

# MANDATORY OCCURRENCE REPORTING SUMMARY FOR RESIDENTS

## INTRODUCTION

The introduction of the Building Safety Act has introduced a series of new provisions to enhance building safety. One of these legal requirements is for the implementation of a Mandatory Occurrence Reporting (MOR) System.

## PURPOSE

MOR is a system designed to enable residents to report an incident or risk of fire spread or structural failure of the building, these are referred to as building safety occurrences. The risk or incident needs to be significant enough that it could lead to the serious injury or death of a significant number of people.

The MOR is applicable to higher risk buildings. A higher risk building is one that is 7 storeys or is at least 18 metres high with two residential units.

The MOR system will be shared with all residents through the Resident Engagement Strategy.

## WHAT NEEDS TO BE REPORTED

You need to report building safety occurrences. The description of a building safety occurrence is an incident involving, or any hazard that you have seen that you think could lead to:

- Structural failure, which poses a risk to people in and around the building
- The spread of fire or smoke
- Where both of the above poses a risk to people in and around the building
- And the risk could lead to the death of a significant number of people or serious injury of a significant number of people

Examples of these could be:

- Structural Failure:
  - Partial collapse of a floor or roof
  - Cracks in load-bearing walls or columns
  - Foundation instability
  - Detachment of cladding or other building elements
- Spread of Fire or Smoke:
  - Fire outbreaks due to faulty electrical wiring, gas leaks, or other causes
  - Smoke infiltration through ventilation systems
  - Inadequate fire compartmentation leading to fire propagation

## HOW TO REPORT A SAFETY OCCURRENCE

You can report this several ways:

- Web Chat via your customer portal account
- Emailing the customer service centre at [london.ccc@rmg.london](mailto:london.ccc@rmg.london)
- Calling our customer service centre on 0207 598 1600
- WhatsApp – Save our WhatsApp number 07966 167 590 in your phone contacts. Launch WhatsApp and send us a message including your name, first line of address and postcode.

- Contact form - This can be found in Appendix A on page 3 of this document.
- Face to face with your Property Manager

### **WHAT INFORMATION YOU NEED TO PROVIDE WHEN YOU CONTACT US**

- The address and location of the safety occurrence
- Your name and contact details so we can contact you if we need further information
- If it is easier for you, you can send us photographs/videos of the safety occurrence
- A brief description of the safety occurrence

### **WHAT WILL HAPPEN AFTER YOU REPORT A SAFETY OCCURRENCE**

- We will acknowledge enquiries within 48hrs.
- We will notify you when the issue is resolved.
- A notice and full report will be sent to the Building Safety Regulator within 10 days.
- A copy of the full report, including learnings from the incident, will be issued to all residents on completion of the submission.

### **GENERAL DATA PROTECTION**

Data protection principles

We will comply with data protection law and principles, which means that your data will be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- So far as possible, accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

### **THE COMPLAINTS SYSTEM**

The PAP operates a complaints process separate to the MOR system. It has been designed to enable residents and other building users to raise complaints about those responsible for managing building safety risks. If you have raised a building safety concern and you are unhappy with your response you can use the complaints system to escalate your concern.

Appendix A

**BUILDING SAFETY OCCURRENCE NOTIFICATION FORM**

Please populate the below information and email this to [london.ccc@rmg.london](mailto:london.ccc@rmg.london)

If you require this form in large print or an alternative language, please email

[customerexperience@rmguk.com](mailto:customerexperience@rmguk.com)

**Your Information**

**Your Name:**

**Property Address:**  
*(inc Postcode)*

**Contact Number:**

**Email Address:**

**Safety Occurrence Information**

**Date/Time you identified the safety occurrence:**

**Location of the safety occurrence:**  
*e.g. external façade, main staircase etc.*

**Please describe the safety occurrence:**  
*(please detail if this is an incident or a potential risk that could lead to an incident if you have any photos please attach these to the email).*