

Mandatory Occurrence Reporting (MOR) System for High Rise Residential Buildings* (Resident Version)

**MOR only applies to the below buildings as they are over 18m or have 7 or more storeys.*

Andrews House, Lower Sandford Street, Lichfield, WS13 6QY (HRB Regd. HRB12908J2L4)

Crocodile Court (Block Y), 209 Alma Road, Birmingham, B19 2AG (BSR Reg'd. HRB12881N5H4)

Midland Court 39 Cox Street, Birmingham, West Midlands, B3 1RW (BSR Reg'd. HRB10837F0L1)

Midland House 52-54, Charles Street, Leicester, LE1 1FN (BSR Reg'd. HRB01542D5H9)

Princes Chambers 6 Corporation Street, Birmingham, B2 4RN (BSR Reg'd. HRB10972C9Z4)

Introduction

To ensure we can keep you safe in your home its important you have the means to report safety occurrences to us so we can put in place the appropriate mitigation measures to ensure your safety. We also have a responsibility to report these safety occurrences to the building safety regulator so the sooner we are made aware of them we can do this.

What is a safety occurrence.

A safety occurrence is a structural failure and/or a failing that could allow the spread of fire or smoke in your building, and if left unattended could cause harm to a significant number of people.

Examples of a safety occurrence:

- Fire detection and alarm system is missing, not working, or lacking in several areas of the building, that in the event of a fire several residents would be at risk.
- Multiple fire compartmentation issues throughout a building that in event of a fire would cause the fire and smoke to spread and impact several residents, putting them at risk.
- Defect to any lightening protection system present.
- Multiple fire doors have deficiencies.
- Escape routes are compromised i.e. final exit door locked.
- Structural issues that could cause the building to collapse.
- Use of non-compliant products or incompatible compliant products in the construction of the building (i.e. aerated concrete).
- Miscalculation of load points in a building at construction phase.

How to report a safety occurrence and how we will respond?

You can report a safety occurrence to us via:

- 1. QR code displayed on the Notice Board.



- 2. Telephoning our customer hub on **0345 60 20 540**.
- 3. Visiting our dedicated reporting page on our website at:
www.midlandheart.org.uk/my-home/keeping-my-home-safe/fire-safety/
- 4. Via email: HealthandSafety@midlandheart.org.uk or
fra.management@midlandheart.org.uk
- 5. In person at: **Midland Heart, 20 Bath Row, Birmingham, B15 1LZ.**
- 6. Via a letter marked **URGENT** to the **Building Safety Team, 20 Bath Row, Birmingham, B15 1LZ.**

What will we do with your report?

On receipt of your report this will be passed to the team to log a safety occurrence in our system. Generating a case reference number, which will be provided to you within 24 hours.

We will then:

1. Identify any immediate risks and put in place any mitigations to reduce this risk to you.
2. A team will review your case to determine if it meets the safety occurrence criteria.
3. If deemed the definition of a Mandatory Occurrence this will be logged additionally with the building safety regulator. (MOR)
4. Monitoring the risks reported and ensure the risk is managed or eliminated in a timely manner.

How will we share this information with you?

We will share this information with all tenants, other accountable persons, other building users and our contractors working in your building. We will do this by:

1. Sharing this document in a range of different languages.
2. Via tenant engagement meetings.
3. This document will be posted to all tenants and sent to other accountable persons, contractors, and other building users where we know them.
4. Publishing our findings and actions carried out on our dedicated Building Safety web page.
5. In person at our contractor management meetings.

Data Protection

We will always respect and protect the privacy of the information that we hold about you, including any personal data that is subject to the General Data Protection Regulation (GDPR) and the UK Data Protection Act. Please see our Privacy Notice for further information <https://www.midlandheart.org.uk/privacy-notice/>