

Mandatory Occurance Reporting Policy



Purpose

The purpose of this policy is to make sure everyone knows how to report safety issues that impact or have the potential to impact structural failure of the building or the spread of fire. This helps keep everyone safe by ensuring problems are quickly reported, recorded, and fixed.

Who should follow this policy?

Everyone in the building needs to follow this policy, including all neighbours, building staff, visitors, contractors, designers and others working on a project, before they begin any work.

What needs to be reported?

- Large cracks or damage to walls, beams, or floors
- Foundation problems
- Any fire, even if put out without help
- Smoke alarms going off
- Blocked fire exits or escape routes
- Electrical issues like short circuits or exposed wiring
- Dangerous gas
- Serious water damage
- Unauthorised entry, theft, or vandalism
- Lift problems
- Fire sprinkler issues
- Fire doors not closing properly
- Alarm system problems
- Issues with emergency communication systems.

How to report a problem

Reports can be made by scanning the QR code below.



www.birchgrove.life

Hollybank Road Woking GU22 0AR

Birchgrove Services LLP is a limited liability partnership registered in England no.OC413933 at the address above.

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Reports can also be made online at <https://forms.office.com/e/RJE1wb498c> or by requesting a paper form from Birchgrove staff. If you need help filling out the form or need it in a different format, just ask. You can also email us photos or videos if that helps to explain the problem AyrtonHouse@birchgrove.life.

After filling out the form, you can submit it online, hand it to Birchgrove staff, or post the form to Birchgrove, Woodbank Apartments, Holly Bank Road, Woking GU22 0AR. If you are unable to complete the form yourself, you can ask someone else to make the report on your behalf.

Complaints received through the complaints system will also be reviewed to ensure that relevant concerns received this way are also investigated.

Reviewing reports

All reports will be reviewed by the General Manager or their deputies within 24 hours of receipt. The Area Manager in coordination with the General Manager or their deputies will determine whether the concern has already been investigated and actioned. Where new actions are required the Area Manager will conduct a risk assessment to determine the severity of the concerns and necessary actions.

Taking action

The General Manager or their deputies will check if the issue has been dealt with already. If not, they will assess the problem and decide what actions are needed.

- Immediate Threats: Addressed within 24 hours.
- Moderate Risks: Addressed within 72 hours.
- Low Risks: Addressed within 7 days.

You can ask for updates at any time by contacting the Birchgrove General Manager. Updates will be given within 48 hours (Mon – Fri).

Keeping your information safe

All information will be stored securely and handled according to privacy laws. Your data will only be kept as long as necessary.

Getting neighbours involved

Neighbours can help update this policy. We will consult with you as outlined in the Resident Engagement Strategy (RES).

Reporting to the Building Safety Regulator (BSR)

The Area Manager will report relevant incidents to the Building Safety Regulator.

Sharing This Policy

This policy will be shared in communal areas, the apartment user guide, and on the Birchgrove website. For questions or more information, please contact the General Manager.

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