



# Mandatory Occurrence Reporting Policy

<b>Regulation and Legislation</b>	<p>In line with section 87 of the Building Safety Act 2022, Orbit as the Accountable Person for High Rise Buildings is required to publish a Mandatory Occurrence Reporting Policy. Further details of the requirements of the policy can be found in the Higher-Risk Buildings (Management of Safety Risks etc) Regulations 2023.</p> <p>Building Safety links to the Regulator of Social Housing, The Safety and Quality Standard.</p> <ul style="list-style-type: none"><li>• <i>Regulatory Reform (Fire Safety) Order 2005.</i></li><li>• Building Regulations</li><li>• Building Safety Act 2022</li><li>• Fire Safety Act 2021</li><li>• Fire Safety (England) Regulations 2022</li><li>• Health and Safety at Work Act 1974</li><li>• Landlord and Tenant Act 1985</li><li>• Defective Premises Act 1972</li></ul>
<b>Supporting documents</b>	<p>This policy links to the Building Safety Resident Engagement Strategy and sits under the Property Safety Policy.</p>
<b>Scope</b>	<p>The purpose of this policy is to explain the requirements for a Mandatory Occurrence Reporting (MOR) system. This system will be overseen by the Building Safety Team as it is a requirement under the Building Safety Act 2022.</p>
<p>Reference to “Orbit” means Orbit Group which consists of Orbit Group Limited, Orbit Housing Association Limited, Orbit Homes (2020) Limited, Orbit Treasury Limited and Orbit Capital Plc.</p>	

## 1. Introduction

- 1.1 The Building Safety Act 2022 is in place to improve the management of safety in buildings during its entire life cycle. The act is primarily focused on reducing the likelihood of the spread of fire and structural failure, endeavoring to ensure that the tragic Grenfell Tower disaster of 2017 is never repeated. The Orbit 2025 Strategy states that we will demonstrate a safety-first culture, maintaining high standards of health and safety.

In order to achieve this, Orbit strives to be at the forefront of delivering the Building Safety regime including all the requirements of the Building Safety Act and it's supporting regulations.

- 1.2 The purpose of the Mandatory Occurrence Reporting (MOR) Policy is to set out reporting obligations for Orbit.
- 1.3 We aim to act promptly if an incident does occur in our high-rise buildings to reduce the impact on the safety of anyone in or around the building.

## **2. Policy Statement**

- 2.1 A mandatory occurrence is an incident in a high-rise building that has caused, or if not remediated, is likely to cause:
- The death of a significant number of people due to the spread of fire or structural failure
  - Serious injury to a significant number of people due to the spread of fire or structural failure
- 2.2 A system will be in place which prompts reporting by:
- All residents
  - The Principal Accountable Person (Orbit)
  - Others who use the building
- 2.3 Orbit must share information about how the MOR system works with:
- All residents
  - Other accountable persons
  - Other users of the building
  - The Building Safety Regulator, when requested as part of applying for a Building Assessment Certificate
- 2.4 To share the information about how the MOR system works, Orbit will publish this policy which tells people:
- What they need to report
  - How to make a report
  - How and when the report will be dealt with
  - How they can request an update about a report they have made
  - How Orbit will collect and store information in line with GDPR
- 2.5 What should be reported?**
- 2.5.1 If a significant risk that may result in large scale spread of fire or structural failure in a high-rise building is identified by any resident, any users of a building or an Orbit employee, they must report it using the MOR system.
- 2.5.2 Examples of significant risks related to spread of fire or structural failure can be but are not limited to:
- Movement and crumbling to the load bearing structure of a building

- Identification of wide-spread breaches of fire stopping measures/compartimentation
- Complete and prolonged failure of critical fire safety measures fire detection systems, automatic opening vents, smoke extraction or fire doors
- Unexpected failure or the degradation of construction materials
- Defective building work

2.5.3 If a fire or structural incident has occurred that has resulted in a significant number of injuries or fatalities in a high rise building any resident, any user of the building or an Orbit employee must report it using the MOR system.

## 2.6 How to make a report?

A report of an occurrence can be made through our Customer Support Hub. During the process all reports should be made through this route regardless of the person reporting, to ensure the correct system is followed and the right details are taken. A customer or someone who is not an Orbit colleague may initially:

- E-mail us on [info@orbit.org.uk](mailto:info@orbit.org.uk)
- Via post at Orbit Group, PO Box 6406, Coventry, CV3 9NB
- Via contact form on the customer website at <https://www.orbitcustomerhub.org.uk/contact-us/email/>
- Via live chat on the customer website at <https://www.orbitcustomerhub.org.uk/>
- Via our social media channels at <https://www.facebook.com/OrbitHelp/> and <https://twitter.com/orbithelp>

## 2.7 How and when the report will be dealt with?

The report will be passed internally within Orbit to the Building Safety team who will contact the person making the report within three working days. The details will then be assessed, and any actions required will be taken. A report will then be made to the Building Safety Regulator if appropriate. The MOR system process is documented in Appendix A of this policy. A MOR must be submitted within 10 days of the incident occurring or the risk being identified.

## 2.8 How can the person reporting the occurrence request an update?

A request for an update can be requested through the Customer Support Hub and will be provided by the Building Safety team within four working days.

## 2.9 How will Orbit collect and store data in line with GDPR?

Please see section three of this policy.

## 2.10 How will Orbit communicate the Policy?

This policy will be available via our customer website at [www.orbitcustomerhub.org.uk](http://www.orbitcustomerhub.org.uk) and key safety occurrence messages will be communicated via electronic notice boards in our high-rise buildings. Hard copies can be requested by contacting the Customer Support Hub or speaking directly to a Orbit representative.

- Call our customer support hub on 0800 678 1221
- E-mail us on [info@orbit.org.uk](mailto:info@orbit.org.uk)
- Complete the contact form on the customer website at <https://www.orbitcustomerhub.org.uk/contact-us/email/>
- Write to us via post at Orbit Group, PO Box 6406, Coventry, CV3 9NB
- Use the live chat function on the customer website at <https://www.orbitcustomerhub.org.uk/>
- Talk to an orbit representative when we're in your community or visit one of our Better Days Hubs.

More information about how we communicate building safety information can be found in our Building Safety Resident Engagement Strategy which has been sent to all high-rise building customers. Any queries about the policy can be raised to an Orbit representative or the Orbit Building Safety Team.

### 3. Data retention

- 3.1 In accordance with Section 90 (Provision of Information etc on change in Accountable Person) of the Building Safety Act 2022 and Regulation 13 of the Higher Risk Buildings (Keeping and Provision of Information etc) (England) Regulations 2024, prescribed information that should be provided by any outgoing Accountable Person is the golden thread of building information.

The golden thread of building information includes, under Section 12 of schedule 1 of the Higher Risk Buildings (Keeping and Provision of Information etc) (England) Regulations 2024, mandatory reporting requirements. Therefore, any information relating to mandatory reporting should be maintained by Orbit if they are the Principal Accountable Person (PAP), until they no longer continue to be the PAP of a building.

- 3.2 Data may also need to be retained to allow for supporting any claim process that may occur.

### 4. Roles and Responsibilities

#### 4.1 Who has responsibility for delivery and monitoring of the policy

Role	Responsibility
Strategic Building Safety Lead	<ul style="list-style-type: none"> <li>• Review this policy when required</li> <li>• Make amendments to this policy when required</li> <li>• Be the point of contact for the Building Safety Regulator</li> </ul>
Internal Communications	<ul style="list-style-type: none"> <li>• Support the communication of the policy to colleagues</li> </ul>
Customer Communications	<ul style="list-style-type: none"> <li>• Ensure the policy is communicated to the relevant customers</li> <li>• Ensure customers have access to the policy in a format that meets their needs</li> </ul>
Policy Team	<ul style="list-style-type: none"> <li>• Highlight when policy is due for review</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure the policy is transferred in to the most up to date template when standard templates are amended</li> </ul>
Building Safety Team	<ul style="list-style-type: none"> <li>• Assess mandatory occurrence reports and decide if they need to be reported to the Building Safety Regulator</li> <li>• Log relevant reports with the Building Safety Regulator</li> <li>• Inform those reporting mandatory occurrences whether their report has been passed to the Building Safety Regulator and the reasons for why</li> </ul>
Health and Safety Team	<ul style="list-style-type: none"> <li>• Audit the MOR system</li> <li>• Audit the records of MOR on the Safety, Health and Environment system (SHE)</li> <li>• Trend analysis</li> <li>• Continuous improvement reviews</li> </ul>
All Orbit colleagues	<ul style="list-style-type: none"> <li>• Read the MOR policy</li> <li>• Report mandatory occurrences when identified through the Customer HUB</li> </ul>
Orbit colleagues managing third parties working in and around HRB's (contractors, suppliers etc)	<ul style="list-style-type: none"> <li>• Provide the policy to the third party</li> <li>• Establish and record the MOR system the third party have in place</li> </ul>
All Orbit contractors working in and around HRB's	<ul style="list-style-type: none"> <li>• Be aware of the MOR system</li> <li>• Report MOR's when they are identified</li> </ul>
Orbit Customers in HRB's	<ul style="list-style-type: none"> <li>• Be aware of the MOR system</li> <li>• Report MOR's when they are identified</li> </ul>

## 5. Performance Controls and Business Risk

- 5.1 Compliance with this policy will be monitored by the Building Safety Team as part of their reporting processes through the Building Safety Steering Group.
- 5.2 Performance in the delivery of the service will be assessed by the Group Health and Safety Team.
- 5.3 Performance will be shared through Property Operations SMT monthly and BSSG as required where risks are identified.
- 5.4 Orbit will carry out a fundamental review of this policy every three years subject to legal, regulatory changes or in accordance with the agreed Policy Review programme.

## 6. Essential information

- 6.1 All Orbit policies and procedures are developed in line with our approach to the following, data protection statement, equality diversity and inclusion (EDI) approach, complaints policy and our regulatory and legal obligations to ensure we deliver services in a lawful manner and treat people equally and fairly. Orbit's privacy policy can be accessed on our website [www.orbitcustomerhub.org.uk/publications/policies/](http://www.orbitcustomerhub.org.uk/publications/policies/)

<b>EA</b>	Equality Analysis is being completed and this section will be updated on publication
<b>DPIA</b>	DIPA has been done for Evotix (SHE) where all MOR's will be recorded
<b>Consultation</b>	<b>Internal:</b> Property Safety Teams
	<b>External:</b> Customer engagement activities
<b>Applies to</b>	All company

## Document control

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