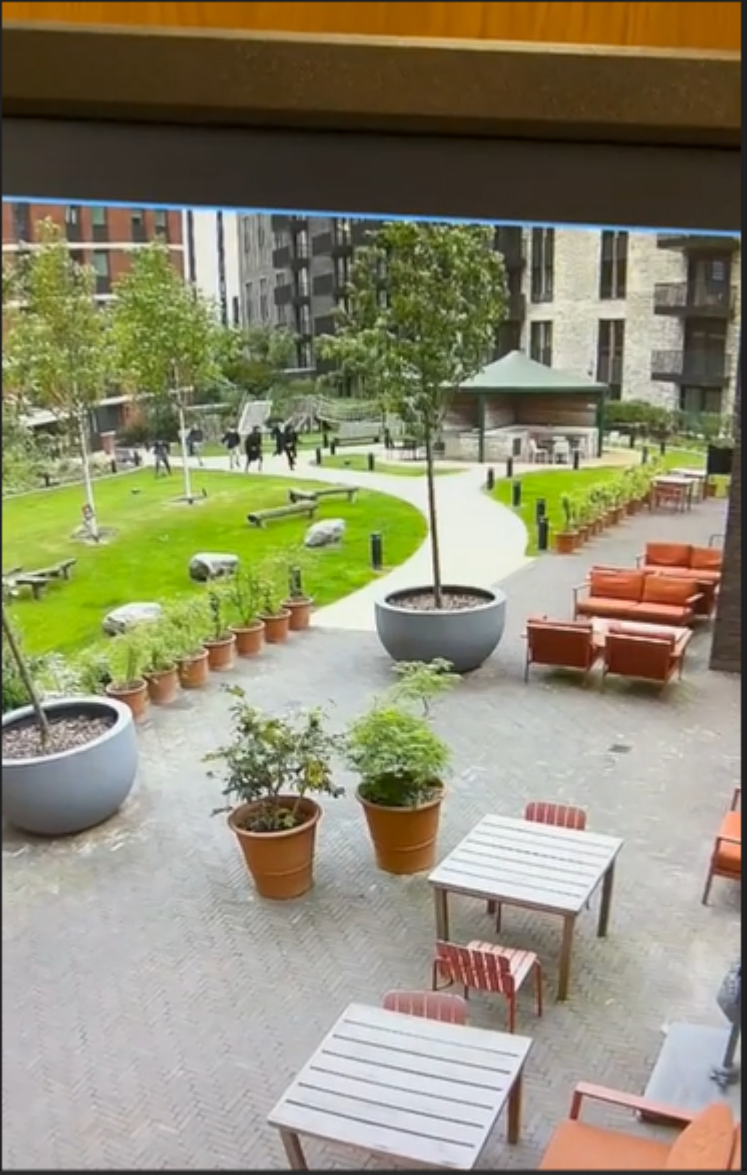


329
















13:15
13:20


13:15
13:20


BANNING
DENTAL

BANNING
DENTAL

C) **Buildings E01/02 – Maddison**

highlighted in pale lime green on the Plan

Example C1 – Podium Incident

Please tick applicable Business Group (BG)

(WP) Wembley Park

(QL) Quintain Living

Reference number (BG/Date (DD/MM/YYYY) – report number)

- **Date and time of Accident/incident:**

23-01-2025 at 19:48

- **Precise location of Accident or Incident:**

Madison West rear entrance.

- **Who Is involved in the Accident or Incident?**

Member of Public
Contractor(s)
Resident
Staff
Other

- Trespassers - Security guard (Antony Ureña)

- **Is this an Accident or Incident?**

Accident	**Incident**
Personal Injury Traffic Medical/Illness Public Disorder Structural Damage Near Miss Other **TRESPASS**	Personal Injury Traffic Medical/Illness Public Disorder Structural Damage Near Miss Other **No Injuries**

Please provide further	*Incident Report*

information of the Accident or Incident (description)	Date: Jan 23, 2025 Time: 19:48 Location: Madison East, Main entrance. **Disclaimer** This incident happened before my shift. I was not told that trespassers were trying to get in prior my shift. Most information will be taken from the CCTV cameras. **Which I also do not contain the certificate for.** Thank you. *Details of Incident:* At (19:40:26) 3 kids can be seen following a driver inside Madison East. At 19:48 the 3 boys was seen on camera (b2 South Elevation) could be seen walking into Madison East lifts. They were seen at 19:48:34 B2 LG lift lobby (in the carpark taking the lifts). At 19:51 they were seen on the top floor of Madison East they stayed there until 19:56:46. The last place seen was in madison west 1st floor at 21:23:21 and leaving the lobby at 21:24. On the podium the fire blankets were taken down, the outlets were broken off and there was human faeces next to the Don BBQ with the fire blankets over the faeces.

- **Are the Emergency services required?**

Police Ambulance Fire None	Additional information: No emergency services were involved
Person(s) whom contacted emergency services?	Crime/Incident reference number **(provided by emergency services):**
Time on site:	Time off site:

(TO BE COMPLETED ONLY BY H&S TEAM)

- **Is this reportable under RIDDOR regulations?**
  Yes
  No

- **If yes, have the HSE been notified?**
  Yes
  No

- **Details of person(s) involved:**

  Mr Mrs Miss Ms7/

Name
Address:
Post-code:
Contact Name:
Telephone Number:

Name
Address:
Post-code:
Contact Name:
Telephone Number:

- **Were there any witnesses to the Accident/incident?**

  Yes

  No

If Yes, please provide further information (name and contact details): **Witness 1**	

If Yes, please provide further information (name and contact details): **Witness 2**	

- **Weather conditions:**

Inisde N/A, outside cold but dry

- **Lighting conditions:**

  Very Good
  Good
  Poor
  Unacceptable
  Other

If you selected other, please provide further information	

- **Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?**

  Yes
  No

If Yes, please provide further information	

- **Declaration**

Signed (person investigating Accident/Incident):	Antony Urena
Position	Security guard
Date	23/01/25

- **Individual/Department circulation**

Please confirm who this form has been distributed to? (Please list names)

"Karolina Zalezna" <kzalezna@quintainliving.com>; "Gareth Bone" <GBone@quintainliving.com>; "Cesar Alvarez De Lira" <calvarez@quintainliving.com>; "William Barnes" <William@pacesecurity.co.uk>"safety@Quintainliving.com" <safety@Quintainliving.com>

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

ECR USE ONLY

Is there CCTV of Accident /Incident?	No
Location of Camera:	Madison east all entrances/Basement/Podium/Lobby
Date of footage:	
Footage start Time:	
Footage end Time:	
Has CCTV of Accident /Incident been saved?	Yes No
CCTV Operative name:	

Key Incident Details

1. Date: 23/01/2025

2. Who gained access

   3 trespassers

3. How access gained

   Trespassing by following delivery driver

4. What happened when access gained

   They were accessing numerous areas of the building. They damaged fire blankets on the podium garden and put them over human feaces.

5. How were they removed

   They left without our intervention.

6. What was the damage and what was the cost of remedy

   Replacement of fire blankets 3 x £22 approx.

7. Were any facilities closed as a result and for how long

   No.

8. Specific steps taken as a result

   No.

9. Any police involvement or activity

   No.

Example C2 – Aggressive Trespassers Intimidating Staff

Please tick applicable Business Group (BG)

(WP) Wembley Park

(QL) Quintain Living

Reference number (BG/Date (DD/MM/YYYY) – report number)

QL/10/03/2025

- **Date and time of Accident/incident:**

10/03/2025 around 11:55 and 11/03/2025 around 19:27

- **Precise location of Accident or Incident:**

Madison Upper Ground floor corridor and reception

- **Who Is involved in the Accident or Incident?**

Member of Public

Contractor(s)

Resident

Staff

Other

Trespassers (2 individuals)

- **Is this an Accident or Incident?**

Accident	**Incident**
Personal Injury Traffic Medical/Illness Public Disorder Structural Damage Near Miss Other	Personal Injury Traffic Medical/Illness Public Disorder Structural Damage Near Miss Other

Please provide further	*Incident Report*

information of the Accident or Incident (description)	Date: Time: Location: What happened: Incident 1 (10/03/2025: I heard noise and commotion happening outside of the Resident Manager office on Upper Ground Floor, so I decided to step out to investigate where the noise is coming from as we do not have any CCTV cameras located on the corridor, so it couldn't be checked remotely. As I opened the door, I saw two individuals who I immediately identified as trespassers. Upon seeing me, they took two to three steps towards me in an aggressive manner shouting 'I live here'. As I did not have my phone with me at that moment, I called my colleague downstairs and asked her to contact security. She confirmed she would do so. As the trespassers moved downstairs, I was able to observe them from a upper barrier point overlooking the area. I noticed that they walked toward my colleague aggressively. However, when she informed security that the individuals were present at the desk, they immediately pressed the button to exit the building and left. Incident 2 (11/03/2025) 19:27: While at the reception desk, speaking with two residents near the parcel room, the doorbell rang. I checked and saw it was a delivery driver, so I opened the door to let him in. However, as he entered, a group of people followed, including the two trespassers from the previous incident. As soon as they entered, one of them said, "There she is." Although I could not identify exactly who spoke, I noticed one of them staring directly at me. Based on security footage, they then attempted to surround the reception desk. Recognizing the potential risk, I called the nearby residents to come with me into the kitchen for safety. I also did not feel safe leaving them near the trespassers, as I was unsure of their intentions. While walking to the kitchen, I directed the delivery driver to proceed to the appropriate floor. As seen in the security footage, immediately after I hid, the trespassers left. Before exiting, they appeared to look around the desk as if searching for something. Their intentions are unclear.

- **Are the Emergency services required?**

No.	Additional information:

Person(s) whom contacted emergency services? N/A	Crime/Incident reference number **(provided by emergency services):**
Time on site: N/A	Time off site: N/A

(TO BE COMPLETED ONLY BY H&S TEAM)

- **Is this reportable under RIDDOR regulations?**

- **If yes, have the HSE been notified?**

- **Details of person(s) involved:**

Name
Address:
Post-code:
Contact Name:
Telephone Number:

Name
Address:
Post-code:
Contact Name:
Telephone Number:

- **Were there any witnesses to the Accident/incident?**
  Yes/No:

If Yes, please provide further information (name and contact details): **Witness 1**	Jayvi Nayee – Operational Support Associate

If Yes, please provide further information (name and contact details): **Witness 2**	

- **Weather conditions:**

Inside Madison building, N/A, outside cold but dry

- **Lighting conditions:**

  Very Good
  Good
  Poor
  Unacceptable
  Other

If you selected other, please provide further information	

- **Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?**

  Yes
  No

If Yes, please provide further information	Fire Marshall was notified for additional support and WPS.

- **Declaration**

Signed (person investigating Accident/Incident):	
Position	
Date	

- **Individual/Department circulation**

Please confirm who this form has been distributed to? (Please list names)

Karolina Zalezna, Gareth Bone

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

ECR USE ONLY

Is there CCTV of Accident /Incident?	
Location of Camera:	
Date of footage:	
Footage start Time:	
Footage end Time:	
Has CCTV of Accident /Incident been saved?	
CCTV Operative name:	

Key Incident Details

1. Date: 10/03/2025 & 11/03/2025
2. Who gained access

   2 trespassers
3. How access gained

   Trespassing by pulling the door from maglock.
4. What happened when access gained

   When approached by the member of the team, they were shouting and being intimidating to the member of the team. The day after, they accessed the building again and were being aggressive to member of he team and intimidating – as a result member of the team had to remove themselves and residents who were in the reception at the time to the staff welfare kitchen as were worried about safety.
5. How were they removed

   They left without our intervention.
6. What was the damage and what was the cost of remedy

   No.
7. Were any facilities closed as a result and for how long

   No.
8. Specific steps taken as a result

   No.
9. Any police involvement or activity

   No.

Example C3 – Forcing Entry

Key Incident Details

1. Date: 26/04/2025
2. Who gained access

   4 trespassers
3. How access gained

   Followed a visitor.
4. What happened when access gained

   Took lift to 16th floor rooftop.
5. How were they removed

   Removed by Fire Marshall.
6. What was the damage and what was the cost of remedy

   No.
7. Were any facilities closed as a result and for how long

   No.
8. Specific steps taken as a result

   No.
9. Any police involvement or activity

   No.


2025-04-26 15:28:38
B1 L16 Lift Lobby(0)

Example C4 – Theft of Vehicle

Please tick applicable Business Group (BG)

(WP) Wembley Park

(QL) Quintain Living

Reference number (BG/Date (DD/MM/YYYY) – report number)

QL/05/05/2025

- **Date and time of Accident/incident:**

05/05/2025 around 00:20

- **Precise location of Accident or Incident:**

Eastern lands car park – Bowery side

- **Who Is involved in the Accident or Incident?**

Member of Public

Contractor(s)

Resident

Staff

Other

Trespassers and Bowery resident's guest

- **Is this an Accident or Incident?**

Accident	**Incident**
Personal Injury Traffic Medical/Illness Public Disorder Structural Damage Near Miss Other	Personal Injury Traffic Medical/Illness Public Disorder Structural Damage Near Miss **Other**

Please provide further information of the Accident or Incident (description)	*Incident Report* Date: 05/05/2025 Time: 00:20 Location: Easterlands Car park, Bowery side What happened: A distressed man came in to say he had his motorbike stolen from the car park while he was visiting his Dad in Bowery, he saw 3 teenagers dragging it down the road & got into an altercation with them then called the police after, he said he had seen the same 3 teenagers smoking weed near the Bowery section of the car park earlier in the day. He also asked if he could come back tomorrow to see if there is any CCTV footage of the car park theft & also wanted to warn us of the 3 teenagers in general as he has seen them in the car park before smoking weed quite often

- **Are the Emergency services required?**

Police.	Additional information: Awaiting CAD number.
Person(s) whom contacted emergency services? Bowery resident	Crime/Incident reference number **(provided by emergency services):**
Time on site: N/A	Time off site: N/A

(TO BE COMPLETED ONLY BY H&S TEAM)

- **Is this reportable under RIDDOR regulations?**
- **If yes, have the HSE been notified?**
- **Details of person(s) involved:**

Name
Address:
Post-code:
Contact Name:

Telephone Number:

Name
Address:
Post-code:
Contact Name:
Telephone Number:

- **Were there any witnesses to the Accident/incident?**
  Yes/<u>No</u>:

If Yes, please provide further information (name and contact details): **Witness 1**	

If Yes, please provide further information (name and contact details): **Witness 2**	

- **Weather conditions:**

Inside car park, cold and dry.

- **Lighting conditions:**

Very Good
Good
Poor
Unacceptable
Other

If you selected other, please provide further information	

- **Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?**

  Yes
  No

If Yes, please provide further information	Fire Marshall was notified for additional support and WPS.

- **Declaration**

Signed (person investigating Accident/Incident):	
Position	
Date	

- **Individual/Department circulation**

Please confirm who this form has been distributed to? (Please list names)

Gareth Bone

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

ECR USE ONLY

Is there CCTV of Accident /Incident?	
Location of Camera:	
Date of footage:	
Footage start Time:	
Footage end Time:	
Has CCTV of Accident /Incident been saved?	
CCTV Operative name:	

Key Incident Details

1. Date: 05/05/2025
2. Who gained access

   3 trespassers
3. How access gained

   Unable to confirm.
4. What happened when access gained

   Resident of Bowey had their vehicle stolen.
5. How were they removed

   They left without our intervention.
6. What was the damage and what was the cost of remedy

   Unknown.
7. Were any facilities closed as a result and for how long

   No.
8. Specific steps taken as a result

   No.
9. Any police involvement or activity

   Allegedly police was to be involved. CAD number not provided.

D) Buildings E03 – Canada Gardens

highlighted in turquoise blue on the Plan

Example D1 – Accessing the Plant Area

9.Key Incident Details

1. Date – 15.02.2024 22:45

2. Who gained access – 2x IC1 male, non-residents

3. How access gained – Possibly tailgated in the building and on the 26th floor Thomson tried to force open the door, kicking it with the foot and breaking the glass, but the door still did not open, later tailgating some residents.

4. What happened when access gained – Tresspassers moved some furniture storage boxes near the plant enclosure on the roof and climbed on them to then climb on top of the Plant room. Unclear what they have done once there.

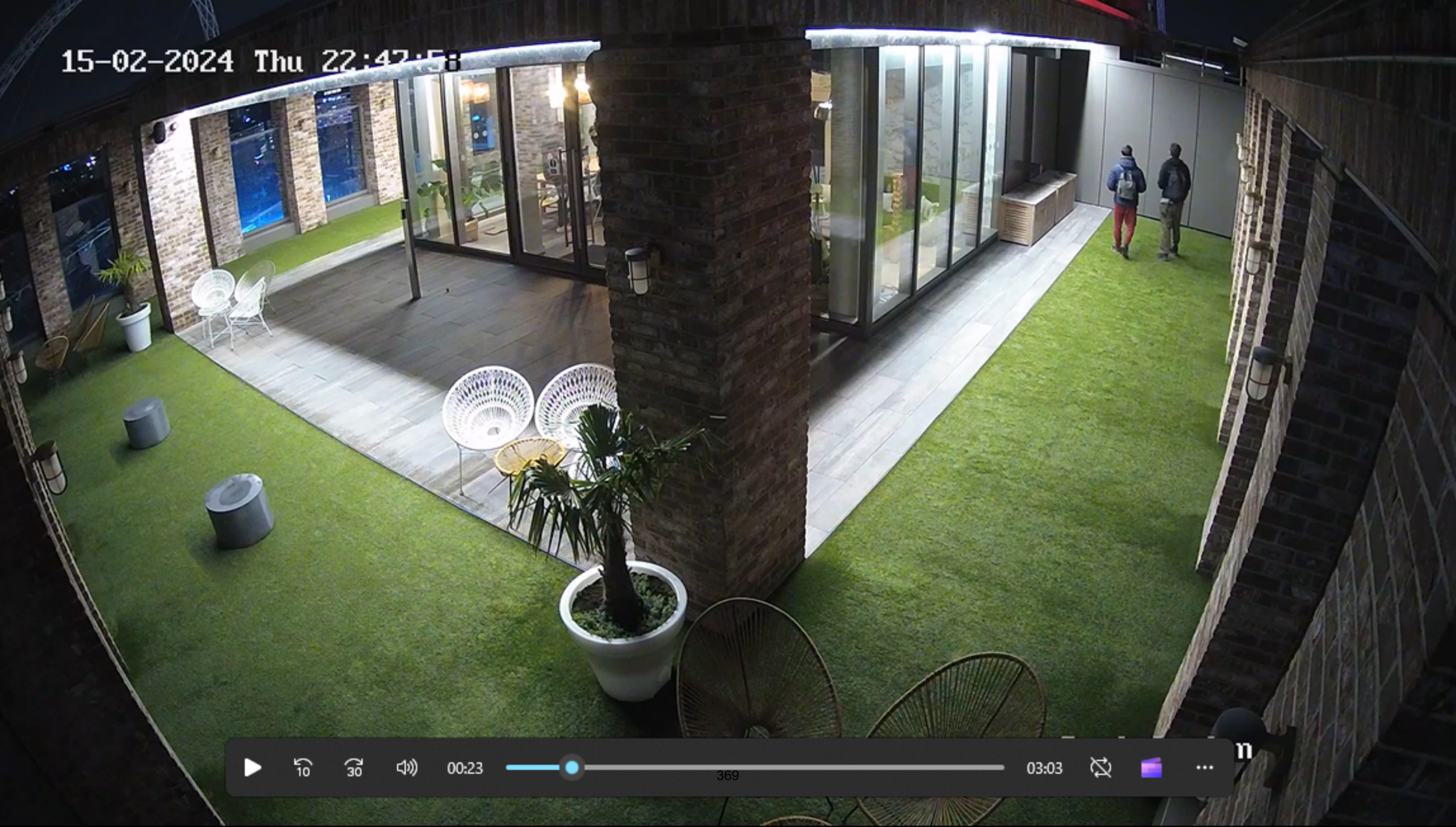
5. How were they removed – left on their own.
6. What was the damage and what was the cost of remedy - N/A

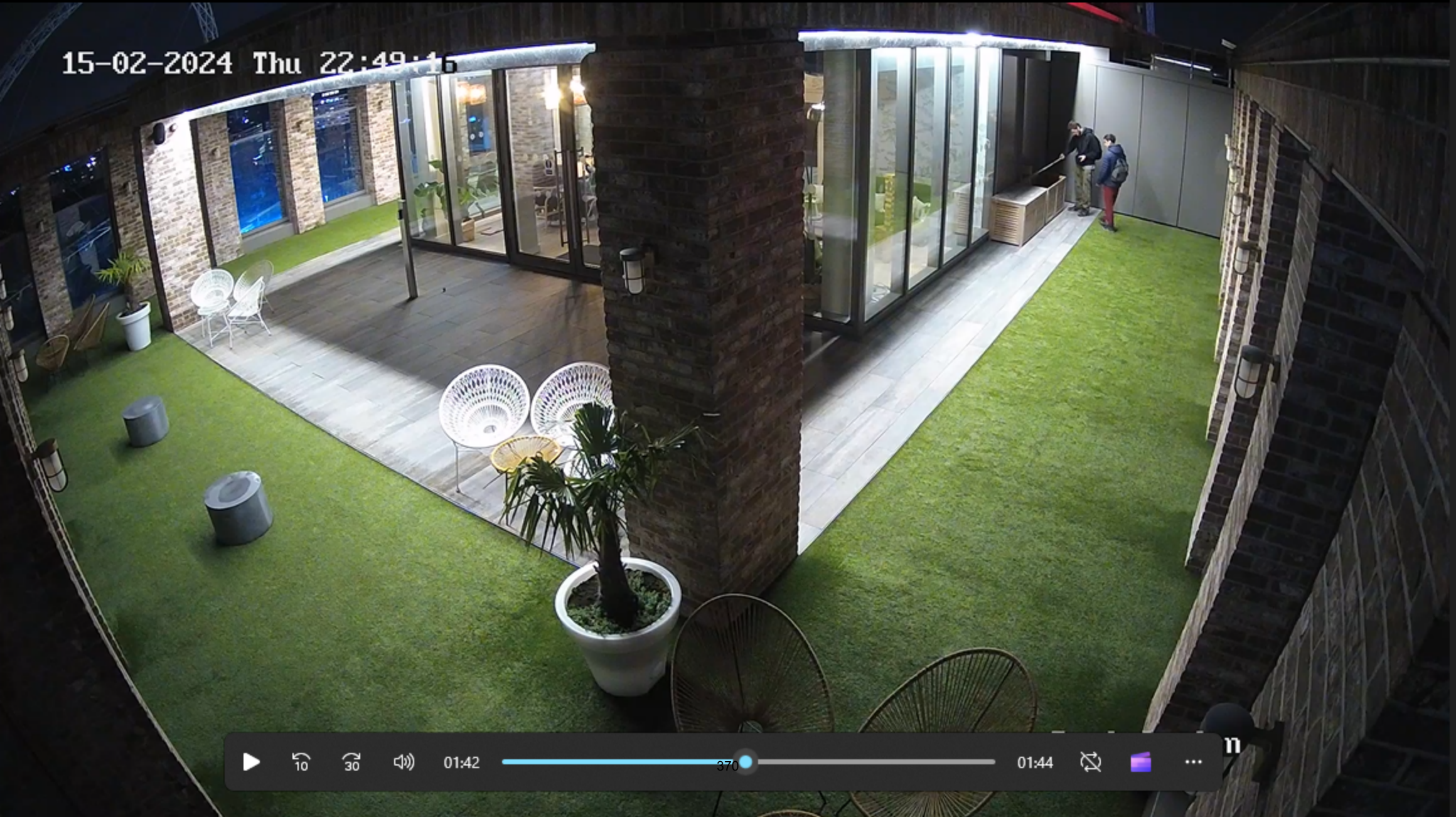
7. Were any facilities closed as a result and for how long – N/A

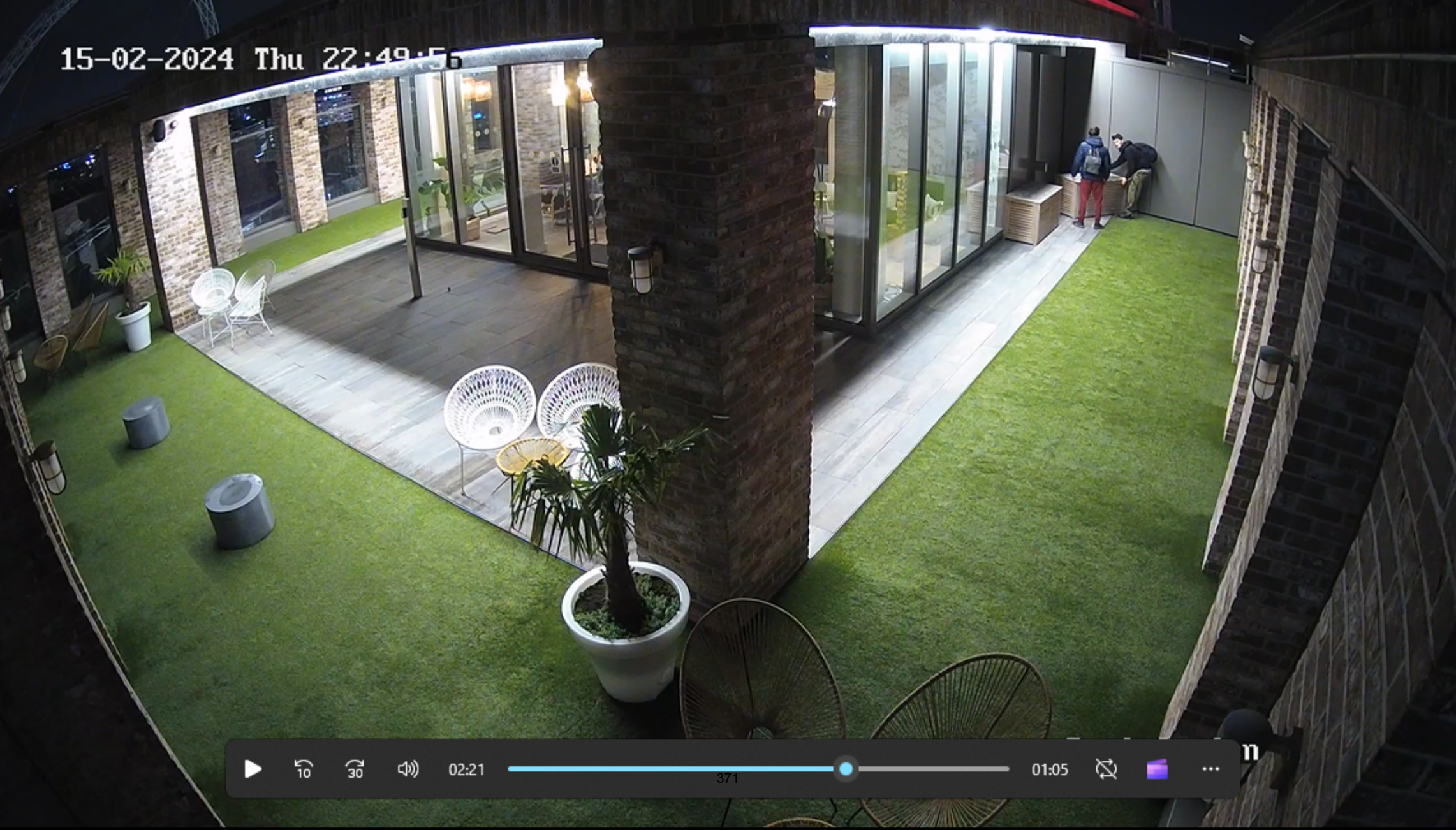
8. Specific steps taken as a result - Ensuring extra attention whilst on patrol by fire Marshall and estate team.

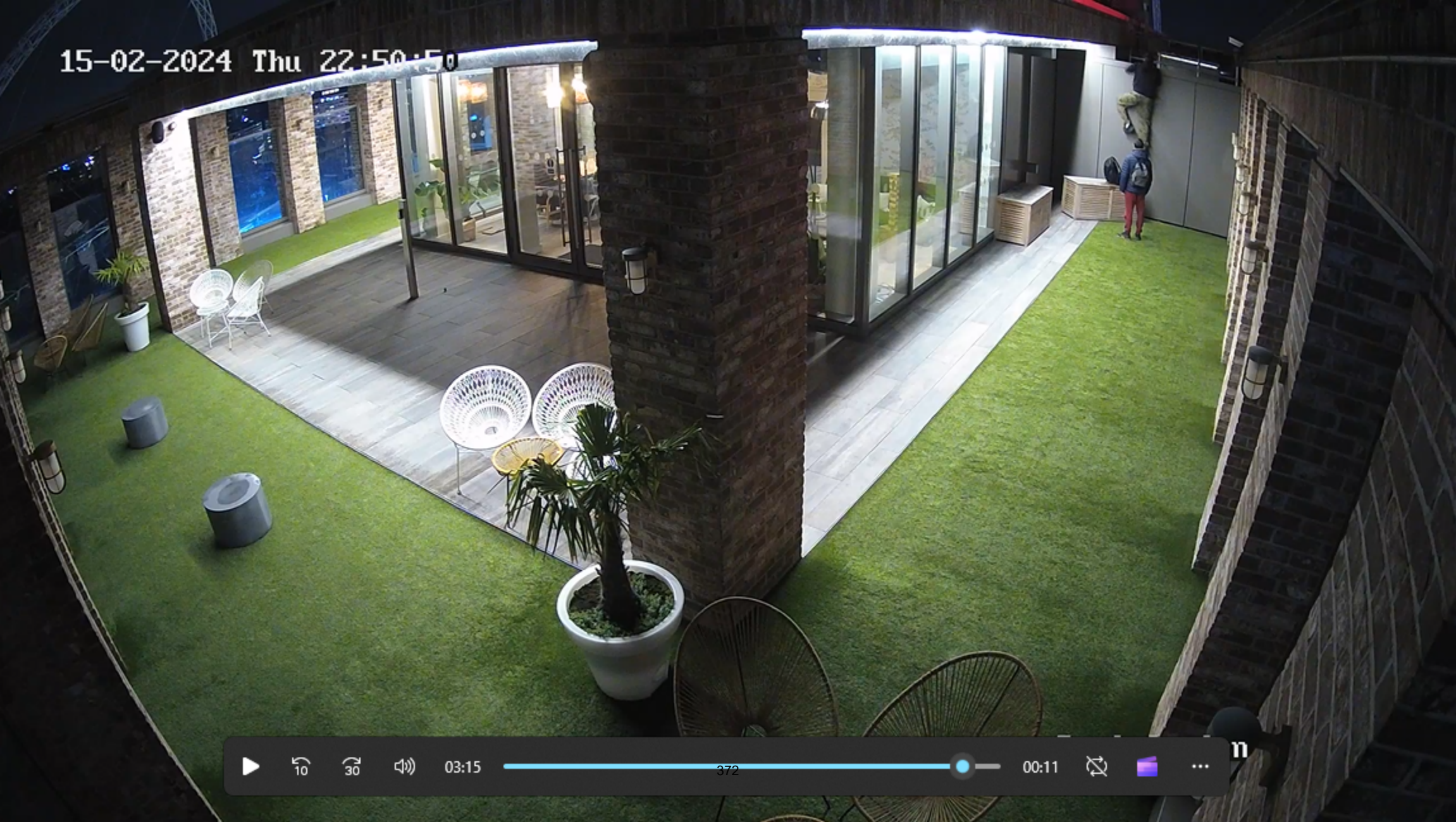
9. Any police involvement or activity –No

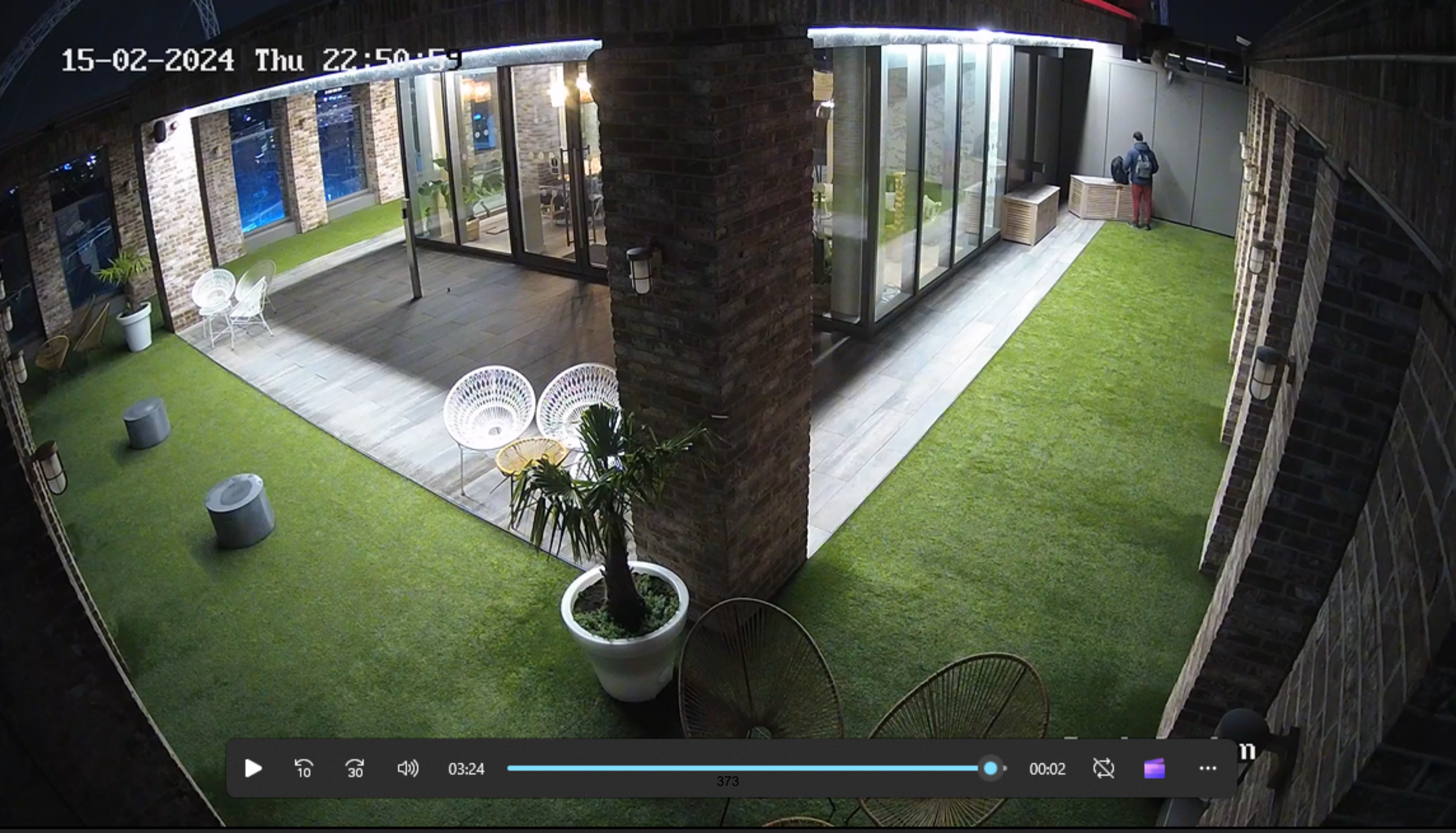

15-02-2024 Thu 22:42:45
Roof Garden

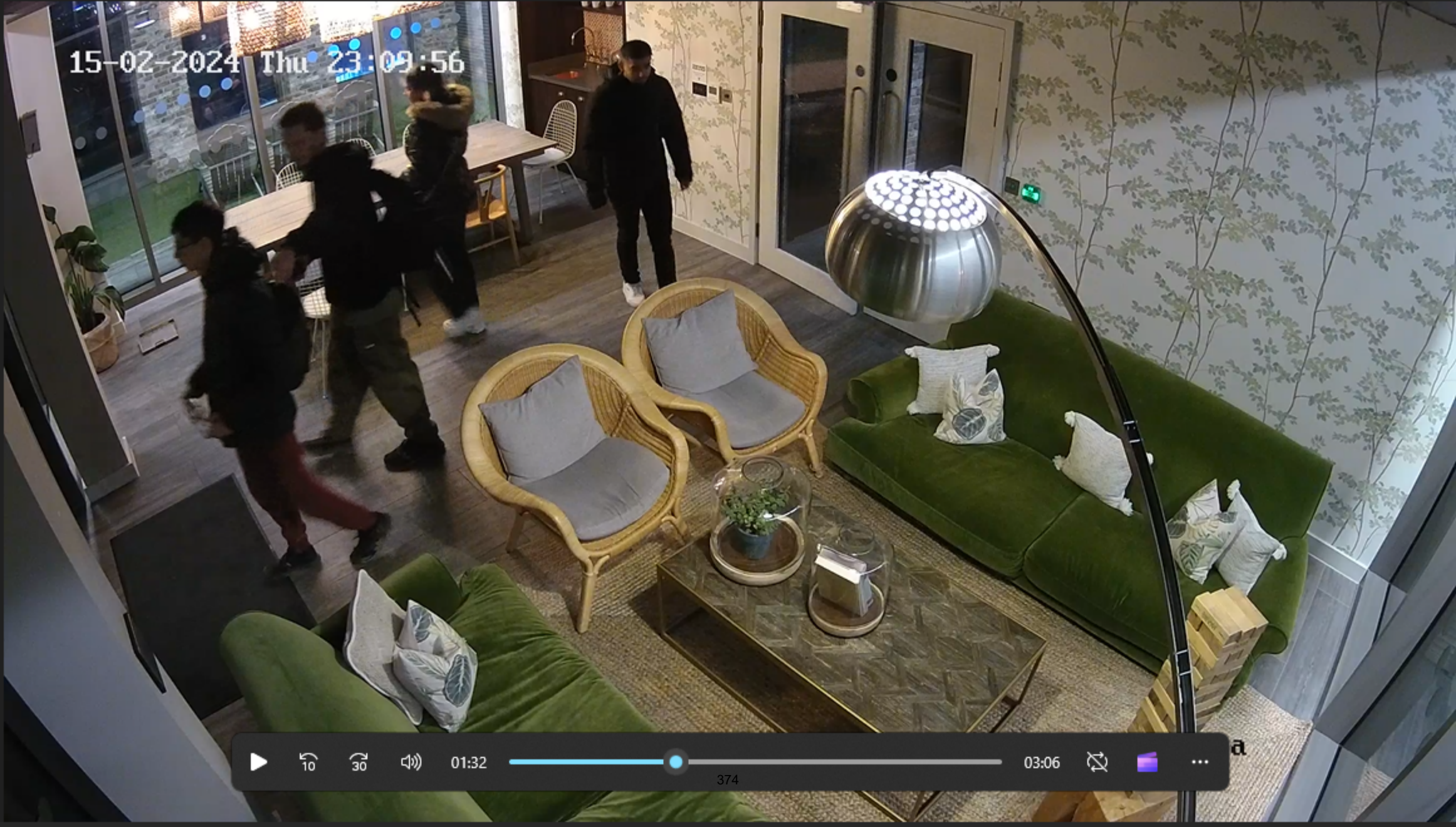

15-02-2024 Thu 22:47:5
00:23
03:03
369


15-02-2024 Thu 22:49:16
10
30
01:42
370
01:44


15-02-2024 Thu 22:49:56
02:21
01:05


15-02-2024 Thu 22:50:50
10
30
03:15
00:11


15-02-2024 Thu 22:50:5
10
30
03:24
00:02
373


15-02-2024 Thu 23:09:56
01:32
03:06

Example D2 – Theft of Contractor's Tools from Plant Area on Rooftop

QUINTAIN

Accident/Incident Investigation Form

Please tick applicable Business Group (BG)

☐ **(WP)** Wembley Park

☒ **(QL)** Quintain Living

Reference number (BG/Date (DD/MM/YYYY) – report number

Canada Gardens Thomson Building - 21/06/2024 – Crime ref: 01/499499/24

1. Date and time of Accident/incident:

20/06/2024 c.14:30pm-17:30pm

2. Precise location of Accident or Incident:

Thomson Building 26th Floor – Peak Terrace in the Contractor Only Rooftop section

3. Who Is involved in the Accident or Incident?

☒ Member of Public

☒ Contractor(s)

☐ Resident

☐ Staff

☐ Other

4 members of the public (trespassers) stolen personal belongings, tools and helmet from Contractor property on the restricted area above roof terrace.

4. Is this an Accident or Incident?

☐ **Accident**	☐ **Incident**
☐ Personal Injury	☐ Personal Injury
☐ Traffic	☐ Traffic
☐ Medical/Illness	☐ Medical/Illness
☐ Public Disorder	☐ Public Disorder
☐ Structural Damage	☐ Structural Damage
☐ Near Miss	☐ Near Miss
☐ Other	☒ Other

QUINTAIN

Accident/Incident Investigation Form

Please provide further information of the Accident or Incident (description)	**CCTV footage provided to FM (Franchesca) and RM/ARM (Scott/Yusuf). On 20/06/2024, when the Abseiling team contracted to clean the exterior of the CG windows finished up for the day c.14:00pm, they placed all their belongings (North face duffel bag containing tools, helmet and personal belongings along with harnesses and ropes for abseiling), the following events occured:** **c.14:20pm: 2 IC1 trespassers enter the building through the first floor stairs and bypass security - they enter the rooftop area without using the lift.** **c.14:25pm: The 2 trespassers then enter the Peak side of Rooftop** **c.14:30pm: 1 of the 2 trespassers then climbs over the restricted area (without a harness) and unlocks the door through the inside to allow for the door to open for the 2nd male to open up the door for him to exit with bags of the contractors property.** **c.15:15pm: 2 more trespassers join them through the stairs and under direction from the first 2 trespassers.** **c.15:45pm: All 4 trespassers are seen sitting down and rolling what looks to be drugs and smoking on the terrace.** **c.16:00pm: The first 2 trespassers are seen leaving on camera - clear images of their faces are seen on camera from Peak Lounge and Lift footage.** **c.16:20pm: The last of the 2 trespassers leaves the site and All 4 exit the premises - taking the lift to the 1st floor Thomson Building and avoiding cameras before taking the stairs and exiting via the side entrance.**

5. Are the Emergency services required?

☒ Police ☐ Ambulance ☐ Fire	Additional information: **Police informed of theft but did not attend site**
Person(s) who contacted emergency services? Andras Nedevits (Contractor)	Crime/Incident reference number **01/499499/24**
Time on site: **N/A**	Time off site: **N/A**

(TO BE COMPLETED ONLY BY H&S TEAM)

6. Is this reportable under RIDDOR regulations?

☐ Yes

☐ No

QUINTAIN

Accident/Incident Investigation Form

7. If yes, have the HSE been notified?

☐ Yes

☐ No

8. Details of person(s) involved:

☒ Mr ☐ Mrs ☐ Miss ☐ Ms

Victims Name: Andras Nedevits
Address: N/A – Contracted to clean the building exterior windows with City Abseiling
Post-code: N/A
Contact Name: Andras Nedevits
Telephone Number: **+44 7414 722787**

Name
Address:
Post-code:
Contact Name:
Telephone Number:

9. Were there any witnesses to the Accident/incident?

☐ Yes

☒ No

If yes, please provide further information (name and contact details): **Witness 1**	**CCTV identified some present residents, but they have been unreachable – audit trail also conducted.**

If Yes, please provide further information (name and contact details):	

QUINTAIN

Accident/Incident Investigation Form

Witness 2	

10. Weather conditions:

Warm

11. Lighting conditions:

☐ Very Good
☒ Good
☐ Poor
☐ Unacceptable
☐ Other

If you selected other, please provide further information	Click here to enter text.

12. Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?

☐ Yes
☒ No

If yes, please provide further information	

13. Declaration

Signed (person investigating Accident/Incident):	**Jonathan Abraha**
Position	**Resident Associate**
Date	**21/06/2024**

14. Individual/Department circulation

Please confirm who this form has been distributed to? (Please list names)

Gareth Bone, Franchesca Annum, Scott Berry, James Griffin, James Greenhough, Yusuf Khalifa, Courtney McCormack, James Huartson, Cesar Alvarez De Lira

QUINTAIN

Accident/Incident Investigation Form

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

ECR USE ONLY

Is there CCTV of Accident /Incident?	☒ Yes ☐ No
Location of Camera:	**Peak Rooftop, 26th Floor Corridor, Peak Lounge**
Camera number:	**Unknown**
Date of footage:	**20/06/2024**
Footage start Time:	**14:20**
Footage end Time:	**17:30**
Has CCTV of Accident /Incident been saved?	☒ Yes ☐ No
CCTV Operative name:	**Jonathan Abraha**

9.Key Incident Details

1. Date – 20.06.2024 -14:30 - 17:30

2. Who gained access – 4x IC1 non-residents

4. How access gained – entered the building through the first floor stairs and bypass security - they enter the rooftop area without using the lift and climbed over plant enclosure the restricted area.

5. What happened when access gained – The 2 trespassers then enter the Peak side of Rooftop. 1 of the 2 trespassers then climbs over the restricted area (without a harness) and unlocks the door through the inside to allow for the door to open for the 2nd male to open up the door for him to exit with bags of the contractors property. 2 more trespassers join them through the stairs and under direction from the first 2 trespassers. All 4 trespassers are seen sitting down and rolling what looks to be drugs and smoking on the terrace. All 4 exit the premises - taking the lift to the 1st floor Thomson Building and avoiding cameras before taking the stairs and exiting via the side entrance.

5. How were they removed – The trespassers left on their own, avoiding cameras

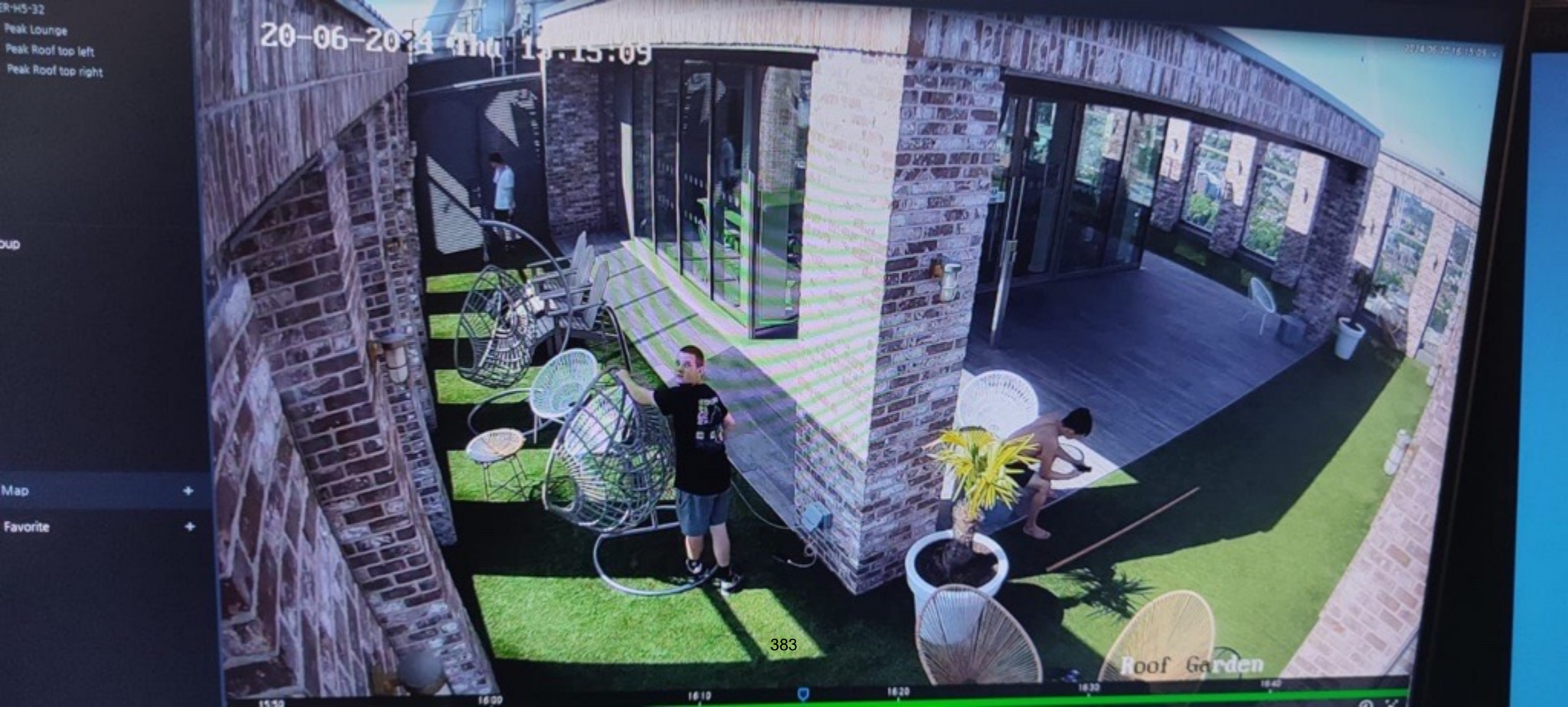
6. What was the damage and what was the cost of remedy – Over £2000 worth of tools

7. Were any facilities closed as a result and for how long – No

8. Specific steps taken as a result - Ensuring extra attention whilst on patrol by fire Marshall and estate team and contractors instructed not to keep tools in that plant enclosure.

9. Any police involvement or activity – Police informed of theft but did not attend site - CAD01/499499/24


01:13
382
00:21


ER-H5-32
Peak Lounge
Peak Roof top left
Peak Roof top right
Map
Favorite
20-06-2024 Thu 15:15:09
Roof Garden


NEVER
STOP


Peak Roof top right


17:10
17:20


Peak Roof top right
00:36
387
00:35

Example D3 - Hostile and refusing to leave

QUINTAIN

Accident/Incident Investigation Form

Please tick applicable Business Group (BG)

☒ **(WP)** Wembley Park

☒ **(QL)** Quintain Living

Reference number -

CAD 823/04NOV24

1. Date and time of Accident/incident:

04/11/2024 at 04:55

2. Precise location of Accident or Incident:

Canada Gardens Clubhouse

3. Who Is involved in the Accident or Incident?

☒ Member of Public

☐ Contractor(s)

☐ Resident

☐ Staff

☐ Other

Two non-residents (Teenage boys)

4. Is this an Accident or Incident?

☐ **Accident**	☐ **Incident**
☐ Personal Injury	☐ Personal Injury
☐ Traffic	☐ Traffic
☐ Medical/Illness	☐ Medical/Illness
☐ Public Disorder	☐ Public Disorder
☐ Structural Damage	☐ Structural Damage
☐ Near Miss	☐ Near Miss
☐ Other	☒ Other

QUINTAIN

Accident/Incident Investigation Form

Please provide further information of the Accident or Incident (description)	**At 4:55 AM, I was on my second patrol when I checked the Canada Gardens Clubhouse and found two teenage boys who had entered through a window and were sleeping on the sofa. I approached them and asked them to leave the building, but they started arguing with me and even threatened, saying they'd "see me outside" if I disturbed them.** **I reported this to my duty manager, who advised me to call the police. I called the police at 5:03 AM, and they arrived within 10 minutes. However, they simply asked the trespassers to leave without questioning them or investigating further.** **I informed the officers that these same boys had assaulted a colleague In Ferrum and damaged property just a week earlier, but they responded that it was a civil matter, and there was nothing more they could do. Then they left.**

5. Are the Emergency services required?

☒ Police ☐ Ambulance ☐ Fire	Additional information: CAD823/04 NOV 24
Person(s) who contacted emergency services? **The Police officer**	Crime/Incident reference number CAD823/04 NOV 24
Time on site: **05:13**	Time off site: **05:25**

(SECTION 6 & 7 TO BE COMPLETED ONLY BY H&S TEAM)

6. Is this reportable under RIDDOR regulations?

☐ Yes

☐ No

7. If yes, have the HSE been notified?

☐ Yes

☐ No

8. Details of person(s) involved:

☐ Mr ☐ Mrs ☒ Miss ☐ Ms

Name: Details of Teenagers not obtained
Address: **N/A**

QUINTAIN

Accident/Incident Investigation Form

Post-code: **N/A**
Contact Number: **N/A**
Telephone Number: **N/A**

Name **N/A**
Address: **N/A**
Post-code: **N/A**
Contact Name**: N/A**
Telephone Number**: N/A**

9. Were there any witnesses to the Accident/incident?

☐ Yes

☒ No

If yes, please provide further information (name and contact details): **Witness 1**	

If Yes, please provide further information (name and contact details): **Witness 2**	

10. Weather conditions:

Good

11. Lighting conditions:

☐ Very Good

☒ Good

☐ Poor

☐ Unacceptable

☐ Other

QUINTAIN

Accident/Incident Investigation Form

If you selected other, please provide further information	Click here to enter text.

12. Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?

☒ Yes

☐ No

If yes, please provide further information	The Duty manager was informed by **Shaheryar Saghir**

13. Declaration

Signed (person investigating Accident/Incident):	**Yusuf Khalifa**
Position	**Assistant Resident Manager**
Date	**04.11.2024**

14. Individual/Department circulation

Please confirm who this form has been distributed to? (Please list names)

Mandatory to be sent to;

- safety@quintainliving.com

Additional names to be listed (line manager);

- Grace
- Gareth
- Courtney McCormick
- Danny Nash
- Greg Arabian
- Yusuf Khalifa
- Francheska Annum
- Liana Barsan
- James Huartson

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

ECR USE ONLY

Is there CCTV of Accident /Incident?	☒ Yes ☐ No

QUINTAIN

Accident/Incident Investigation Form

Location of Camera:	**Club House**
Camera number:	**Clubhouse 04**
Date of footage:	**04/11/2024**
Footage start Time:	**04:40**
Footage end Time:	**05:30**
Has CCTV of Accident /Incident been saved?	☐ Yes ☒ No
CCTV Operative name:	**Shaheryar Saghir**


00:15
02:45


10
30
00:24
02:36


396
10
30
00:29
02:31


10
30
01:25
01:35


01:30
01:30


10
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01:34
01:26


10
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10
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00:32
00:28


402
00:37
00:23


403
10
30
00:00


404
00:27
00:41


01:06
00:02


00:56
406
00:12


10
30
01:08
00:51


10
30
01:53
00:06


10
30
19:11
09:38

Example D4 – Criminal Damage Broken Glass

9.Key Incident Details

1. Date – 23.03.2025

2. Who gained access – 2x non- residents (teenage boys)

4. How access gained – not clear, possibly tailgating.

5. What happened when access gained – Damaged podium door emergency break glass and cover .

5. How were they removed – The trespassers left on their own.

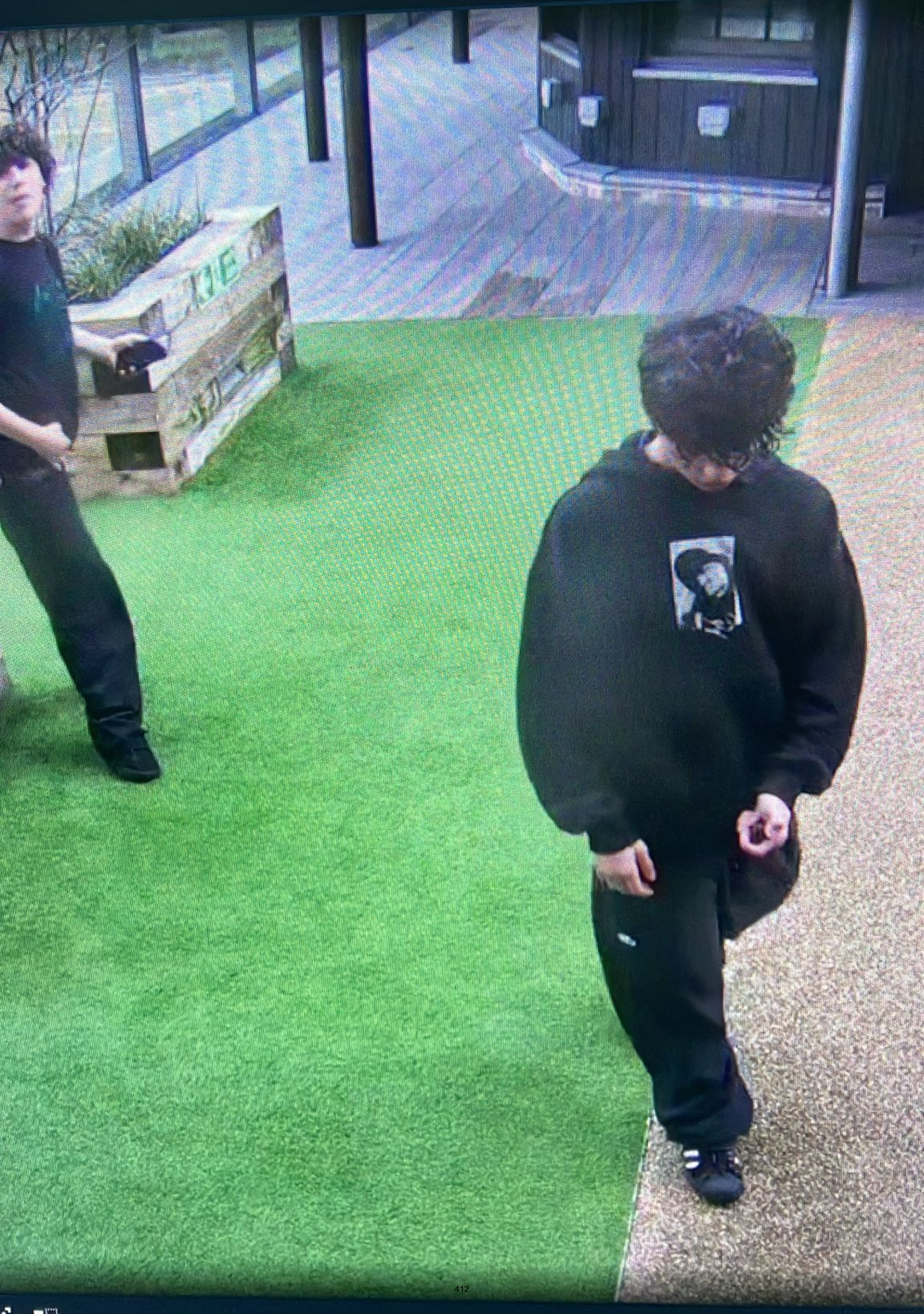
6. What was the damage and what was the cost of remedy – Emergency break glass replacement (parts and labour £160)

7. Were any facilities closed as a result and for how long – No

8. Specific steps taken as a result - Ensuring extra attention whilst on patrol by fire Marshall and estate team.

9. Any police involvement or activity – No

Event Map1



Example D5 – Criminal Damage Attempting Access

QUINTAIN

Accident/Incident Investigation Form

Please tick applicable Business Group (BG)

☒ **(WP)** Wembley Park

☒ **(QL)** Quintain Living

Reference number (BG/Date (DD/MM/YYYY) – report number)

DP-10506-25-0101-00

1. Date and time of Accident/incident:

26/04/2025 at 15:15-15:20

2. Precise location of Accident or Incident:

Canada Gardens – Lismer – ground floor main entrance.

3. Who Is involved in the Accident or Incident?

☒ Member of Public

☐ Contractor(s)

☒ Resident

☐ Staff

☐ Other

Four non-residents (Teenage boys) and two residents (1331 Lismer and 632 Lismer).

4. Is this an Accident or Incident?

☐ **Accident**	☐ **Incident**
☐ Personal Injury	☐ Personal Injury
☐ Traffic	☐ Traffic
☐ Medical/Illness	☐ Medical/Illness
☐ Public Disorder	☐ Public Disorder
☐ Structural Damage	☒ Structural Damage
☐ Near Miss	☐ Near Miss
☐ Other	☒ Other

QUINTAIN

Accident/Incident Investigation Form

Please provide further information of the Accident or Incident (description)	**At approximately 15:15, a group of four teenage boys approached the main entrance door of Lismer. One individual (described as having mid-length, long curly hair) attempted to force entry by repeatedly throwing his body against the door. The entrance doors were securely locked, requiring a key fob for access. During the attempt to force entry, an internal panel on the opposite side of the door broke loose and fell to the ground. A second individual (described as having short curly hair) then attempted to push the door open with force but was unsuccessful. At around 15:20, residents of Lismer 1331 and 632, confronted the group and instructed them to leave the premises. The group left without gaining access to the building. However, damage to the lobby door frame was caused during their attempts to force entry.**

5. Are the Emergency services required?

☒ Police ☐ Ambulance ☐ Fire	Additional information: DP-10506-25-0101-00
Person(s) who contacted emergency services? **Sonam Rajal – Raised an online police incident report.**	Crime/Incident reference number DP-10506-25-0101-00
Time on site: **15:15**	Time off site: **15:20**

(TO BE COMPLETED ONLY BY H&S TEAM)

6. Is this reportable under RIDDOR regulations?

☐ Yes

☐ No

7. If yes, have the HSE been notified?

☐ Yes

☐ No

8. Details of person(s) involved:

☒ Mr ☐ Mrs ☐ Miss ☐ Ms

Victims Name: Fakhri Mansour (engaged with Trespassers to prevent from entering)
Address: 632 Lismer.

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Accident/Incident Investigation Form

Victim Name: Jad Osman El Koubaytari (engaged with Trespassers to prevent from entering)
Address: 1331 Lismer.
Post-code: N/A
Contact Name: N/A
Telephone Number: **N/A**

Name N/A
Address: N/A
Post-code: N/A
Contact Name: N/A
Telephone Number: N/A

9. Were there any witnesses to the Accident/incident?

☒ Yes

☐ No

If yes, please provide further information (name and contact details): **Witness 1**	**Resident : 1331 Lismer:** **Jad Osman El Koubaytari.**

If Yes, please provide further information (name and contact details): **Witness 2**	**Resident: 632 Lismer:** **Fakhri Mansour.**

10. Weather conditions:

Good.

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Accident/Incident Investigation Form

11. Lighting conditions:

☐ Very Good
☒ Good
☐ Poor
☐ Unacceptable
☐ Other

If you selected other, please provide further information	Click here to enter text.

12. Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?

☒ Yes
☐ No

If yes, please provide further information	Yes, management has been informed — both the RM (Greg) and ARM (Yusuf) have been made aware of the incident involving the trespassers captured on CCTV, as well as the damage caused to the lobby entrance door. Images of the damage were also shared. The damage to the door has been reported on MRI and assigned to the FM team for action.

13. Declaration

Signed (person investigating Accident/Incident):	**Sonam Rajal**
Position	**Resident Associate.**
Date	**26.04.2025.**

QUINTAIN

Accident/Incident Investigation Form

14. Individual/Department circulation

Please confirm who this form has been distributed to? (Please list names)

Mandatory to be sent to;

- safety@quintainliving.com

Additional names to be listed (line manager);

- Grace
- Gareth
- Courtney McCormick
- Danny Nash
- Greg Arabian
- Yusuf Khalifa
- James Huartson
- Liana Barsan
- Madalina Puscas
- James Giffins

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

ECR USE ONLY

Is there CCTV of Accident /Incident?	☒ Yes ☐ No
Location of Camera:	**Lismer Main Entrance / Lismer Gnd Main Entrance.**
Camera number:	**N/A**
Date of footage:	**26/04/2025**
Footage start Time:	**15:15**
Footage end Time:	**15:20**
Has CCTV of Accident /Incident been saved?	☒ Yes ☐ No
CCTV Operative name:	**Sonam Rajal**

Key Incident Details

1. Date – 26th April 2025 at 3:15pm

2. Who gained access – 4x non-residents (teenage boys)

3. How access gained – Attempted force entry by throwing his body against the door. They also tried to ring the intercom to be let in but were not successful. Upon a resident exiting, they tried to tailgate in but the resident confronted them and they walked away.

4. What happened when access gained – they did not manage to gain access

5. How were they removed – N/A

6. What was the damage and what was the cost of remedy – Awaiting costs Estimated at £300.

7. Were any facilities closed as a result and for how long – N/A

8. Specific steps taken as a result – Ensuring extra attention whilst on patrol by fire marshall and estate team.

9. Any police involvement or activity – Yes. Reported to the police. DP-10506-25-0101-00

METROPOLITAN POLICE

Report damaged property

Date: **27 April 2025**
Time: **16:00**
This form has been sent to the Metropolitan Police via the Single Online Home reporting service.

DP-10506-25-0101-00

Your details

Your details

Title
miss

First name
Sonam

Surname
Rajal

Date of birth
09/08/1989

Sex
Female

Email address
srajal@quintainliving.com

Phone number
07852937215

Address
Canada Gardens
2, Engineers Way
Wembley
HA90SJ

Your role

Your role

How were you involved?
I'm reporting on behalf of a business

Business details

Business name
Quintain Living

Email address
srajal@quintainliving.com

Phone number
07852937215

Address
Canada Gardens (Lismer)
2, Engineers Way
Wembley
HA9 0SJ

If you don’t know the business’ exact address, please describe it as best you can
not given

If you are connected to the business, please explain how
Lismer is the building that the incident had taken place, I work in the building as apart of the operations team who had viewed the CCTV evidence and reported the damage to the property.

Did you do any of the following before you used the website today?
None of the above; this is the first time I'm contacting you about this

If you hadn't been able to use the website do you think you would have:
Called 101

Incident details

Incident details

Has anyone reported this already?
No

When did it happen?

When did it happen?
26/04/2025 - 26/04/2025

Start time
15:15

End time
15:20

If you’re unsure about the date or time, please give a few details below
not given

Where did it happen?

Address

Wembley HA9 0SD, UK

Map url

https://www.google.co.uk/maps?q=51.5583543+-0.2763629

You gave us this map location earlier. Is the address correct? Can you tell us anything else to help pinpoint the exact location?

Yes, Lismer is the building where the damage had taken place, Lismer is connected to Canada Gardens.

At any point, were you on public transport?

No

What happened?

Please tell us what happened, and the events leading up to it, to help us identify if an offence has been committed.

At approximately 15:15, a group of four teenage boys approached the main entrance door of Lismer. One individual (described as having mid-length, long curly hair) attempted to force entry by repeatedly throwing his body against the door.

The entrance doors were securely locked, requiring a key fob for access. During the attempt to force entry, an internal panel on the opposite side of the door broke loose and fell to the ground. A second individual (described as having short curly hair) then attempted to push the door open with force but was unsuccessful.

At around 15:20, residents of Lismer confronted the group and instructed them to leave the premises. The group left without gaining access to the building. However, damage to the lobby door frame was caused during their attempts to force entry.

Do you feel race, ethnicity, sex, gender, sexuality, disability or religion were a factor in this crime?

No

Damaged property

Damaged property

Item 1

Describe the item

Front entrance lobby door.

Describe the damage

Door frame has fallen off.

Approximate value or repair/replacement

N/A

Was a vehicle damaged?

No

Evidence

Evidence

Has the suspect clearly left something at the scene; such as clothing, blood, any other bodily fluids, discarded items, obvious fingerprints or footprints? Or has the suspect caused any damage or made a mess searching?

No

Do you have any video, audio or photo evidence?

Yes

Please describe what can be seen in your evidence

At 15:15, CCTV footage shows a group of four teenage boys approaching the main entrance of Lismer. One male, with mid-length curly hair, is seen forcefully throwing his body against the secured entrance door multiple times in an attempt to gain access.

As he continues to push against the door, a panel on the inner side of the door becomes dislodged and falls to the ground. A second male, with short curly hair, then attempts to push the door open with force but is also unsuccessful.

At approximately 15:20, two residents approach the group and appear to confront them. After a brief interaction, the group of teenagers is seen leaving the entrance area without gaining entry.

Visible damage to the lobby door frame can be seen as a result of the attempted forced entry.

Does another person, business or company have video evidence such as CCTV or mobile phone footage?

No

Witness details

Witness details

Did anyone else see what happened?

I don't know

Suspect details

Suspect details

Suspect 1

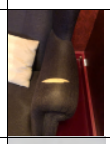
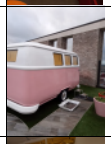
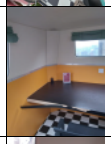
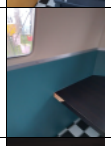
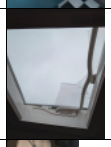
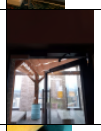
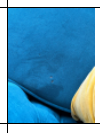
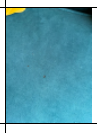
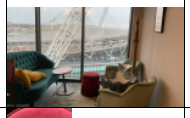
Do you know this person?

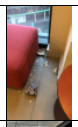
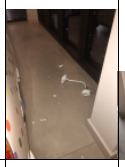
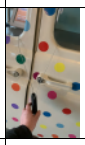
No, I don't know anything about them

E) **Building E05 – The Robinson**

highlighted in dark royal blue on the Plan

The Robinson Cost Tracker

DATE	LOCATION	DAMAGE	REMEDIALS/INTERNAL	REMEDIALS/EXTERNAL	COST	RAISED WITH INSURANCE			
2024	Robinson South Roof	Yellow Caravan forced open with a tool leaving dents on the door	TBC Internal (filler +Paint +Labour)		£200				
2024	Robinson West 17th floor Camden Booth	Damaged arm chair-cut on the armrest	Sewing kit ordered to be repaired internally - Requires replacement?		£500				
2024	Robinson South Roof	Pink Caravan Skylight damaged	Secured back temporarily by our maintenance _ Requires replacement		£200				
2024	Robinson South Roof	Pink Caravan furniture damage and ipad stand	Repaired by Internal maintenance		£100				
	Robinson South Roof	Yellow Caravan furniture damage	To be repaired by internal maintenance (materials+ labour)		£50				
	Robinson South Roof	Blue Caravan furniture damage and burnt flooring	To be repaired by internal maintenance (materials+ labour)		£150				
	Robinson South Roof	Blue Caravan Skylight damaged	Requires replacement		£200				
19-01-25	Robinson Car Park	3x Convex Mirrrors broken off the wall by the trespassers	New Mirrors ordered		£160				
20-01-25	Robinson South 23rd floor Door	Cabling pulled out from maglock	Cables connected back by our maintenance		£20				
	Robinson South 23rd floor Door	Door Handle came off due to force	Parts & Labour		£50				
	Robinson South 23rd floor Door	Arm closer fully damaged- both flat scans to be replaced		Safe System	£2,471				
	Robinson West The Den	Sofa burnt with cigarette	Requires replacement?		£2000				
	Robinson West The Den	"Snake" Lamp top damaged	Maintenance changed one part and secured the top back		£20				
	Robinson West The Den	Stool burnt with cigarette	Requires replacement?		£500				
	Robinson West The Den	Arm chair burnt with cigarette	Requires replacement?		£800				

	Robinson West 17th floor	Plant pot broken and plant damaged	Replacement pot & plant		£60				
	Robinson West 17th floor	Window Cushion burnt with cigarette	Requires replacement		£60				
	Robinson West Brown Lift	Lift leather burnt	Requires replacement?		£1000				
	Robinson South 23rd floor Door	Cabling pulled/ripped off from the maglock		Safe System	£252				
08-02-25	Robinson West 17th floor	3x fitted Table Lamps	New Lamps ordered		£480		   		
08-02-25	Robinson West 17th floor	1x Blue Monkey Candlestick holder	New holder ordered		£107				
08-02-25	Robinson West 17th floor	Taxi padlock broken	New padlock ordered		£20		 		
13-02-25	Robinson East Lobby door	Door closer damaged	Fixed by our maintenance		£20				
14-02-25	Robinson West 17th floor Camden Booth	Shattered light bulb	Bulb replaced by our maintenance and shattered glass pices removed by cleaning team		£20		 		
15-02-25	Robinson West 17th floor Camden Booth	Wallpaper damage							

Example E1 – Trespasser with offensive weapon

Quintain Living Incident Reporting	
Incident Number	1
Development Name	Robinson
Date of incident	31-05-23
Time of incident	3:30:00 PM
Name (of person(s) reporting incident)	Rodrigues Rodrigues
Where did the incident take place? (More specific location, i.e. plant room in Varley)	Robinson Development
Title of incident (Reporting purposes)	Tresspasser with offensive weapon in Robinson
Incident specifics (explain how the incident happened, give information relating to incident and the causes, as much information as posable)	08.54 RR identified some potenial tresspassers in Robinson, X4 individuals (X2 female/ X2 male) 09.05 after reviewing CCTV I found the residents on L18 (rooftop) one was identied to have a knife after reviewing playback on CCTV. 09.06 call security for assitance at front desk, escalted the incident to Gareth (Operations Manager) 09.15 Called police and advised them of the incident, was informed Police will attedend, will take estimated 15 mins to arrive. 09.22 looked from tresspassers on CCTV, as they had split up and where not visable on CCTV coverage. 09.30 Police arrived at site, after a quick update with RR, they begain to look for the tresspassers. Starting on L18 of Robinson West, last location of them seen on CCTV. 10.00 Police find tresspassers on L2 of Robinson West, tresspassers are detained in cuffs and removed from development. 10.10 Police go to station with one tresspasser (with knife) 10.30 Remaining tresspasser remain in Lobby with Police while transport arrives
Is this RIDDOR reportable (10 days)	N/A
Name (completing report)	Rodrigues Rodrigues
Date	31-05-23
Escalation process followed	YES







Example E2 – Convex Mirror Key

Key Incident Details

1. Date: 19.01.2025

2. Who gained access: around 6 teenagers

3. How access gained: Tailgating in to the car park

4. What happened when access gained: All Convex mirrors have been damaged

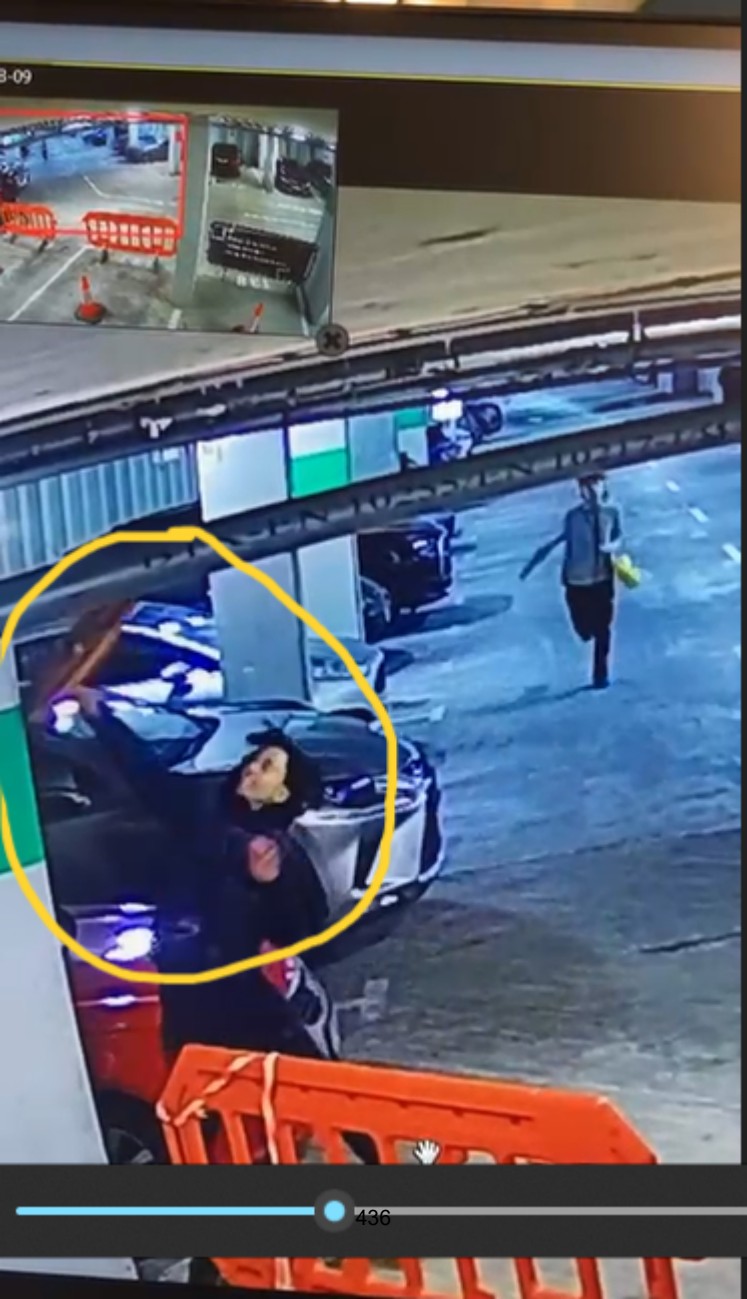
5. How were they removed: They left on their own

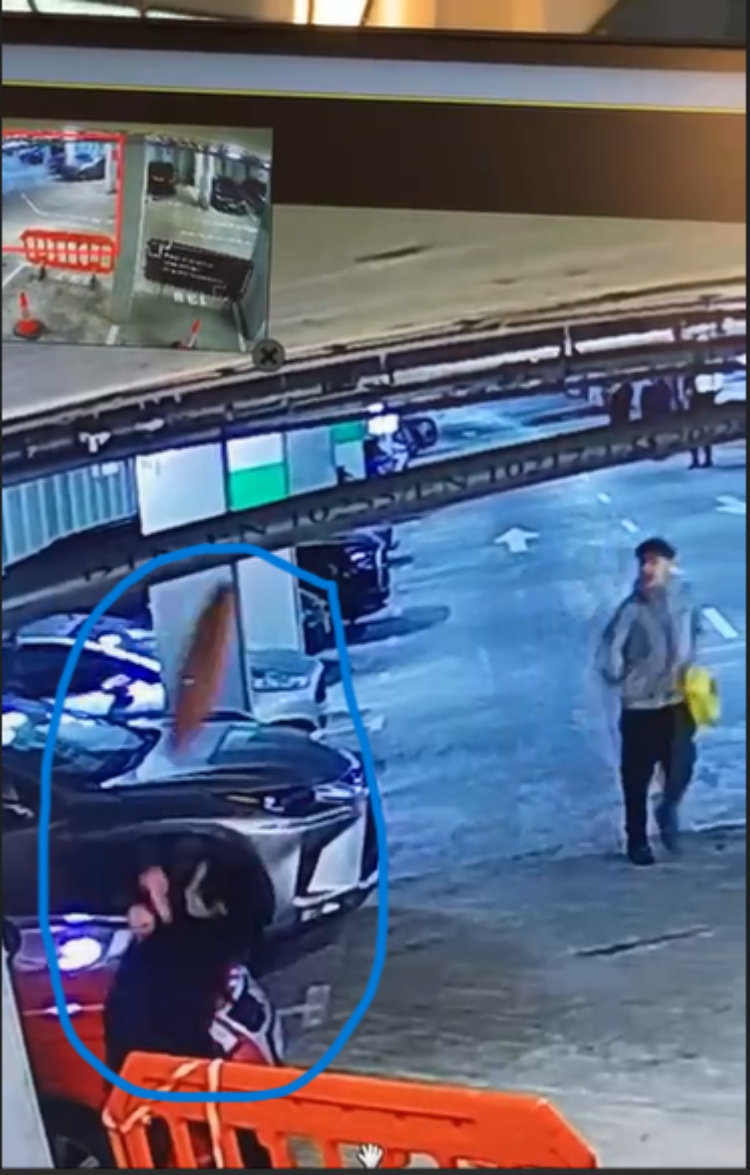
6. What was the damage and what was the cost of remedy: See cost tracker

7. Were any facilities closed as a result and for how long: n/a

8. Specific steps taken as a result: n/a

9. Any police involvement or activity: n/a


436



437



Example E3 – 1208 Resident Harassment

Key Incident Details

1. Date: 29.01.2025

2. Who gained access: 2 teenagers

3. How access gained: Tailgating

4. What happened when access gained: Went and harassed our resident in 1208 Robinson West.

5. How were they removed: Concierge removed them offsite

6. What was the damage and what was the cost of remedy: N/a

7. Were any facilities closed as a result and for how long: n/a

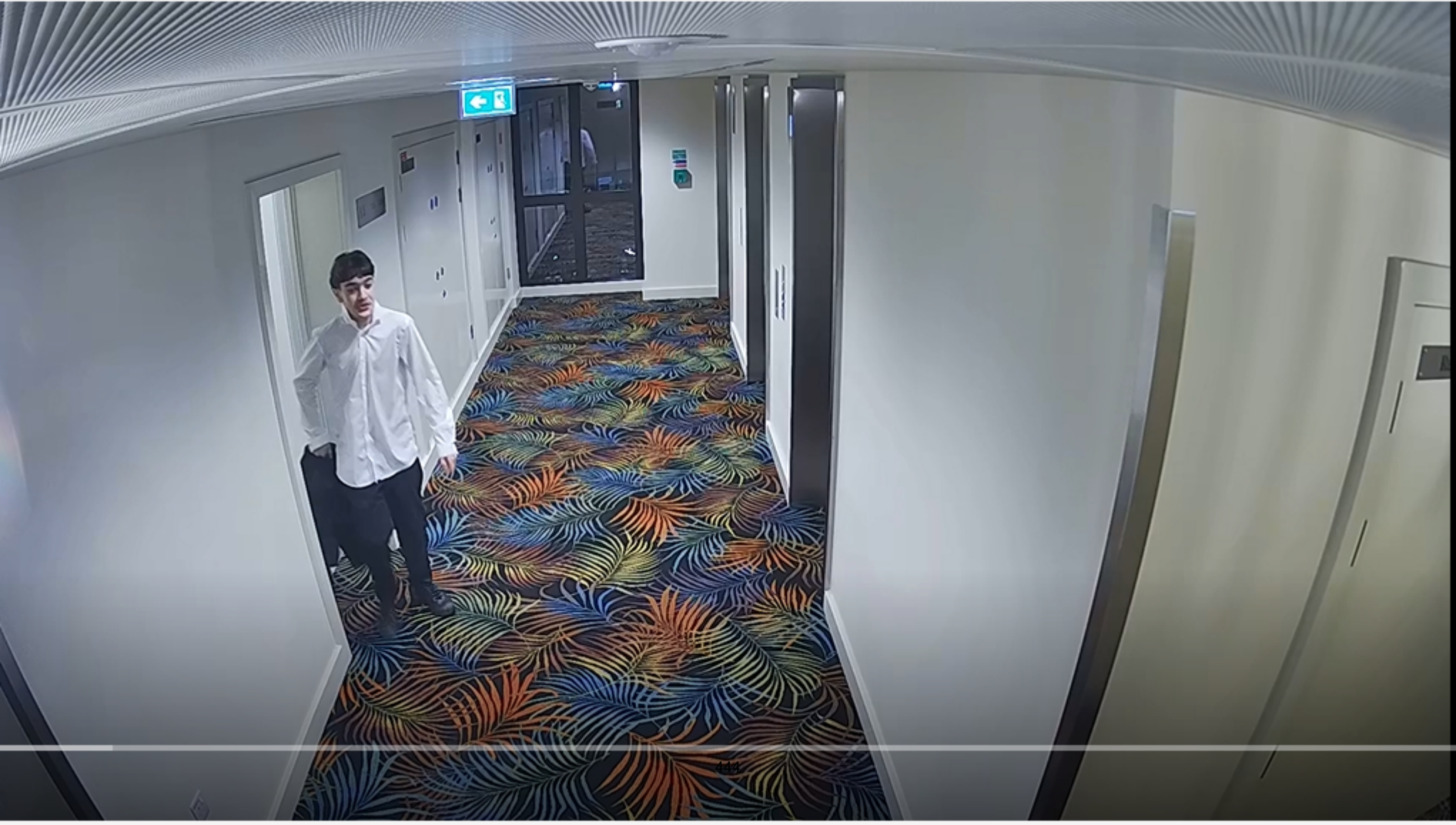
8. Specific steps taken as a result: n/a

9. Any police involvement or activity: n/a

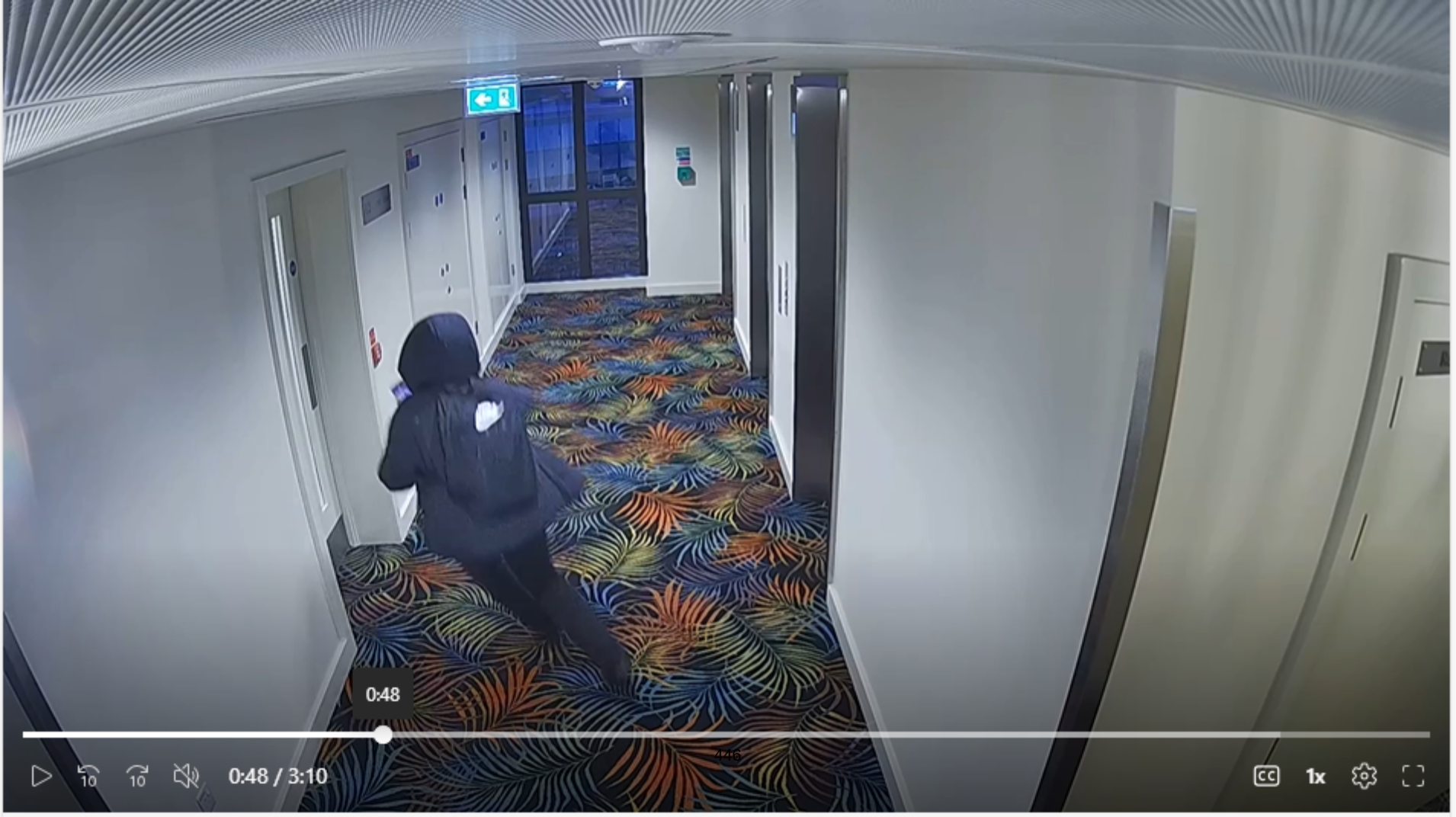



0:24 / 3:10
1x

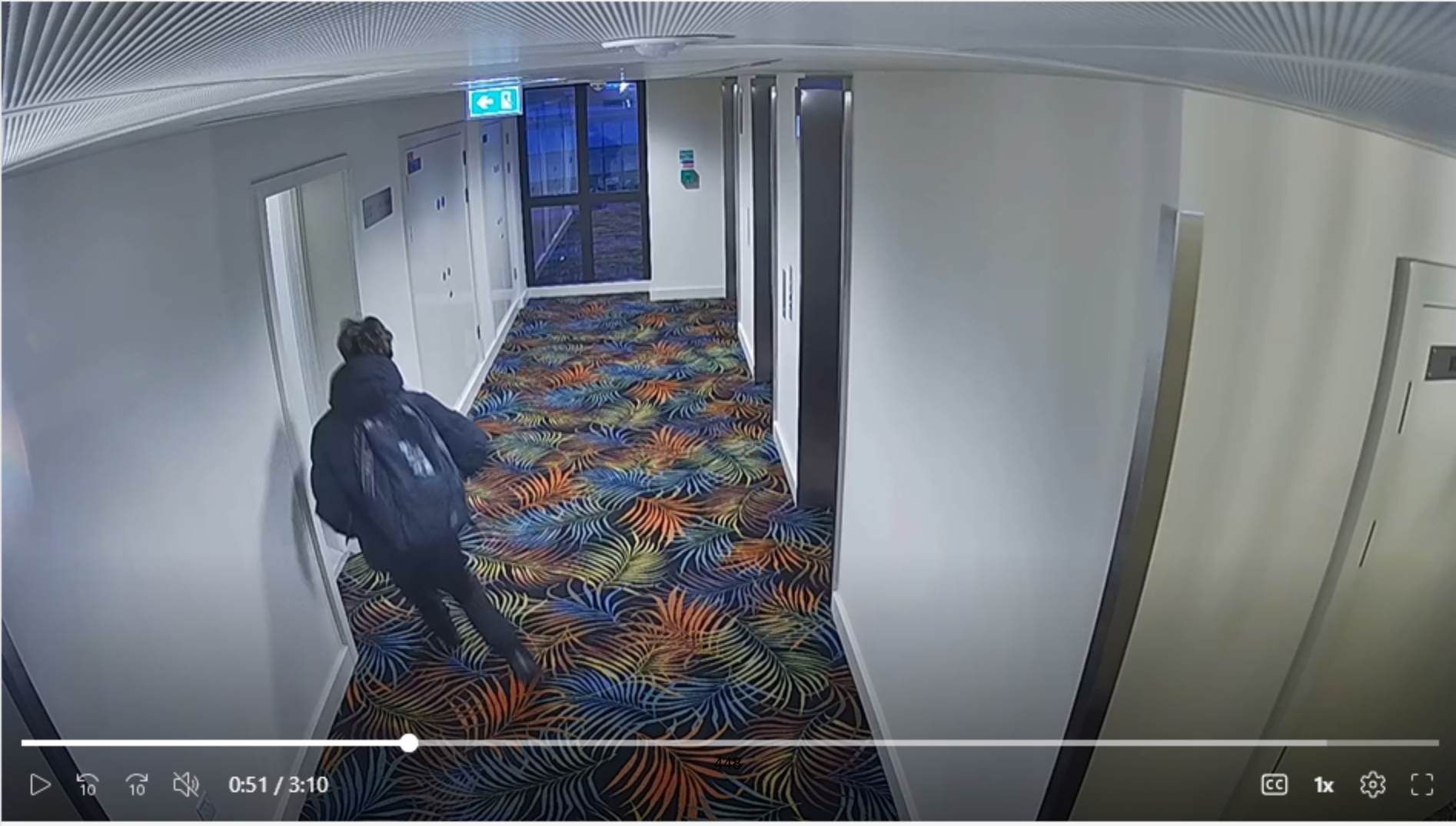







0:48
0:48 / 3:10
1x




0:51 / 3:10
1x


0:49
449
0:49 / 3:10
1x

Example E4 – Vandalism of Roof Caravans

RoKey Incident Details

1. Date: 01.02.2025

2. Who gained access: 4 Trespassers

3. How access gained: Door forced open

4. What happened when access gained: Sky roof of the caravan was damaged

5. How were they removed: FM was called

6. What was the damage and what was the cost of remedy: Refer to the cost tracker

7. Were any facilities closed as a result and for how long: No

8. Specific steps taken as a result: N/A

9. Any police involvement or activity: No


0:07 / 14:54


0:05 / 14:54


454
CC
1x


0:42
0:42 / 3:00
1x


0:42 / 3:59


0:03 / 11:58


0:25
458
10
10
0:25 / 10:01


459
10
10
0:07 / 11:58


460
1:11 / 11:58


8:07 / 10:01


462
7:53 / 11:58
1x


463
10
10
8:40 / 11:58


464
8:57 / 11:58




9:00


1:07 / 3:59


10
10
2:37 / 3:59


469
10
10
3:23 / 3:59


10
10
9:32 / 11:58


1:28
1:28 / 2:00


1:30 / 2:00


473
2:40 / 3:59

Example E5 – Cycle Store Bike Theft

Please tick applicable Business Group (BG)

(WP) Wembley Park

(QL) Quintain Living

Reference number (BG/Date (DD/MM/YYYY) – report number)

CAD: 2132/07Feb05

- **Date and time of Accident/incident:**

Date: 07/02/25 Time: 00:48

- **Precise location of Accident or Incident:**

Robinson Resident car park

- **Who Is involved in the Accident or Incident?**

Member of Public

Contractor(s)

Resident

Staff

Other

- **Is this an Accident or Incident?**

Accident	**Incident**
Personal Injury Traffic Medical/Illness Public Disorder Structural Damage Near Miss Other	Personal Injury Traffic Medical/Illness Public Disorder Structural Damage Near Miss Other

Please provide further information of the Accident or Incident (description)	At about 00:45 monitoring the CCTV, found movement in RS Cycle store, 3 people, two IC1 male and one IC4 male, Suspected them could be or not be residents, After that checked the CCTV found they pushed two cycles near to the door and cycles were still there at RS Cycle store, I quickly went there and I saw nobody. So I closed/Locked and secured the door and came back to continue monitoring CCTV. Monitoring CCTV Found at around 03:26 I saw ford silver car with Reg#

	E059VKN entering the residence car park and they parked the car close to RS cycle store door, which I suspected they couldn't be the residents and are the same who were seen in RS cycle store a while ago, paused and Zoomed CCTV while car entering the car park, found same persons, I was not sure why they are here, then I went to car park to patrol just to see the situation, as soon they saw me, they got scared and they rushed in their car and with speed drove out of the car park. I didn't had a chance to talk or ask them any questions. I was standing at the barrier just to read the car registeration number and then moved to the side for my safety, I didn't put myself in any danger, and then I understood they were not the residents. police with CAD# 2132/07Feb05 Incident can be seen on CCTV cameras: Basement - Bike Cam 4 Basement - Vehicle Barrier Basement - Vehicle Gates

- **Are the Emergency services required?**

Police Ambulance Fire	Additional information:
Person(s) whom contacted emergency services? Liane Evans	Crime/Incident reference number **(provided by emergency services):** CAD: 2132/07Feb05
Time on site: 00:48	Time off site: 03:30

(TO BE COMPLETED ONLY BY H&S TEAM)

- **Is this reportable under RIDDOR regulations?**

  Yes
  No

- **If yes, have the HSE been notified?**

  Yes
  No

- **Details of person(s) involved:**

  Mr Mrs Miss Ms

Name : **N/A**
Address:
Post-code:
Contact Name:
Telephone Number:

Name **N/A**
Address:
Post-code:
Contact Name:
Telephone Number:

- **Were there any witnesses to the Accident/incident?**

  Yes

  No

If Yes, please provide further information (name and contact details): **Witness 1**	Moin (Night concierge)

If Yes, please provide further information (name and contact details): **Witness 2**	

- **Weather conditions:**

N/A

- **Lighting conditions:**
  Very Good
  Good
  Poor
  Unacceptable
  Other

If you selected other, please provide further information	

- **Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?**
  Yes
  No

If Yes, please provide further information	WP control room, Other concierges and Police

- **Declaration**

Signed (person investigating Accident/Incident):	Moin
Position	Night Concierge
Date	07/02/25

- **Individual/Department circulation**

Please confirm who this form has been distributed to? (Please list names)

- Robinson resident team
- Gareth Bone
- William Barnes
- Grant Read

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

ECR USE ONLY

Is there CCTV of Accident /Incident?	**Yes** No
Location of Camera:	
Camera number:	
Date of footage:	
Footage start Time:	
Footage end Time:	
Has CCTV of Accident /Incident been saved?	**Yes** No
CCTV Operative name:	

Key Incident Details

1. Date: 07.02.2025

2. Who gained access: 3 people

3. How access gained: Tailgating in to the car park

4. What happened when access gained: Tried to steal the bicycles in the bike store

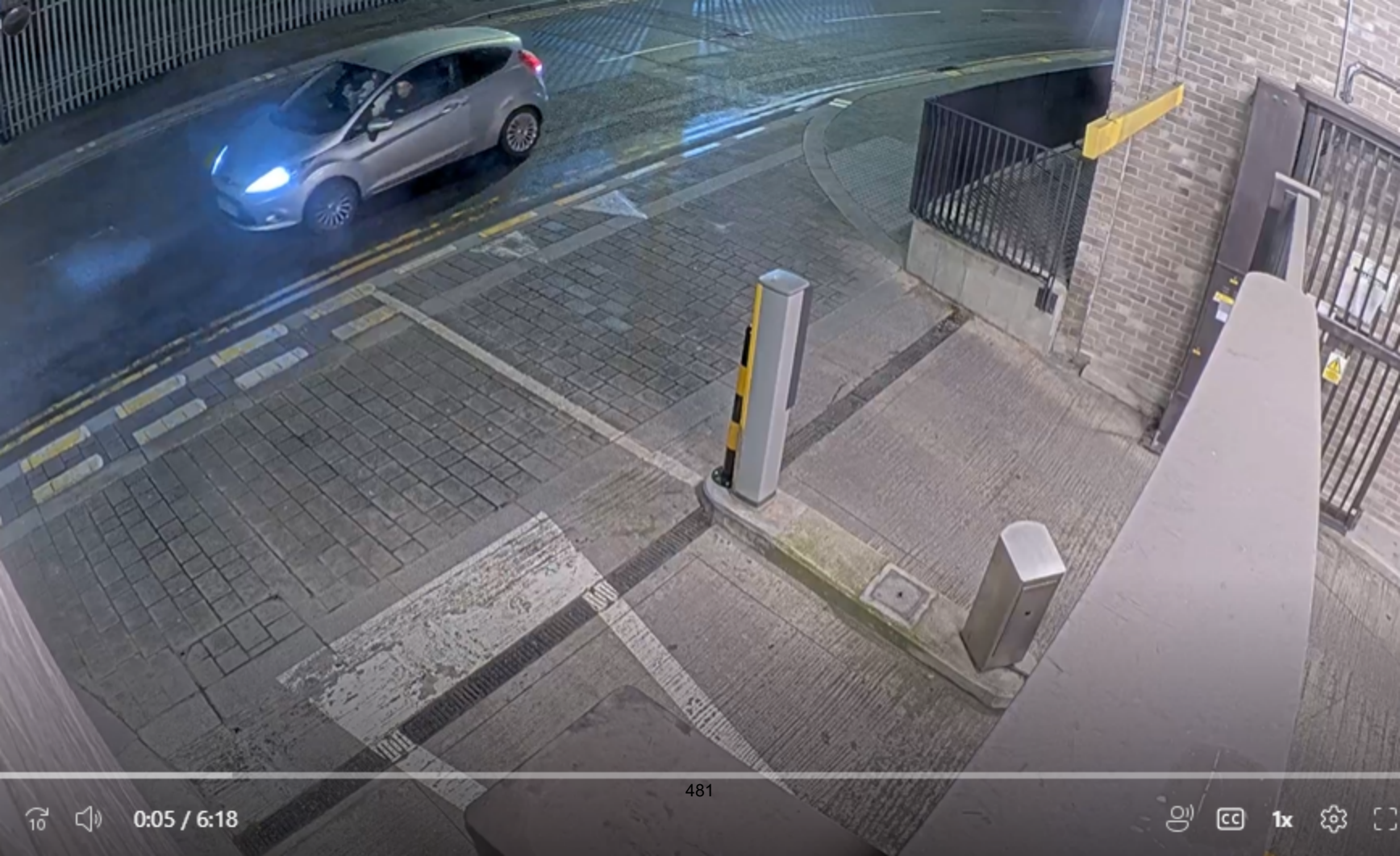
5. How were they removed: Night concierge spotted them and they drove off

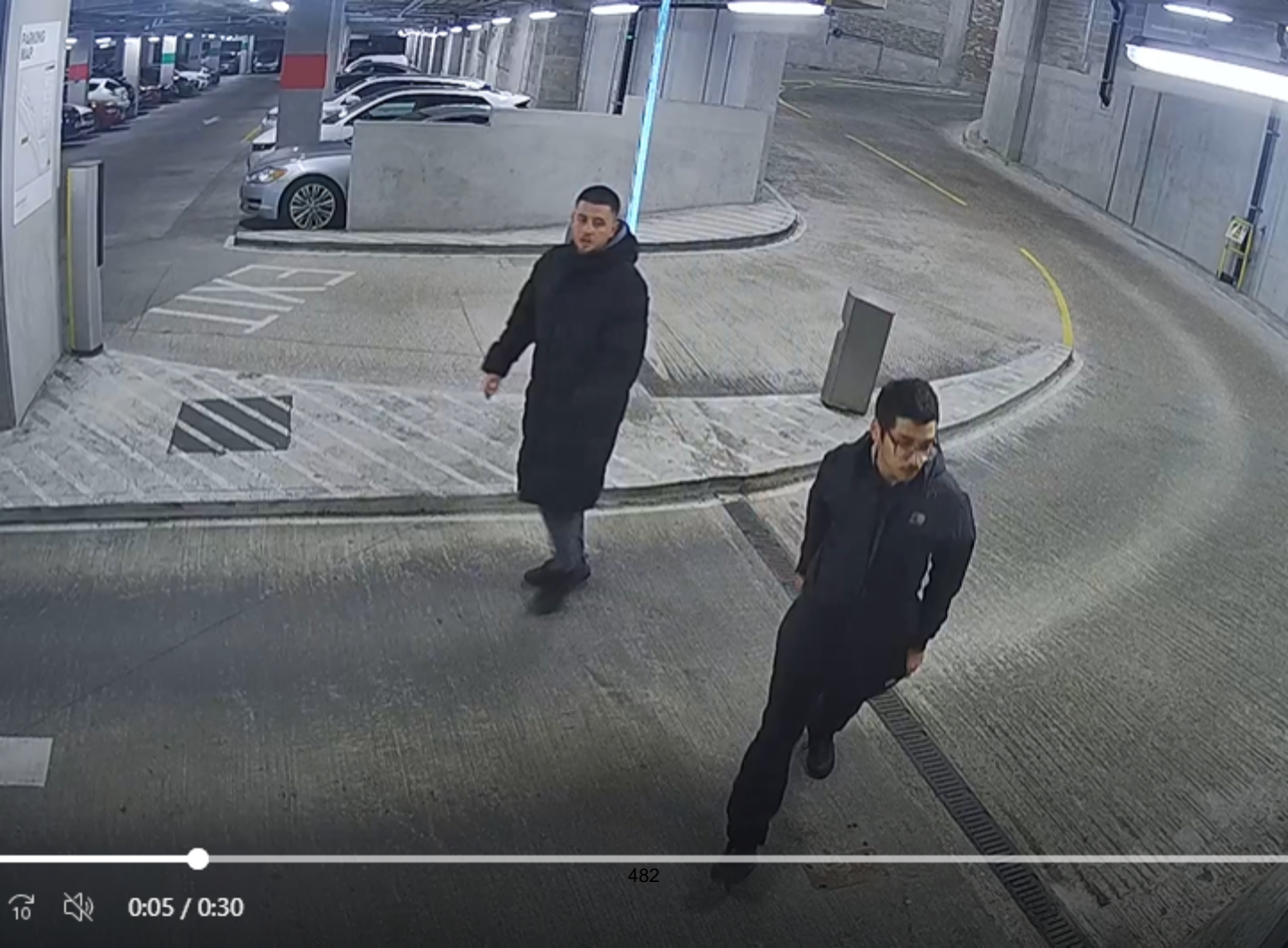
6. What was the damage and what was the cost of remedy: Nothing was stolen

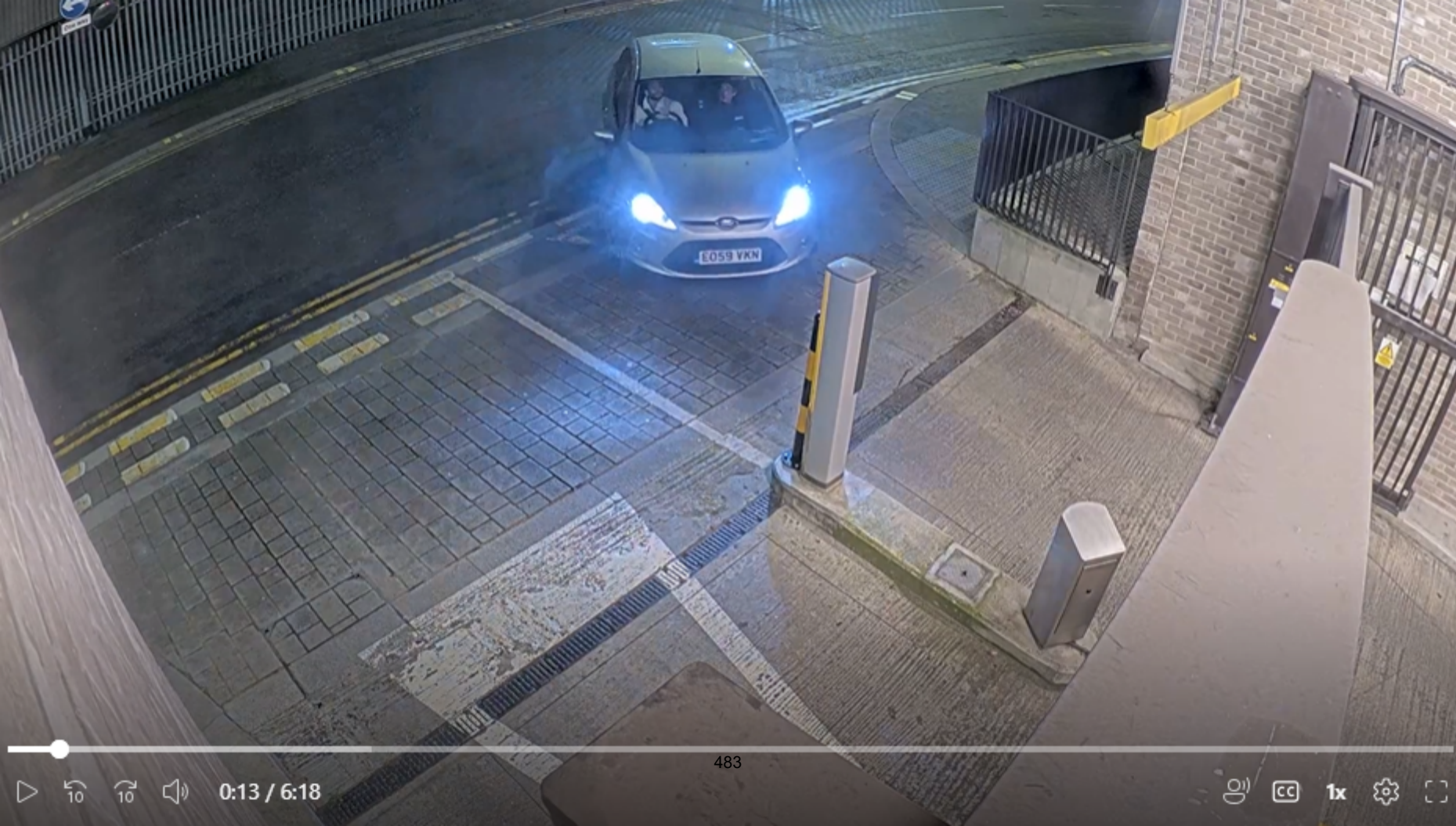
7. Were any facilities closed as a result and for how long: n/a

8. Specific steps taken as a result: n/a

9. Any police involvement or activity: crime was reported to the police. CAD# 2132/07Feb05

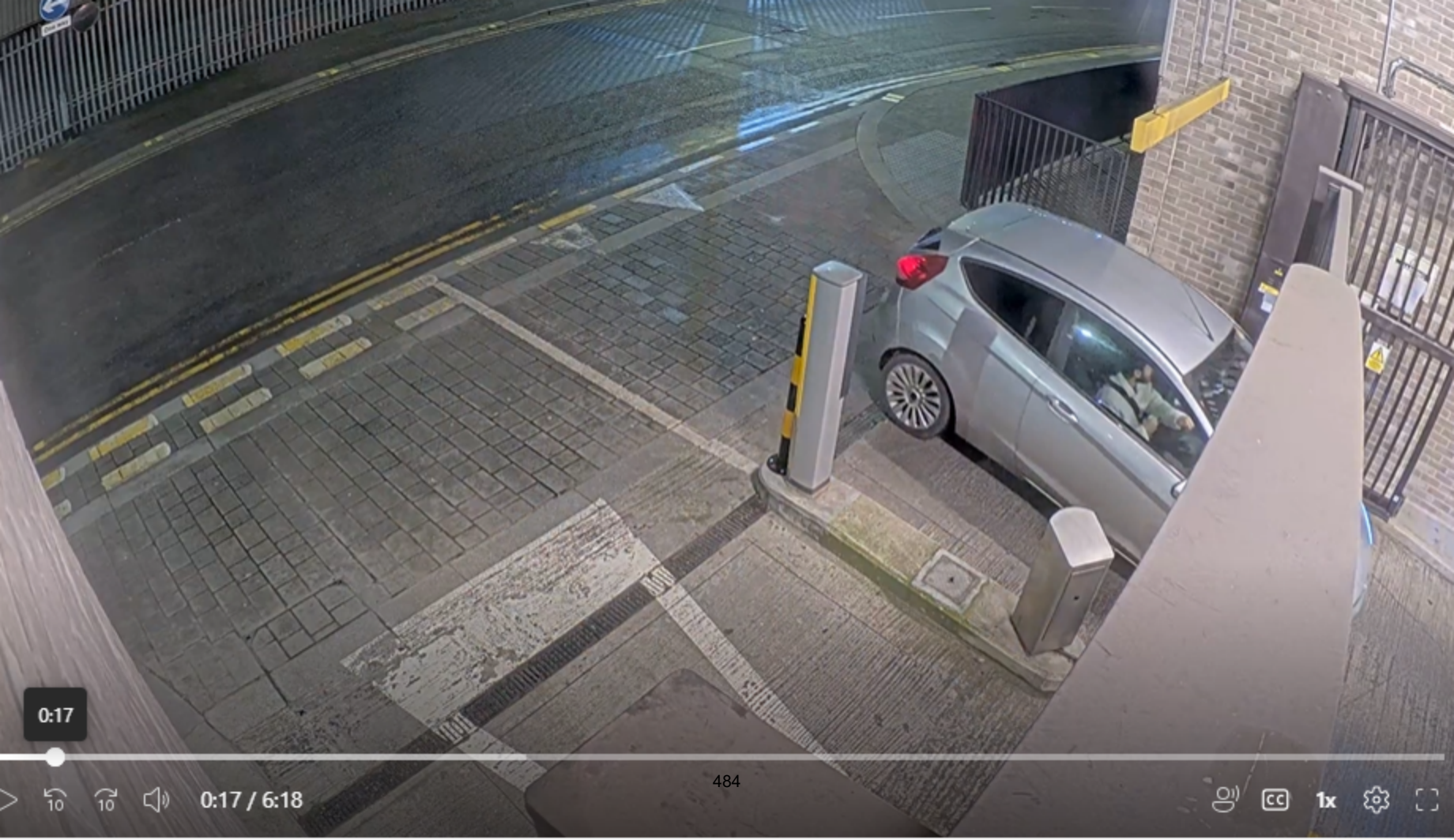

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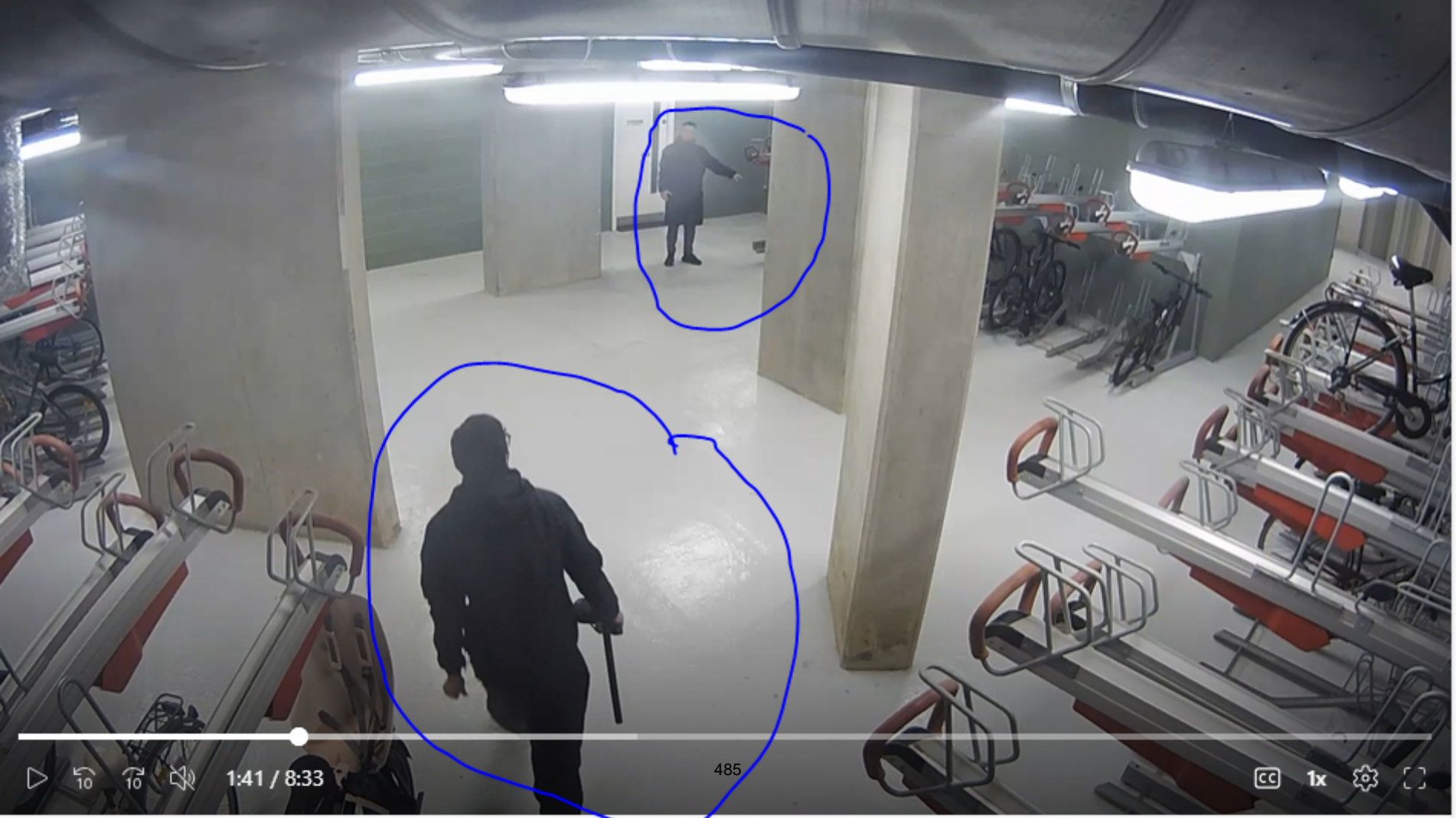

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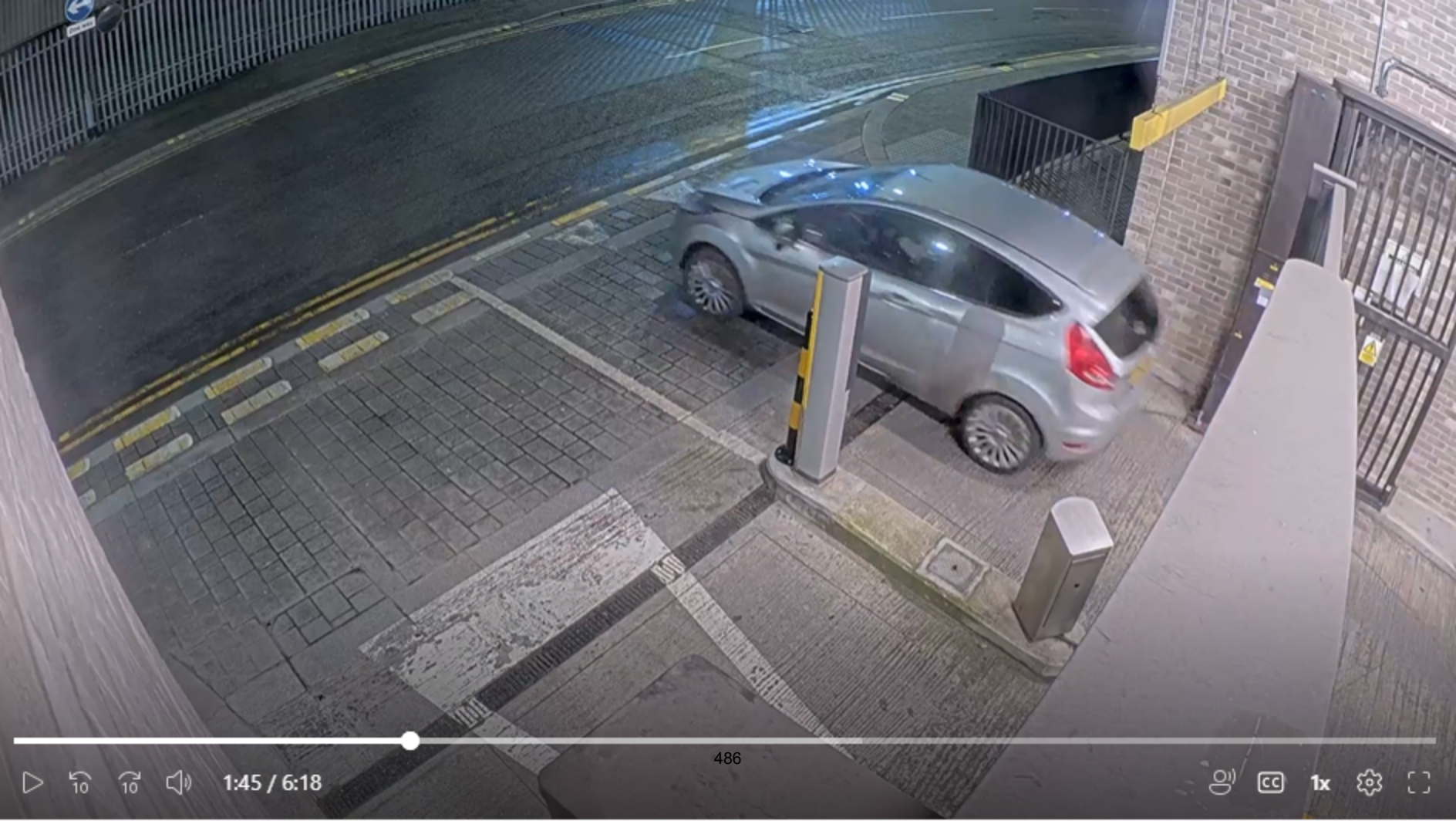


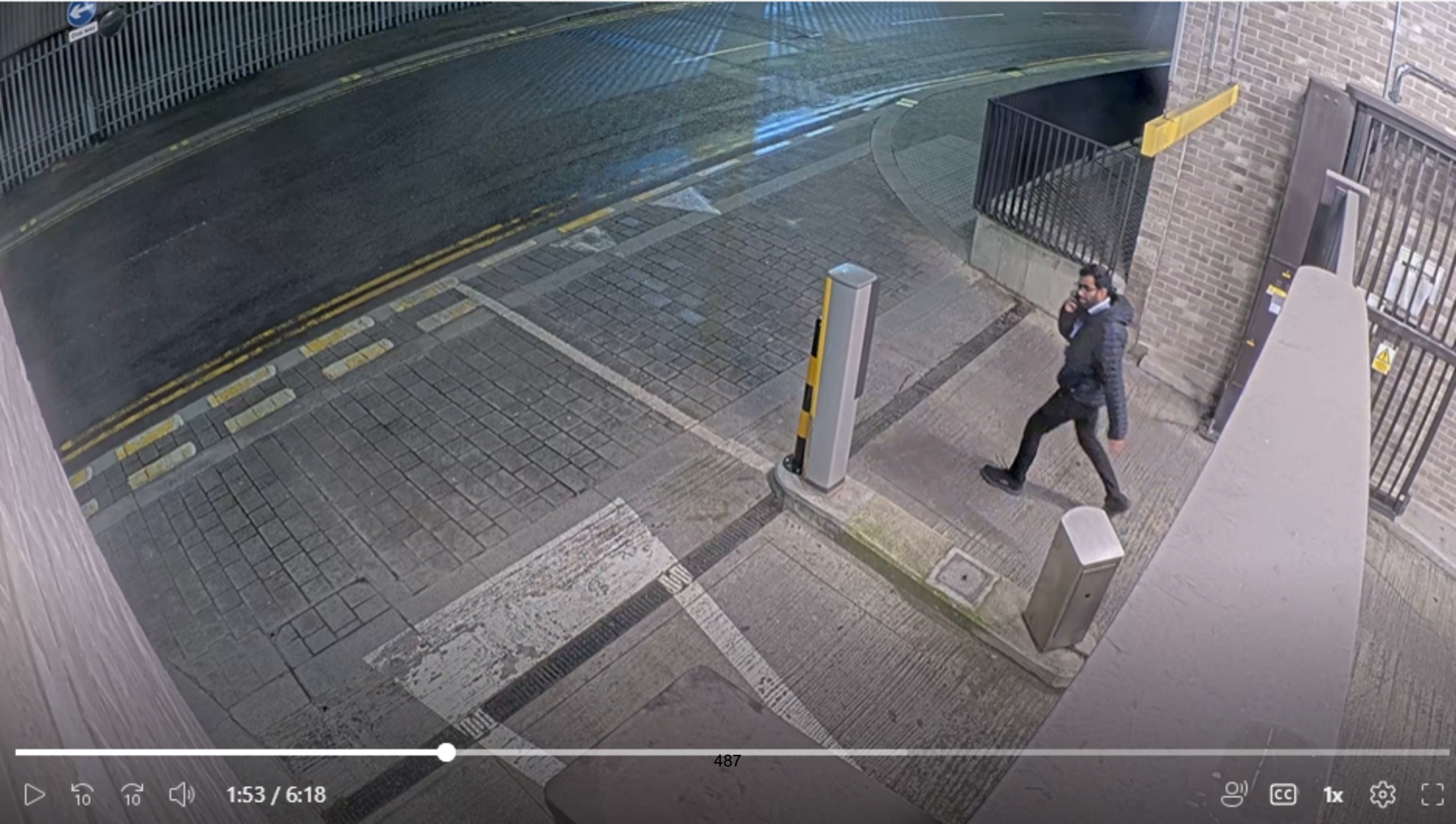
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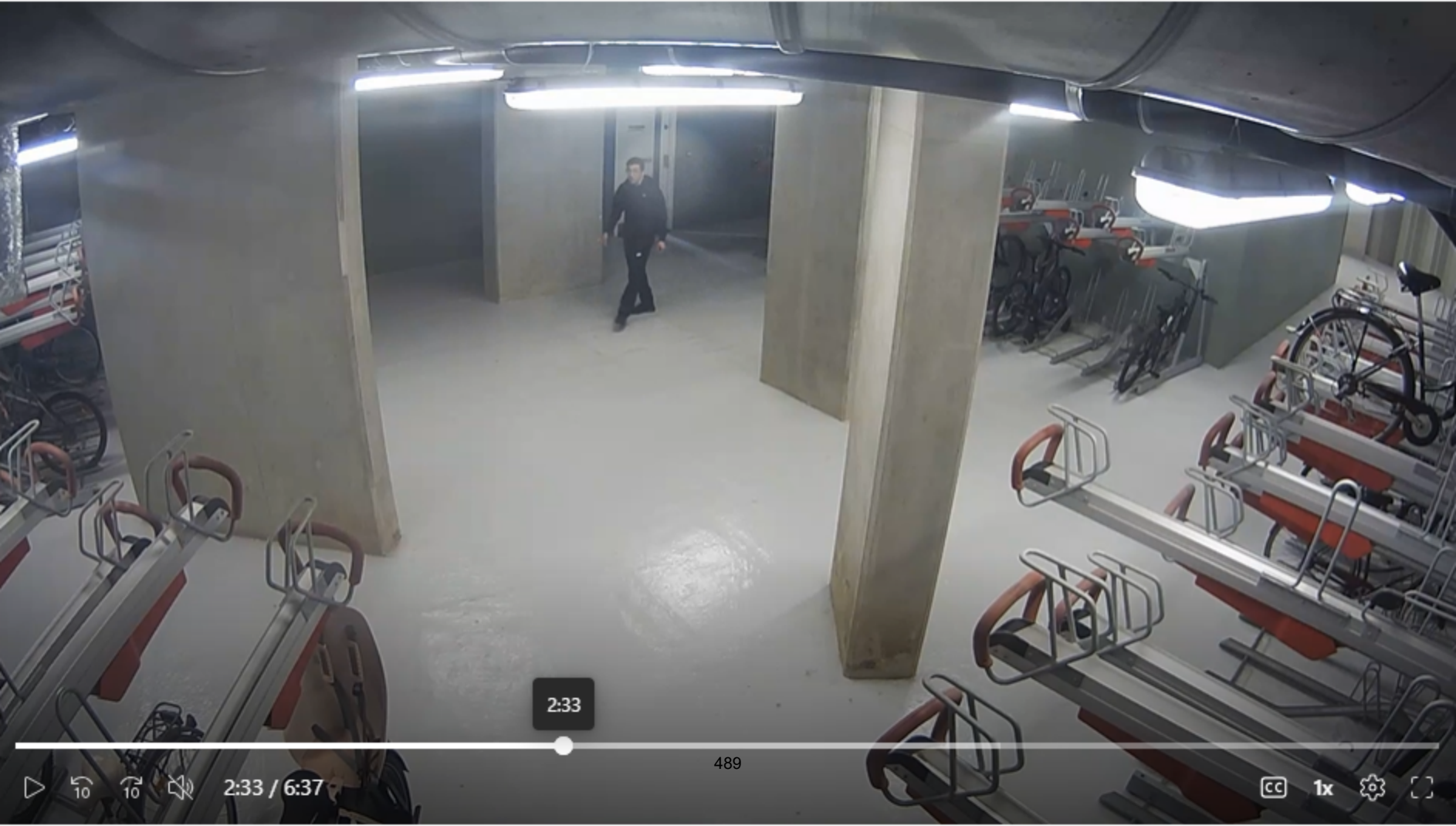

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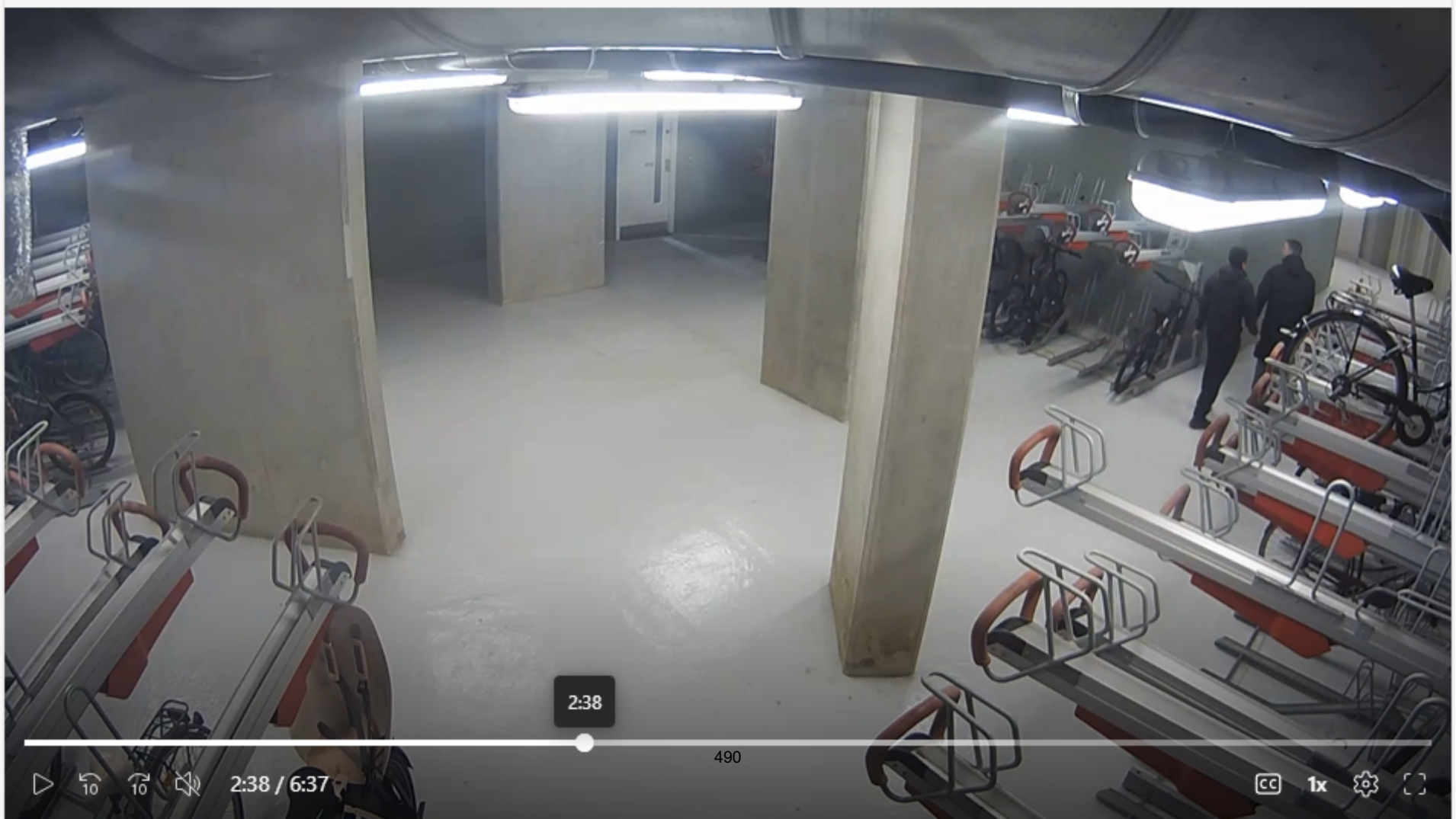

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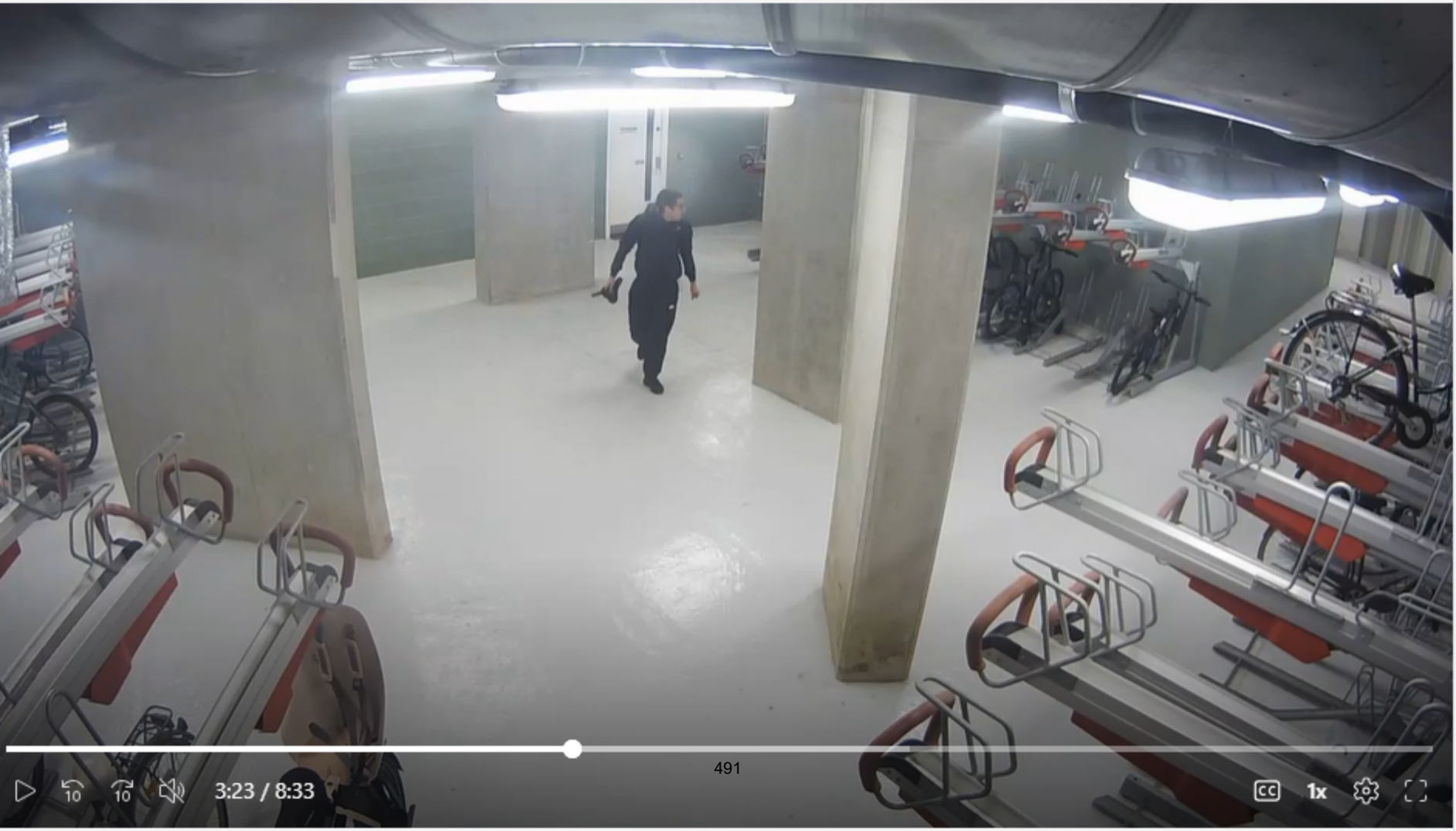

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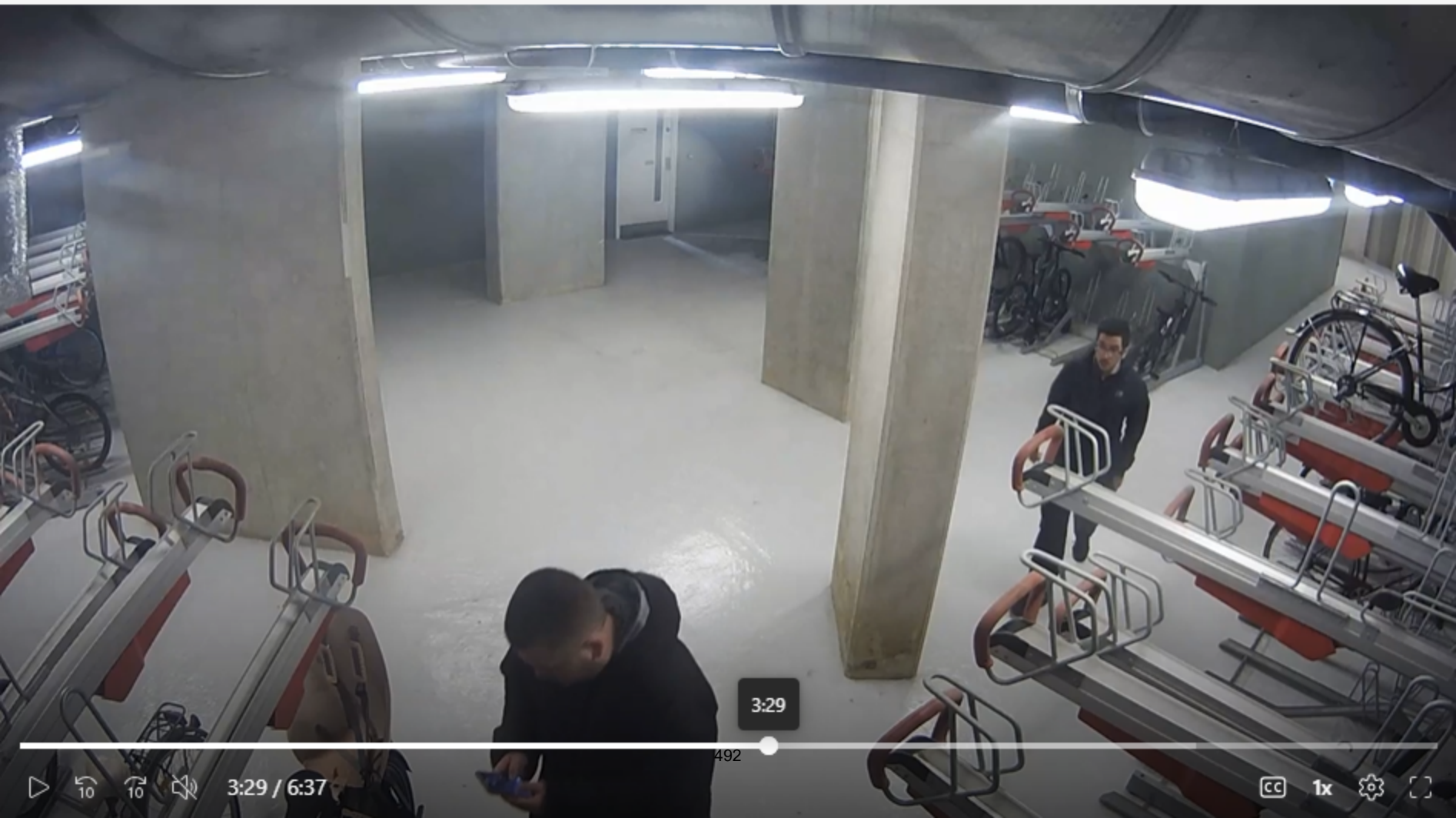

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10
10
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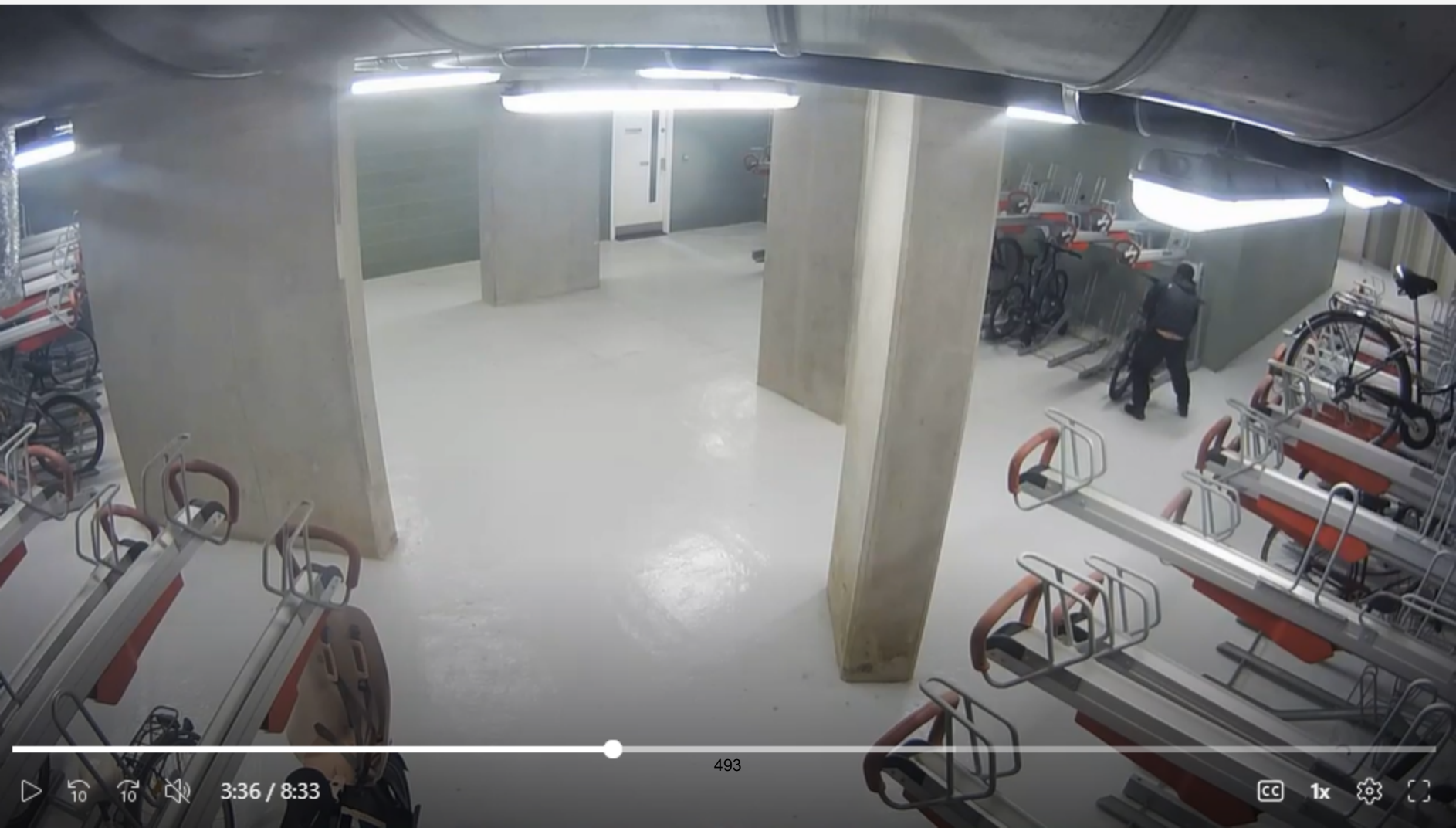

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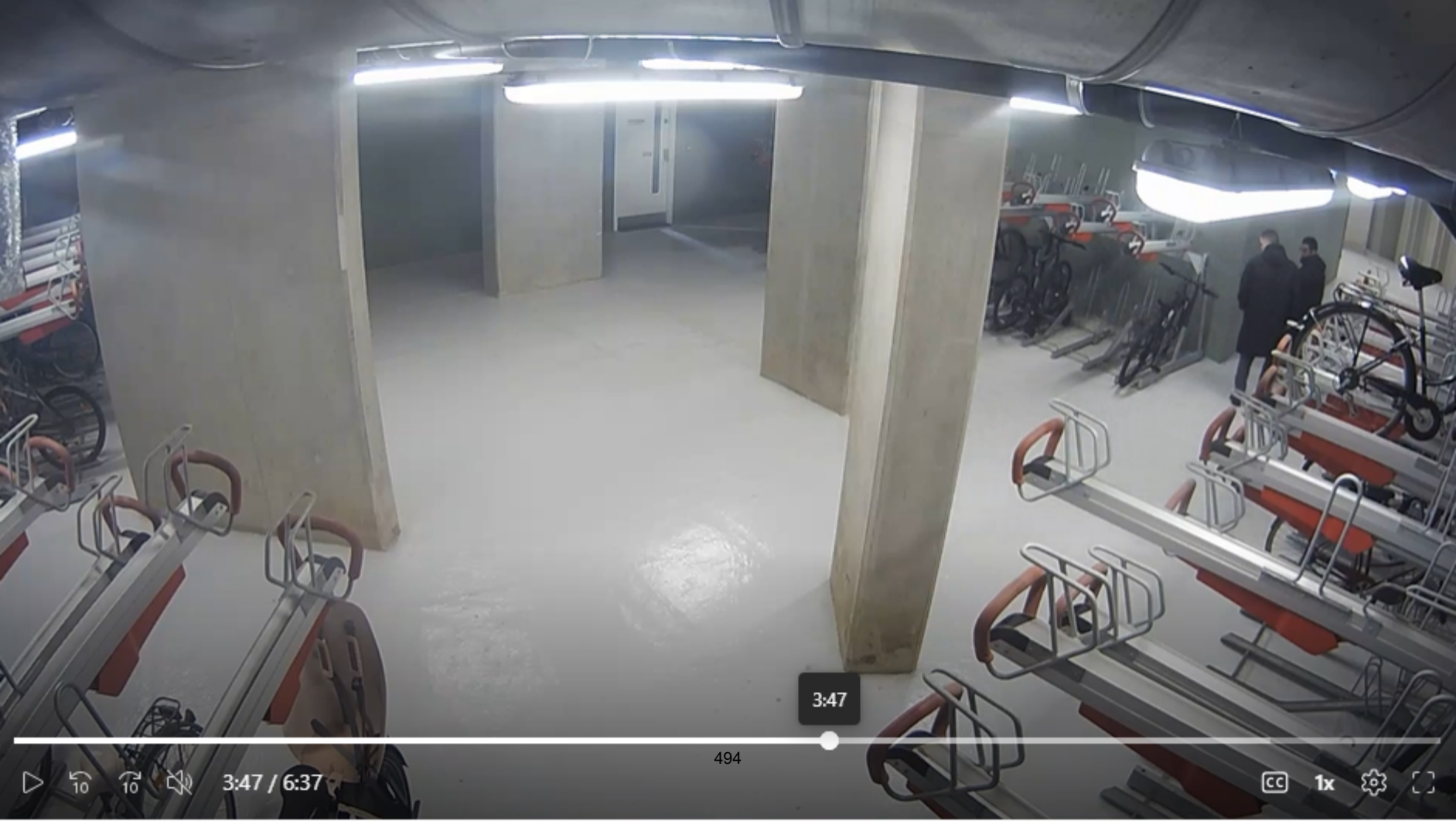

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489
2:33 / 6:37
1x

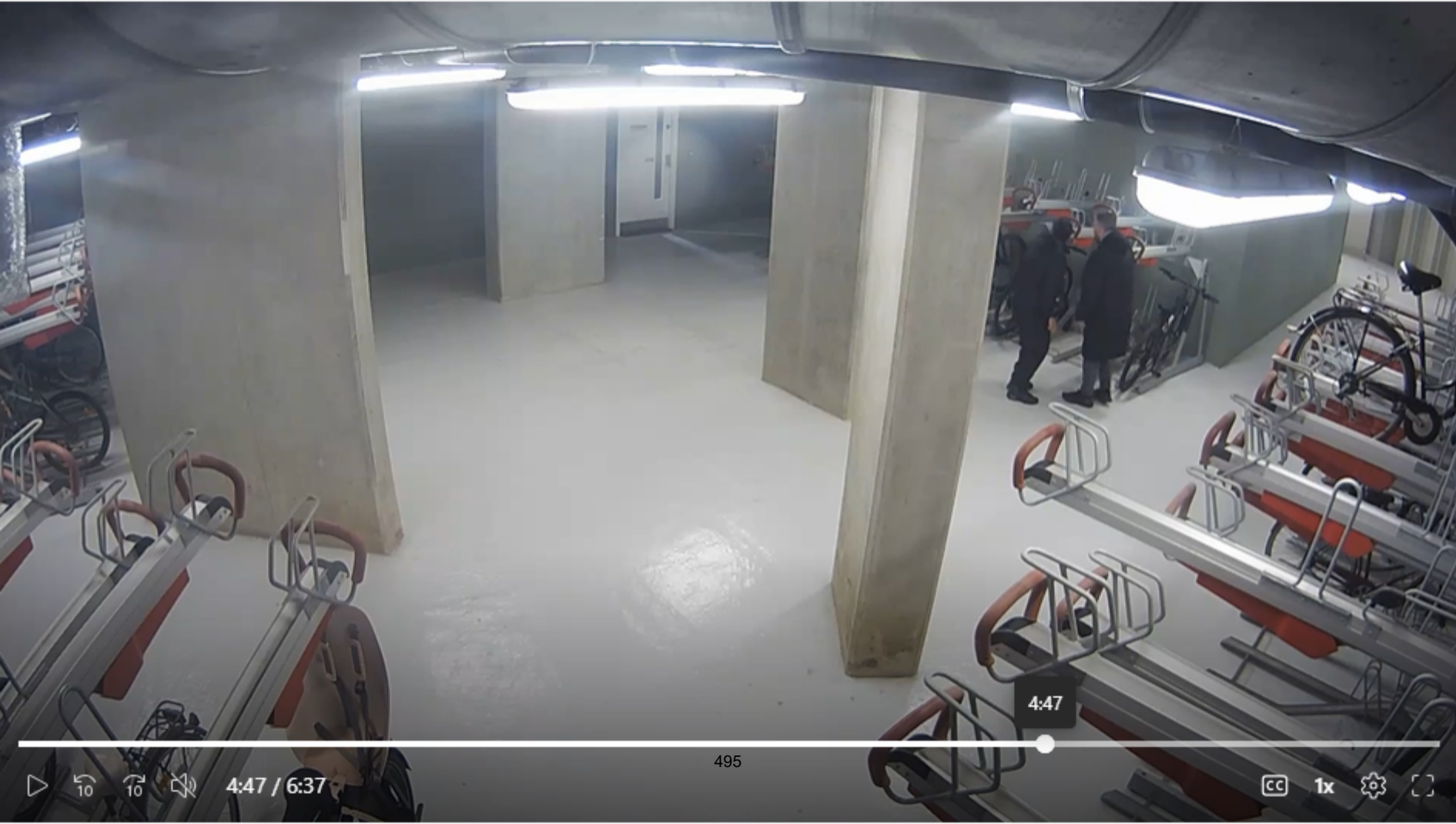

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490
2:38 / 6:37
1x


3:23 / 8:33
1x

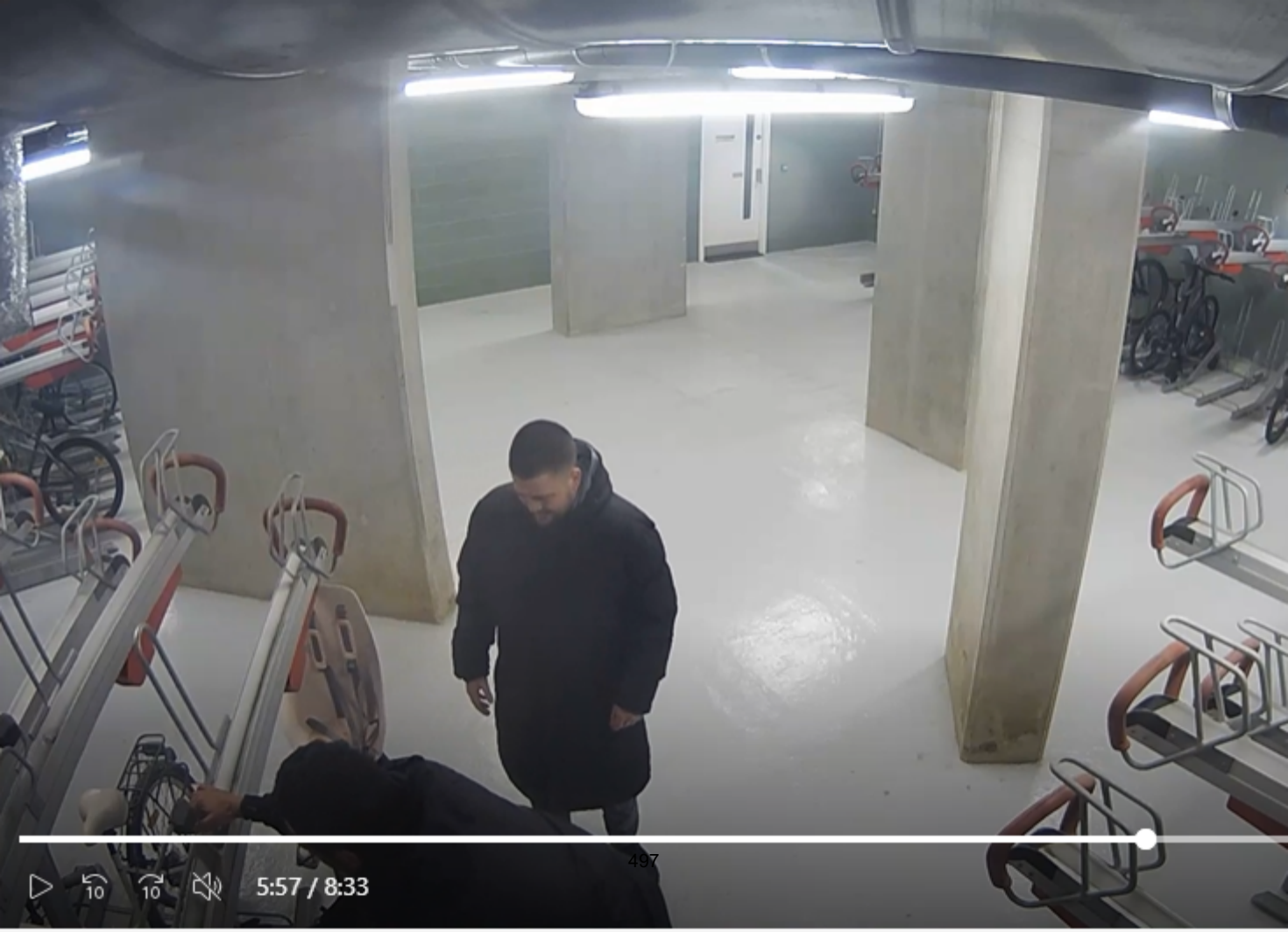

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492
3:29 / 6:37
1x

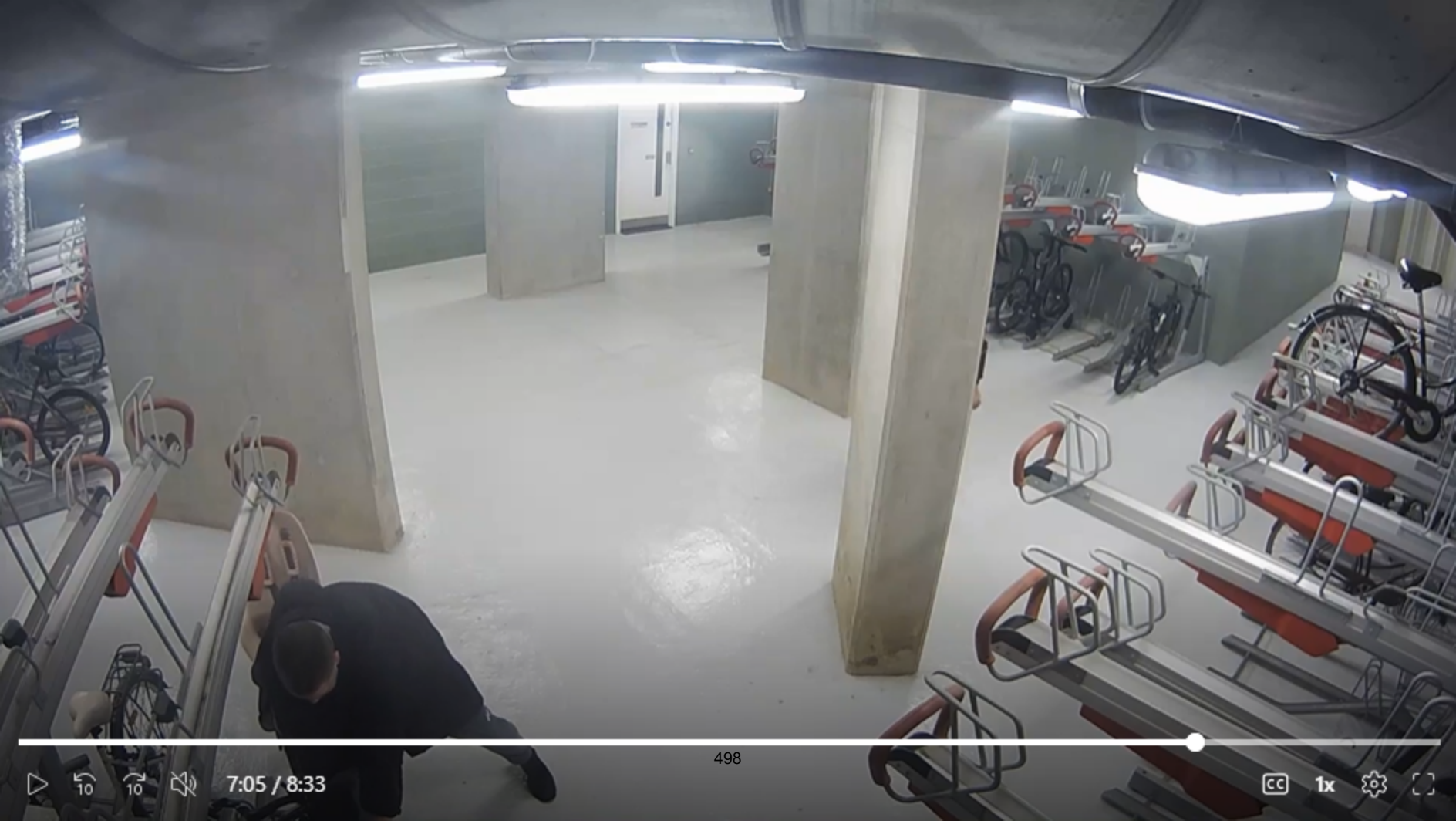

493
3:36 / 8:33
1x


3:47
494
3:47 / 6:37
1x


4:47
4:47 / 6:37
1x


5:52 / 6:18
1x


5:57 / 8:33


498
7:05 / 8:33
1x

Example E6 – 17th Floor Social Spaces Vandalised

QUINTAIN

Accident/Incident Investigation Form

Please tick applicable Business Group (BG)

☒ **(WP)** Wembley Park

☒ **(QL)** Quintain Living

Reference number -

CAD6058/08feb25

1. Date and time of Accident/incident:

08/02/2025 at 17:55

2. Precise location of Accident or Incident:

Robinson West 17th floor social spaces

3. Who Is involved in the Accident or Incident?

☒ Member of Public

☐ Contractor(s)

☐ Resident

☐ Staff

☐ Other

Ten non-residents (Teenage boys)

4. Is this an Accident or Incident?

☐ **Accident**	☐ **Incident**
☐ Personal Injury	☐ Personal Injury
☐ Traffic	☐ Traffic
☐ Medical/Illness	☐ Medical/Illness
☐ Public Disorder	☒ Public Disorder
☐ Structural Damage	☒ Structural Damage
☐ Near Miss	☐ Near Miss
☐ Other	☐ Other

QUINTAIN

Accident/Incident Investigation Form

Please provide further information of the Accident or Incident (description)	**10 trespassers entered Robinson West through the stairs via the basement at 17.55 causing notable damage to furniture on the 17th floor social spaces. The trespassers ran from the building when they were spotted by security at 18.16, throwing lamps and causing further damage as they exited the building.** **Once out of the building at 18.22, the group of trespassers attempted to steal a Deliveroo motorbike but was approached by our security team, they looted the food in the delivery box and ran away in two separate groups.**

5. Are the Emergency services required?

☒ Police ☐ Ambulance ☐ Fire	Additional information: **CAD6058/08feb25**
Person(s) who contacted emergency services? **Kenneth Gabriel**	Crime/Incident reference number **01/7141916/25**
Time on site: **N/A**	Time off site: **N/A**

(SECTION 6 & 7 TO BE COMPLETED ONLY BY H&S TEAM)

6. Is this reportable under RIDDOR regulations?

☐ Yes

☐ No

7. If yes, have the HSE been notified?

☐ Yes

☐ No

8. Details of person(s) involved:

☐ Mr ☐ Mrs ☒ Miss ☐ Ms

Name: Details of Teenagers not obtained
Address: **N/A**
Post-code: **N/A**
Contact Number: **N/A**
Telephone Number: **N/A**

QUINTAIN

Accident/Incident Investigation Form

Name **N/A**
Address: **N/A**
Post-code: **N/A**
Contact Name**: N/A**
Telephone Number**: N/A**

9. Were there any witnesses to the Accident/incident?

☐ Yes

☒ No

If yes, please provide further information (name and contact details): **Witness 1**	

If Yes, please provide further information (name and contact details): **Witness 2**	

10. Weather conditions:

Good

11. Lighting conditions:

☐ Very Good

☒ Good

☐ Poor

☐ Unacceptable

☐ Other

If you selected other, please provide further information	Click here to enter text.

QUINTAIN

Accident/Incident Investigation Form

12. Was anyone informed of the issue at the time or soon after the Accident/Incident so that remedial action could be taken?

☒ Yes

☐ No

If yes, please provide further information	The assistant resident manager Ifty Ziyahudeen was informed over the phone. Email sent out to Ifty Ziyahudeen, Liane Evans and Gareth Bone a couple of hours after the incident.

13. Declaration

Signed (person investigating Accident/Incident):	**Kenneth Gabriel**
Position	**Resident Associate**
Date	**09.02.2025**

14. Individual/Department circulation

Please confirm who this form has been distributed to? (Please list names)

Mandatory to be sent to;

- safety@quintainliving.com

Additional names to be listed (line manager);

- Grace Oyesoro
- Gareth Bone
- Courtney McCormack
- Danny Nash
- Liane Evans
- Ifty Ziyahudeen
- James Giffin
- Liana Barsan
- James Huartson

Please provide any supporting Photographic evidence to this Accident/Incident report. Should there be any supporting CCTV of the Accident/Incident please ensure this is saved and a backup copy is kept within the ECR.

ECR USE ONLY

Is there CCTV of Accident /Incident?	☒ Yes ☐ No
Location of Camera:	**Robinson West 17th floor**
Camera number:	**H - 17 - Taxi**
Date of footage:	**08/02/2024**
Footage start Time:	**17:55**

QUINTAIN

Accident/Incident Investigation Form

Footage end Time:	**18.17**
Has CCTV of Accident /Incident been saved?	☐ Yes ☒ No
CCTV Operative name:	**Kenneth Gabriel**

Key Incident Details

1. Date: 08.02.2025

2. Who gained access: 10 people

3. How access gained: Basement car park by forcing the door

4. What happened when access gained: Caused notable damage to the furniture on the 17th floor social space area

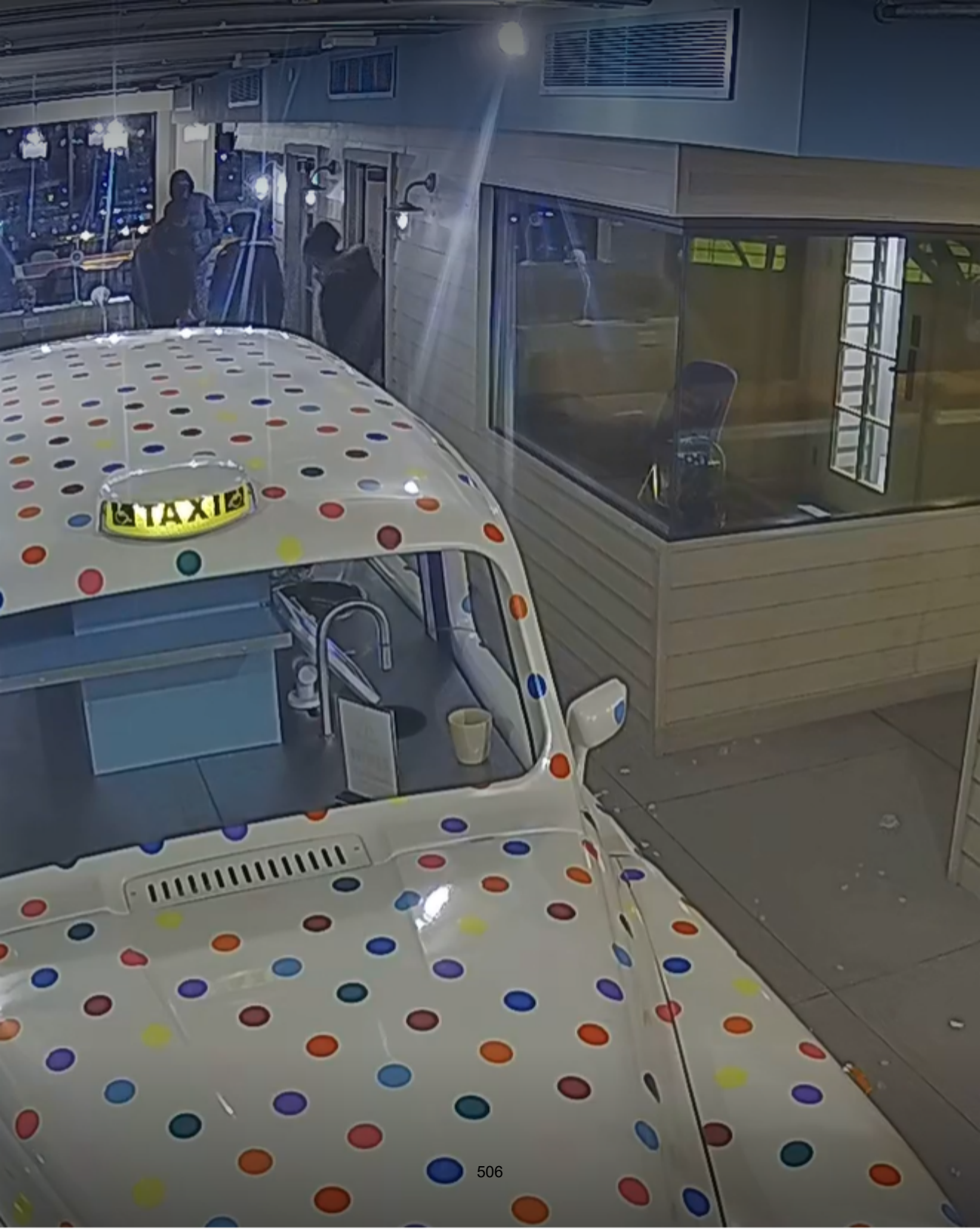
5. How were they removed: Night concierge spotted them and they drove off

6. What was the damage and what was the cost of remedy: See damage tracker for cost

7. Were any facilities closed as a result and for how long: n/a

8. Specific steps taken as a result: n/a

9. Any police involvement or activity: crime was reported to the police. CAD6058/08feb25


TAXI


Throwing Lamp.mp4
507


TAXI


TAXI

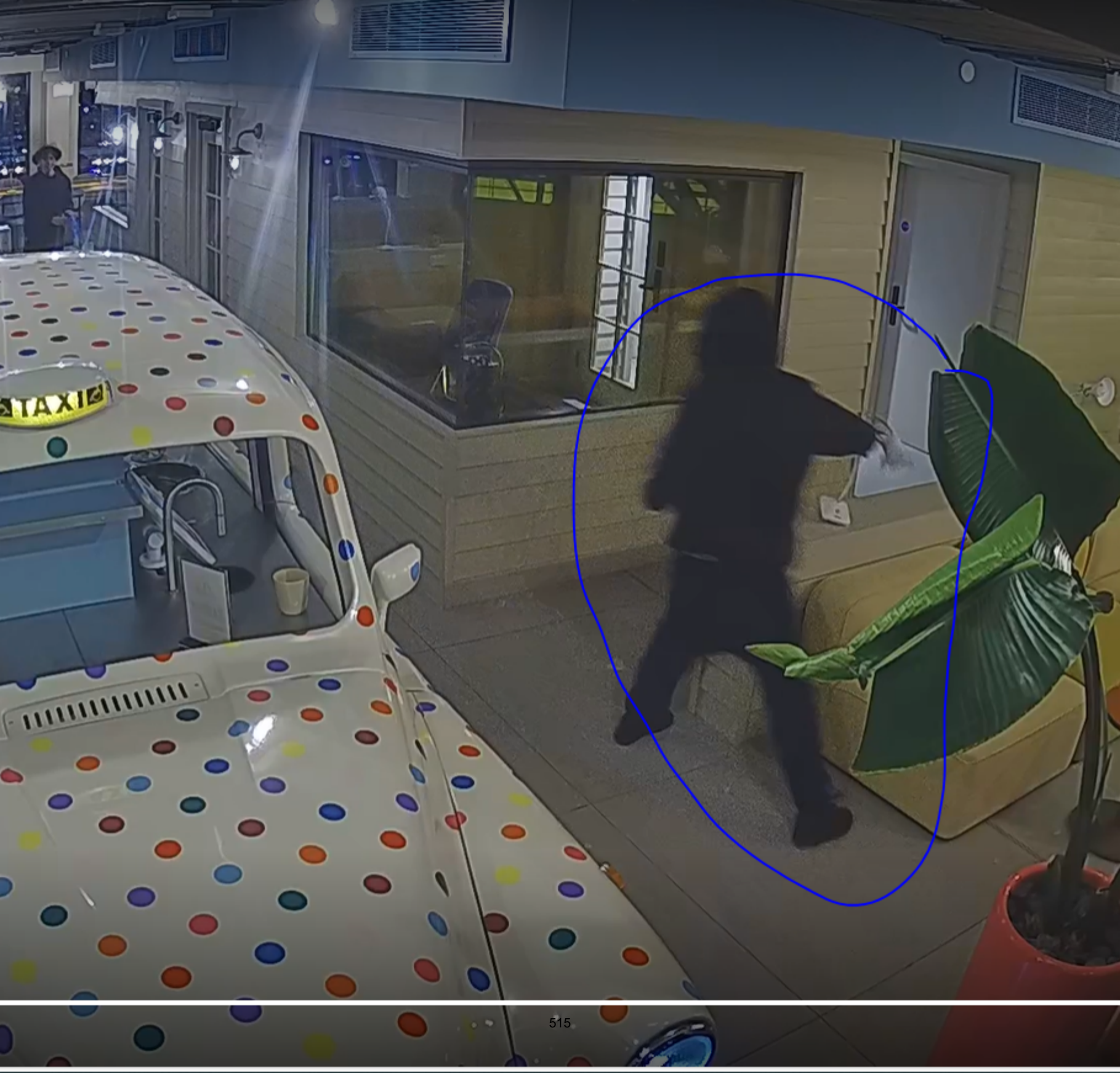

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Throwing Lamp.mp4
TAXI


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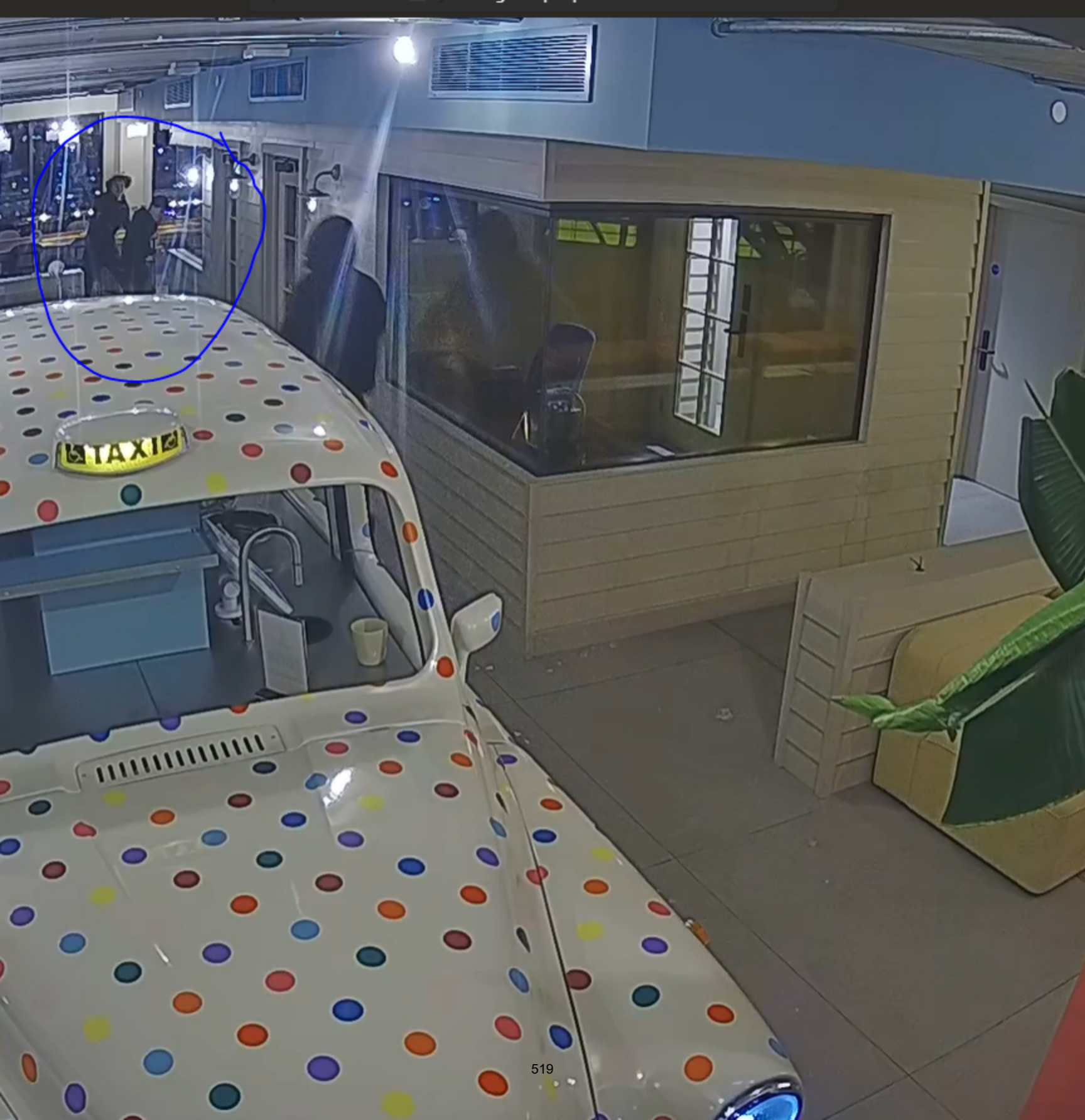
13 H - 17 - Kitchen

Synchronize video

Change tile pattern

Clear all


TAXI


TAXI






SUGAR








R08IN50N




R08IN50N

F) Buildings SW03A and SW03B – Ferrum (Fe1) and Ferrum (Fe2 and Fe3)

highlighted in dark royal blue on the Plan in orange and red (respectively)

Pictures taken from CCTV showing trespassers on 11-01-2024 and 04-11-2024


11-01-2024 Fri 05:35:22
02:28
03:53
531
3A Foundry 2


11-01-2024 Fri 04:42:07
3A Foundry 2


533




45
04:43:46

Example F1 – Smoking Drugs on 15th Floor

Key Incident Details

1. Date: 18/02/2025
2. Who gained access

   2 trespassers from adjacent Vantage building
3. How access gained

   Unknown – no CCTV coverage
4. What happened when access gained

   Went to 15th floor fire escape stairs to smoke drugs.
5. How were they removed

   Left on own accord.
6. What was the damage and what was the cost of remedy

   No.
7. Were any facilities closed as a result and for how long

   No.
8. Specific steps taken as a result

   No.
9. Any police involvement or activity

   No.

Example F2 – Smoking on 15th Floor

Key Incident Details

1. Date: 20/02/2025
2. Who gained access

   2 trespassers from adjacent Vantage building
3. How access gained

   Unknown – no CCTV coverage
4. What happened when access gained

   Went to 15th floor fire escape stairs to smoke drugs.
5. How were they removed

   Left on own accord.
6. What was the damage and what was the cost of remedy

   No.
7. Were any facilities closed as a result and for how long

   No.
8. Specific steps taken as a result

   No.
9. Any police involvement or activity

   No.

Example F3 – Smoking Drugs on 13th Floor and Rubbish

Key Incident Details

1. Date: 18/03/2025
2. Who gained access

   2 trespassers from adjacent Vantage building
3. How access gained

   Unknown – no CCTV coverage

4. What happened when access gained

   Went to 13th floor fire escape stairs to smoke drugs.
5. How were they removed

   Left on own accord.
6. What was the damage and what was the cost of remedy

   No.
7. Were any facilities closed as a result and for how long

   No.
8. Specific steps taken as a result

   No.
9. Any police involvement or activity

   No.

Example F4 – Persistent Trespasser Smoking

Key Incident Details

1. Date: 20/03/2025
2. Who gained access

   2 trespassers from adjacent Vantage building
3. How access gained

   Unknown / pushed through mag lock door
4. What happened when access gained

   Went to 13th floor fire escape stairs to smoke drugs, then went to gym.
5. How were they removed

   Night security requested them to leave from the gym, they refused so police were call but they left before call connected to police
6. What was the damage and what was the cost of remedy

   No.
7. Were any facilities closed as a result and for how long

   No.
8. Specific steps taken as a result

   No.
9. Any police involvement or activity

   As per point 5

Example F5 – Threatening and Intimidating Security

Key Incident Details

1. Date: 22/03/2025
2. Who gained access

   2 trespassers from adjacent Vantage building
3. How access gained

   Unknown / pushed through mag lock door
4. What happened when access gained

   Went to 13th floor fire escape stairs to smoke drugs, then went to gym.
5. How were they removed

   Night security requested them to leave from the gym, they threatened to stab the night security of they continue to keep being asked to be removed
6. What was the damage and what was the cost of remedy

   No.
7. Were any facilities closed as a result and for how long

   No.
8. Specific steps taken as a result

   No.
9. Any police involvement or activity

   No.

IN THE HIGH COURT OF JUSTICE Claim No:

KINGS BENCH DIVISION

BETWEEN:

(1) QWR Properties NW07 Limited,

(2) Wembley NW07 Investments Limited,

(3) QWR Properties NW09 Limited,

(4) QWR Properties E01 Limited,

(5) QWR Properties E03 Limited,

(6) QWR Properties E05 Limited,

(7) QWR Properties SW03A Limited,

(8) QWR Properties NE02 Limited

(9) QWR Properties NE03 Limited

Claimants

-and-

PERSONS UNKNOWN ENTERING OR REMAINING ON ANY PART OF THE QUINTAIN BTR ESTATE, WEMBLEY PARK WITHOUT THE CONSENT OF THE CLAIMANTS THEIR AGENTS OR ANY LAWFUL OCCUPIER OF THE QUINTAIN BTR ESTATE

Defendant

TABLE OF VIDEO EVIDENCE LINKS EXHIBITED TO THE WITNESS STATEMENT OF GARETH BONE

Para Ref in Witness Statement	File Name	File Link
37	01 Link TikTok Video	01 Link TikTok Video
41	02 Tailgating LE - 21.04.25 - 15.20.35	02 Tailgating LE - 21.04.25 - 15.20.35
42	03 Forcing Door Vista - 28.04.25 - 19.43.54	03 Forcing Door Vista - 28.04.25 - 19.43.54
42	04 CCTV trespassers by door	04 CCTV trespassers by door
43	05 CCTV resident lets in 04.11.2024	05 CCTV resident lets in 04.11.2024
123	06 Incident 07.12.2024 Trespassers knocking on apt doors	06 Incident 07.12.2024 Trespassers knocking on apt doors
139	07 VIDEO-2024-06-21-11-26-59	07 VIDEO-2024-06-21-11-26-59
162	08 TP VANDALISM 01.02.25	08 TP VANDALISM 01.02.25
165	09 Basement Theft 2 - Bike Cam 2-2025-02-06s	09 Basement Theft 2 - Bike Cam 2-2025-02-06s