

# **Estates & Management Ltd**

Registered Office: Berkeley House, 304 Regents Park Road, London N3 2JX  
Registration Number: 03244100



## **Whitelake Properties Investment Limited (WPI) - Principal Accountable Person (PAP) and Landlord**

### **Higher Risk Buildings (HRB) Complaints Policy**

### **Building Safety Act 2022**



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## Introduction

Estates & Management Limited (E&M) is appointed as asset manager for Whitelake Properties Investment Limited, the landlord of the Building and the PAP.

The Building Safety Act 2022 (BSA) established a range of duties relating to the occupation and management of Higher Risk Buildings (referred to as HRBs).

HRBs are residential buildings which are at least 18 metres or 7 storeys in height.

The BSA duties are owed by Accountable Persons (APs) and the Principal Accountable Person (PAP). These duties include an obligation to manage the fire and structural safety risks posed by HRBs. For the avoidance of doubt, situations can arise where there can be more than one AP for a building. However, the BSA requires a PAP to take the lead on safety matters so that there is a single identifiable entity responsible for ensuring building safety risks are managed, and, if practicable removed or mitigated. The person with this ultimate responsibility is the PAP.

Whitelake Properties Investment Limited is the PAP for the building.

The BSA requires the PAP for a HRB to establish and operate a system for the investigation of relevant complaints.

Relevant complaints are those which relate to a building safety risk (broadly the spread of fire or structural failure) or the performance of an AP with respect to the carrying out of their duties under the BSA.

## How To Complain

Please contact us using the details below. If you need information in a different language or format please let us know.

Email: [bsacomplaints@e-m.uk.com](mailto:bsacomplaints@e-m.uk.com)  
Letter: Correspondence Address:

Whitelake Properties Investment Limited  
C/O Estates & Management Limited  
Berkeley House  
304 Regents Park Road  
London  
N3 2JX

Phone: 020 8371 2800

All complaints will be acknowledged as soon as reasonably practicable and within 10 working days of receipt where possible.

## How Your Complaint Will Be Dealt With

There are three stages in the PAP's Building Safety Act Complaints Procedure.

### Stage 1: Resolve

Whitelake Properties Investment Limited aims to resolve your complaint at the earliest opportunity and will make appropriate enquiries into the issues raised in the complaint, provide a clear

reasoned explanation in response to the matters raised in writing and, where necessary, detail actions that have been carried out or are planned, together with anticipated timeframes for when these will be completed.

We will aim to provide a response to your complaint within 20 working days. In some cases, depending on the nature of the complaint, we may need to contact third parties in order to obtain their comments or input in order to fully respond to you. As a result, it may take longer to give you a full response. However, in such cases we will acknowledge your complaint and let you know when we expect to be able to respond.

Complaints will be prioritised taking a risk-based approach. All complaints will be dealt with in an impartial and fair manner.

Any question as to whether a complaint is a relevant complaint is determined in accordance with this Complaints Policy. If a complaint is not accepted by the PAP as a relevant complaint, you will be given the reasons for that decision. A relevant complaint may be rejected for consideration under this Complaints Policy if it consists of a complaint which has already been determined or which is under consideration following a complaint by the same complainant. If necessary, the complaint may be referred to the Building Safety Regulator for final determination.

## **Stage 2: Review**

If you are not satisfied with the response provided to your complaint you are entitled to request a review of the response. The PAP will review your complaint and aim to provide its final viewpoint within 10 working days. In some cases, depending on the nature of the complaint, we may have to contact third parties in order to obtain their comments or input in order to fully respond to you. As a result, it may take longer to give you a full response. However, in such cases we will acknowledge your complaint and let you know when we expect to be able to respond.

## **Stage 3: Referral to the Building Safety Regulator**

If you are not satisfied with the final response to your complaint, have unresolved issues or have not got a response, you can contact the Building Safety Regulator, using the below details.

The Building Safety Regulator

Telephone: 0300 790 6787

Link: [www.gov.uk/guidance/contact-the-building-safety-regulator](https://www.gov.uk/guidance/contact-the-building-safety-regulator)

## **Other information**

Any personal data will be processed in accordance with E&M's Privacy Notice which can be found here: [e-m.uk.com/privacy-notice](https://e-m.uk.com/privacy-notice).

If you need information in a different language or format please contact us.