

MANDATORY OCCURRENCE REPORTING SYSTEM



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Overview

Residents and other users of our high-rise buildings may be in a position to recognise a problem before we do.

As well as being able to report an issue directly to your Management Team, you also have the right to access and use our reporting system to report a **'Safety Occurrence.'**

The purpose behind this reporting is to ensure that the Building Safety Regulator can capture risks that could have a potential impact on fire and structural safety and helps them to assess what such risks may also mean for other buildings. This helps to improve safety standards, and promote a safety-conscious culture change, and better practice in buildings across the UK.

On behalf of our clients, Gateway has a full **'Mandatory Occurrence Reporting' (MOR) System** in place which covers all the details of what our staff do.

Our procedure has now been supplemented with this information designed to better help residents understand the process.

What is a Safety Occurrence?

The term 'Safety Occurrence' must only be used for very specific types of risk and should not be used to report general repairs.

Gateway will submit a 'Mandatory Occurrence Notice' for Safety Occurrences in your building, for fire safety or structural failure that resulted in, or is likely to result in, the death of a significant number of people.

A Safety Occurrence is an incident involving, or a risk that could cause:

- structural failure of the building
- the spread of fire or smoke in the building

A Safety Occurrence is something which, if not remedied, could cause serious harm to people.

EXAMPLES OF SAFETY OCCURRENCES INCLUDE:

- The spread of fire (or something that could lead to the spread of fire).
- Defective building work.
- Unexpected failure or the degradation of construction materials.
- The discovery of structural defects.
- Failure of a critical fire safety measure, such as an automatic opening vent, smoke extraction, fire doors or smoke detectors within the communal areas.
- Total or partial collapse of the building.

If you are in any doubt as to whether something is a Safety Occurrence or should be reported in another way, please speak to your Management Team.

General repairs should still be reported on via phone, 01702 443 555, or via email, customerservices@gatewayplc.co.uk.

Principle Accountable Person

The 'Principal Accountable Person' must operate the Mandatory Occurrence Reporting System for reporting Safety Occurrences.

What is a Principle Accountable Person?

In the context of the UK Building Safety Act 2022, a Principal Accountable Person (PAP) is the individual or entity ultimately responsible for ensuring the safety of a higher-risk building, including fire and structural safety, and who is responsible for ensuring that fire and structural safety is being properly managed for the common and retained parts of the building.

What are the common and retained parts of your building?

Common Parts: Communal entrances, hallways and any communal equipment therein.

Retained Parts: The structure, foundations and roof of the building.

If you require more information regarding the Principle Accountable Person for your development, please contact the Building Safety Team (*see page 10*).

Reporting a Safety Occurrence

To report a Safety Occurrence, please complete the Mandatory Occurrence Notice Form on our website - gatewayplc.co.uk/monf

When completing the Mandatory Occurrence Notice Form, you may also find it easier to upload a photo or video, for example if you find it difficult to describe an occurrence.

Alternatively, you can raise it directly to the Building Safety Team by phone or email:

T: 01702 443 555

E: buildingsafety@gatewayplc.co.uk

Once we have received your Notice, we will then assess the submitted details to see if the occurrence you have reported meets the Safety Occurrence criteria.

WHEN ASSESSING A NOTICE, THINGS WE WILL CONSIDER INCLUDE:

- The factors that make up the notice
- If a Mandatory Occurrence Notice and Report must be submitted to BSR
- If the incident has already been investigated
- If the report contains additional information relating to a previously raised incident
- If the information reported constitutes a complaint.

Reporting a Safety Occurrence (cont.)

If a Notice or Report is required, we will then submit your Notice to the Building Safety Regulator.

We will then provide you with the Mandatory Occurrence Notice reference number we are given, to confirm that the Notice has been submitted. You can then quote this reference to us during any correspondence.

If we feel a Notice is not required to be submitted, we will also contact you and you let you know the reasons why. This could be because it has not met the risk criteria, and/or that it needs to be dealt with via a different route.

If you disagree with our decision, you can follow our complaints procedure which contains specific information relating to Building Safety complaints. This can be accessed via the Gateway website.

What happens if we submit a Notice?

Once we have submitted a Notice to the Building Safety Regulation, there is a 10-day deadline to submit a Report.

Once the Notice has been submitted, we will begin to carry out an investigation.

We will aim to establish what happened (or had the potential to happen), and why. We may also need to put steps in place to reduce or remedy the issue.

We may need to contact you to request further details, to help us to establish how the occurrence was discovered, and whether anyone was injured.

Is the information confidential?

Yes. Information will be processed confidentially and in line with data protection principles.

Other residents may be told that there has been a report but will not be told the source. The Management Team will need to know who submitted the information to request more information if needed, and to be able to report back to you.

Requesting an update on your report

The Management Team will be the point of contact for your reported Safety Occurrence. You can request an update at any time by making contact and quoting the Mandatory Occurrence Notice reference number.

You will be notified along with the rest of the residents of the affected block.

Contacting us

CONTACTING THE BUILDING SAFETY TEAM

We want all residents to get involved in the decisions impacting their block and quality of life. From time to time, we will send out surveys to encourage building safety engagement with residents.

If you have any building safety concerns you would like to raise, please contact the Building Safety Team.

GENERAL REPAIRS

If any general repairs need to be reported, please contact our Customer Services Department.

Phone: 01702 443 555

Email: customerservices@gatewayplc.co.uk

COMPLAINTS HANDLING

While we aim to strengthen the communications between residents in high rise blocks and the management team, there may be occasions when issues are not dealt with to the residents' full satisfaction.

If anyone is concerned about the service they have received regarding fire or resident safety issues, they should first raise it with the Building Safety Team.

A copy of relevant complaint procedure can be obtained via the Building Safety Team.

The Building Safety Team

Phone: 01702 443 555

Email: buildingsafety@gatewayplc.co.uk

Address: Gateway House, 10 Coopers Way, Southend-on-Sea, Essex, SS2 5TE





Gateway