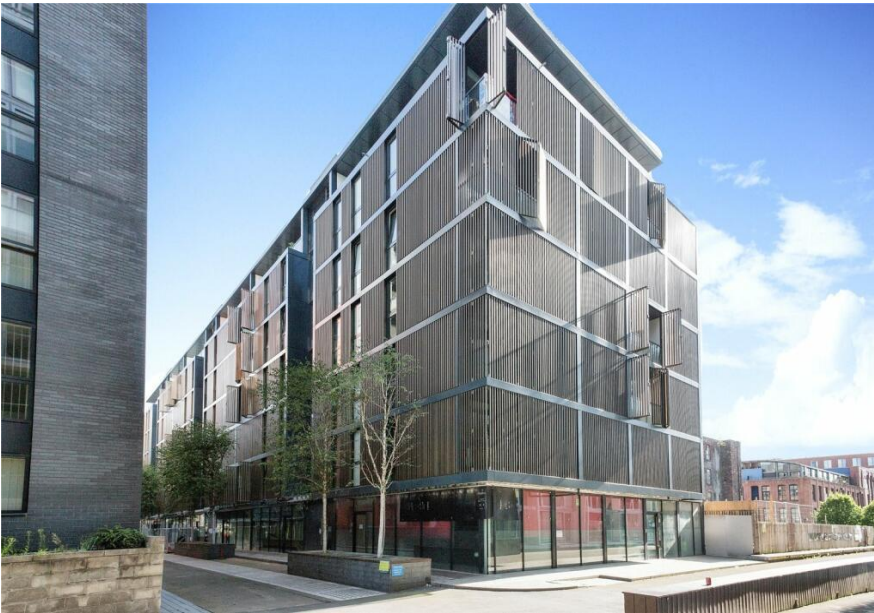


**REALTY**

# Resident Engagement Strategy



**Building: Apartments 101- 610, 3, 9 & 15 Burton Place**

Principal Accountable Person: Burton Place (Manchester) Management Limited

## Version Control

Date: 29/01/26

Version: Final

Revision Date following resident consultation:

Review Date:

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## 1.0 INTRODUCTION

### Why?

As Principal Accountable Persons under the Building Safety Act 2022 (The Act), one of our main responsibilities is creating and maintaining a safe living environment for all residents. The key to achieving this lies in effective engagement with residents and stakeholders.

It is important to note that residents have certain rights and obligations which includes the need to cooperate with us.

The term “Building safety risk” refers to a risk to the safety of people in or about the building arising from any of the following occurring:

- (a) the spread of fire; and
- (b) structural failure.

Other issues for example such as lifts, asbestos, anti-social behaviour, building security etc. are not included.

### Stakeholders

Principal Accountable Person
<b>Burton Place (Manchester) Management Limited</b>
<b>Responsible For - All floors</b>
Responsible for: <ul style="list-style-type: none"><li>• the routes that residents can walk through, like corridors, staircases and fire doors.</li><li>• maintaining plant and equipment - this includes lifts, firefighting equipment and any other machinery in the building.</li><li>• facilities that residents share, like laundry rooms or bin rooms</li></ul>

### Review Frequency

As **Principal Accountable Person** we will review this Residents’ Engagement Strategy on an **ANNUAL** basis. However, we will also review it in the following circumstances:

1. A ‘Mandatory Occurrence Report’ has been submitted to the Regulator following a significant safety incident or near miss.
2. After significant material alterations have been made to the building such as refurbishment or remedial works.
3. Where the Regulator upholds a complaint concerning the content of the residents’ engagement strategy.

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## Documents

This Resident Engagement Strategy includes details of the information and documents that as residents, you will be provided with. These include summaries of:

- Information relating to the prevention and mitigation of building safety risks – such as a summary of the safety case report, risk assessments etc.
- Information about the various duty holders, the regulator and other persons.
- Information and documents relating to the rights of residents and owners.

Additionally, you may request copies of the up-to-date Fire Risk Assessment, Safety Case Report, the evidence supporting the Safety Case Report and any revisions to this Residents Engagement Strategy.

## Purpose and Approach

We, along with the residents of Burton Place Apartments have collaboratively developed this Resident Engagement Strategy for Apartments 101-610 3, 9 & 15 Burton Place.

Our goal is to make sure that 'engagement' is not limited to specific times but is a continuous process leading to meaningful resident involvement and active participation. Our primary focus is to work together to ensure the safety of all residents in the building.

We have created a bespoke Resident Engagement Strategy for Burton Place Apartments that aligns with this approach. The purpose of this Resident Engagement Strategy for this building is to:



Ensure residents feel empowered to play an effective role in ensuring their building is, and continues to be, safe.



Clarify responsibilities for us and our residents to ensure the safety of their homes.



Promote resident involvement and participation in building safety matters and overcome any engagement barriers.



Provide an explanation of your rights as a resident.



Identify the building safety information residents need and would like to receive and determine the way in which residents prefer to receive such information.



Provide contact information for all 'Accountable Persons' in your building and a brief description of their areas of responsibility.

## Objectives

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Our objectives are geared towards the prevention of the spread of fire and structural collapse and any time we communicate with the residents we aim to:



**Inform** – providing residents with information that they need to know about their building and any works planned.



**Reassure** – providing reminders and reassurances of the safety measures in place should there be an emergency.



**Educate** – helping our residents understand more about safety in their building, the reasons why work is happening or why something is not permitted.



**Engage** – be raising awareness of the responsibilities of residents and their neighbours to keep everyone living in the building safe.

It's crucial for our residents to have a clear understanding of what they should do in case of a fire or emergency in their building or home, or if they need to be evacuated for any other reason.

This strategy will clarify the current process and reasoning behind the measures we have in place, as well as advising what we will be doing to improve the process.

## 2.0 Residents Rights & Responsibilities and Landlord Responsibilities

### 2.1 Residents Rights:

As a community, it is important that Building Safety is something that we must work on together. As Principal Accountable Person (PAP), we are responsible for undertaking different types of building safety inspections and assessments. Additionally, residents must take ownership of ensuring their homes and building remain safe to live in.

- Residents have the right to be informed about the safety of the building.
- Residents have the right to be consulted on matters relating to building safety, where such matters are not of an urgent nature.
- Residents have the right to request certain information and documents about their building's safety in an accessible and understandable format as far as is reasonably practicable. *(See section 4.5)*
- If residents feel their concerns and/or complaints regarding building safety are being ignored, they have the right to raise them directly with the Building Safety Regulator.

### 2.2 Residents' Responsibilities:

Everyone in the building can have a positive impact on the safety of their and their neighbours' households, and it is everyone's responsibility to do what they can to keep the building and its occupants safe.

- Residents must report any concerns they have about the safety of their homes or their building.
- Where requested residents must provide Burton Place (Manchester) Management Limited with what is called "prescribed information."
- Residents must allow Burton Place (Manchester) Management Limited or its representatives access to their homes to carry out safety checks, surveys, and remedial works in line with the agreed timeframes.
- Residents must not act in a way that could create a building safety risk from materialising.
- Residents must not interfere with safety equipment within their home or building (damage it, remove it or do anything to it that will interfere with its intended function). Safety equipment can include fire alarms, smoke and heat detectors, fire doors, self-closing door devices, communal fire doors and ventilation systems.

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- Residents must not undertake any DIY or make alterations to their property that may alter

original fixtures or fittings without requesting a 'licence to alter.' If any doubt, please contact your estates team.

## 2.3 Principal Accountable Person's Responsibilities:

Our responsibilities include, but are not limited to:

- Applying for Building Assessment Certificate for Burton Place Apartments.
- Assessing building safety risks at Burton Place Apartments and ensuring Burton Place Apartments is safe to occupy at all times.
- Taking all reasonable steps to prevent the occurrence of a major incident at Burton Place Apartments.
- Producing a Safety Case and Safety Case Report for Burton Place Apartments.
- Dealing with all building safety enquiries and where relevant escalating them via the Mandatory Occurrence Reporting procedure.
- Dealing with all building safety complaints within specified time frames.
- Making available certain information about building safety.

## 3.0 Burton Place Apartments Demographics

Burton Place Apartments consists of 3 buildings connected by an underground car park but with a central stairwell in each. In total, there are 98 apartments.

A Resident Demographic Survey was completed with the residents in December 2025.

We conducted the survey to collect information about individual households, including their demographics, communication preferences, engagement barriers and vulnerabilities that may require additional assistance.

We extended the initial deadline for responses and sent residents prompts to try and increase engagement. We will take the information gathered to try and improve engagement and accumulate a wider range of responses in the future.

The Resident Demographic Survey questions were designed to understand how safe our residents feel, what communication format they prefer, and how often they want to receive it.

We used various methods to distribute the survey to residents to ensure maximum participation:

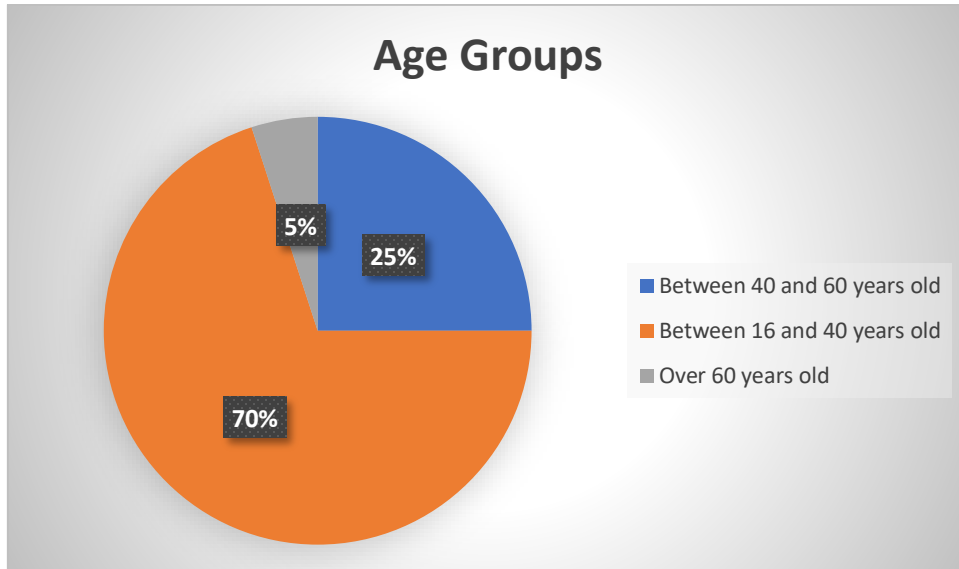
- Email

The survey returned information from 20 residents, and the resulting findings are presented below.

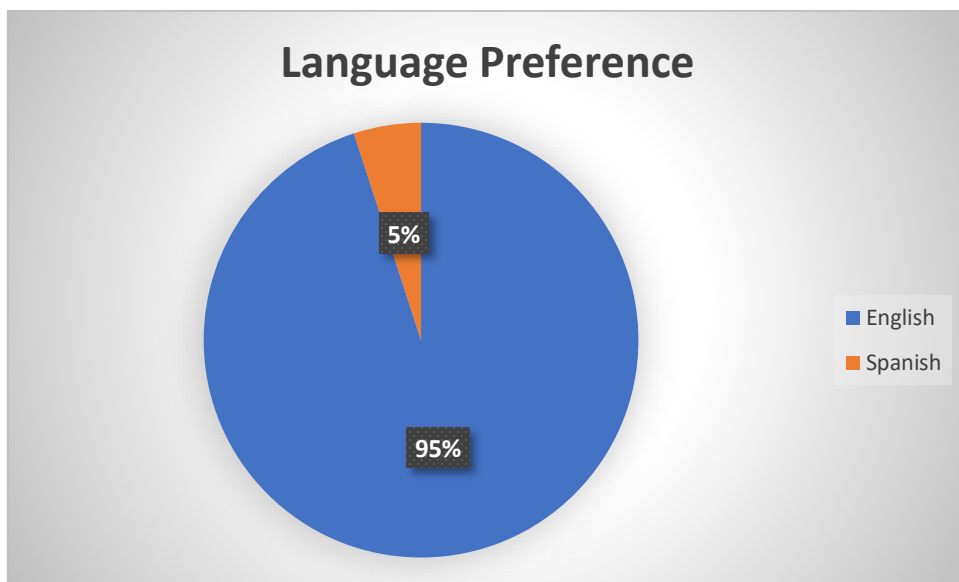
*All the information collected through the survey will be stored in compliance with our GDPR policy.*

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## 3.1 Resident Demographics

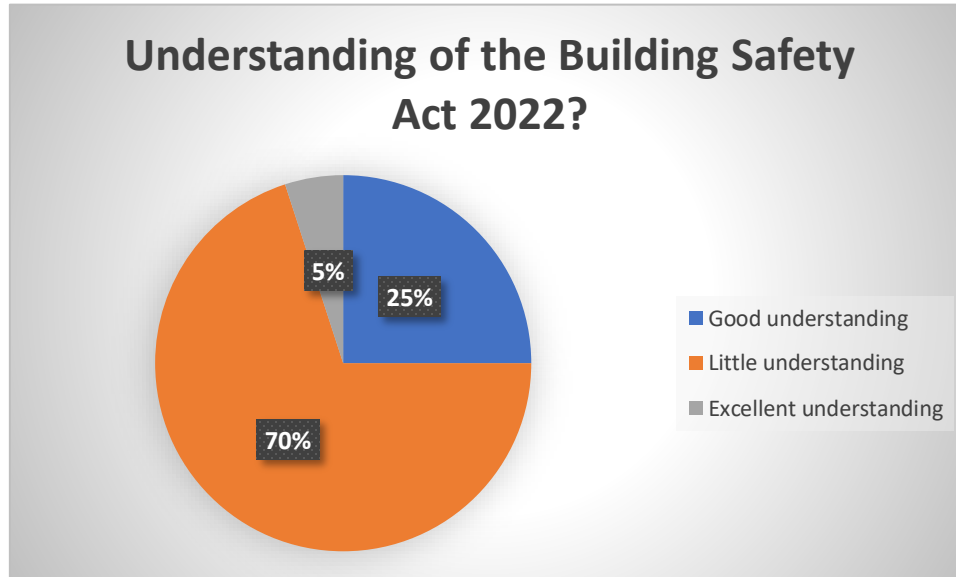


70% of respondents are between 16 and 40 years old. It is good to know what age groups we have as residents to enable us to understand their needs better and how to adapt to them.



95% respondents have indicated English as their preferred language and have stated they can speak, read, write and fully understand long texts and complex terms/words in English. The remaining respondents have stated that they can speak read and write and understand short texts and simple sentences in English. These responses have enabled us to benchmark the most used language so we can deliver information and consult with the residents effectively and make decisions on whether we have to use translation services. All written responses and communications are currently in English, however, we are happy to consider adjustments for speakers of other languages upon request.

## 3.2 What is the Building Safety Act 2022?



70% of respondents have little understanding of the Building Safety Act 2022.

This Act makes ground-breaking reforms to give residents and homeowners more rights, powers, and protections – so homes across the country are safer.

It delivers far-reaching protections for qualifying leaseholders from the costs associated with remediating historical building safety defects, and an ambitious toolkit of measures that will allow those responsible for building safety defects to be held to account.

It overhauls existing regulations, creating lasting change and makes clear how residential buildings should be constructed, maintained and made safe.

The Act creates three new bodies to provide effective oversight of the new regime: the Building Safety Regulator, the National Regulator of Construction Products and the New Homes Ombudsman.

Together these changes mean owners will manage their buildings better, and the home-building industry has the clear, proportionate framework it needs to deliver more, and better, high-quality homes.

Many of the detailed provisions in the Act will be implemented over the next two years through a programme of secondary legislation.

Residents in high-rise buildings will have more say in how their building is kept safe and will be able to raise building safety concerns directly to the owners and managers of their buildings known as accountable persons and responsible for repairing the common parts of a higher-risk building, as defined in section 72 of the Act. The accountable person(s) will have a duty to listen to them.

If residents feel their concerns are being ignored, they can raise them with the Building Safety Regulator.

All homeowners will also have more than twice the amount of time, from 6 to 15 years, to claim compensation for sub-standard construction work.

## 4.0 The Resident Engagement Strategy for Burton Place Apartments

There are seven main elements to this strategy:

1. How we have promoted information and empowered residents, encouraging participation in ‘building management safety decisions.’
2. How we are taking in to account the views and concerns of the relevant persons including the residents regarding building safety.
3. What aspects of building safety decisions residents will be consulted on, what consultation methods will be used and the time frame for these consultations.
4. How we will record and measure the successes of the engagement methods used, including resident feedback.
5. The system in place for residents and other relevant persons to request additional safety information.
6. Our complaints system(s) and how residents can make a complaint regarding any building safety concerns they may have.
7. How residents can raise safety concerns and observations and our Mandatory Occurrence Reporting system.

### 4.1 Promoting Information and Empowering Residents

At Burton Place Apartments, we currently use a range of communication methods to inform and educate our residents about building safety. We encourage their participation and engagement in building safety decision-making.

Our goal is to cater to the diverse needs of our residents as much as possible. We strive to make adequate provision for residents with physical or visual impairments, hidden disabilities, or non-English speaking residents. However, we might not be able to cater to everyone’s needs.

Our aim is to ensure that the residents of Burton Place Apartments are empowered to play an effective role in making sure that their building is, and remains, safe.

The following outlines how we have promoted information and empowered residents:

- Resident Demographic Surveys have been completed, with 20% of households at Burton Place Apartments providing us with information as to their needs and preferences regarding engagement.
- Under regulation, we have obtained information from residents who have advised us that they require additional support, and we will complete a PCFRA form to identify how we can support them.
- Where possible, residents were sent emails with a link for the RDS.
- Where possible, residents were sent the RDS by post.

The core safety information that is provided to all residents includes:

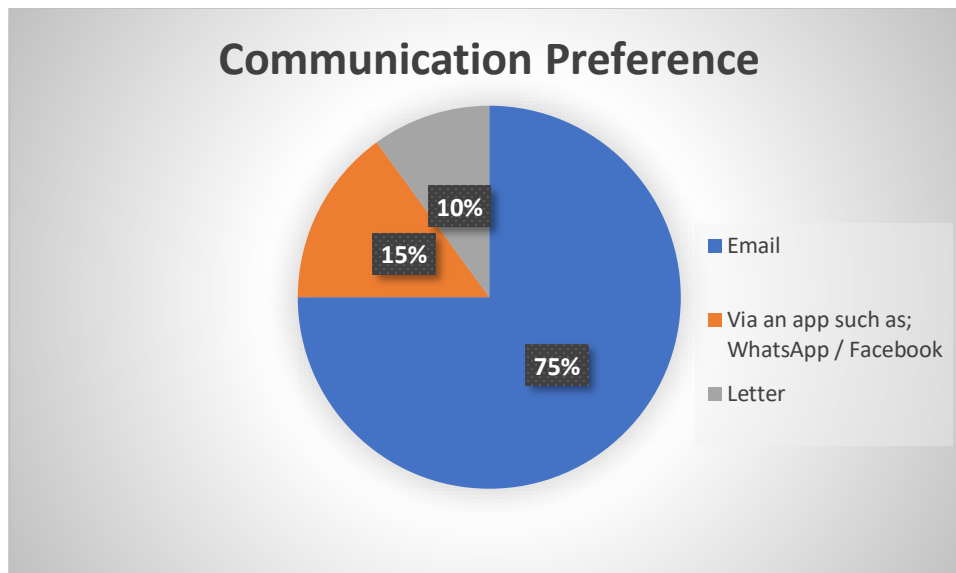
- A summary of the most up-to-date fire and structural risk assessments where available.
- A summary of the Safety Case Report including a description of the building safety risks, what steps are taken or planned to be taken to manage these risks, and an evaluation of how effectively the building safety risk is being planned or managed.

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- Information about what steps you as residents should take to prevent or reduce building safety risks and how and to whom you may report a building safety risk.
- Information about the location of fire escape routes and other safety-related equipment such as fire detection and alarm systems, emergency lighting, smoke ventilation systems etc.
- Emergency procedures and other guidance on how residents can:
  - Evacuate from the building.
  - Support building safety.
  - What safety equipment is in place to support both the evacuation and building safety generally.
- A summary of the roles and responsibilities of each of the relevant persons including contact details.
- A copy of this Resident Engagement Strategy which includes further details of additional information and documentation you as residents may request.

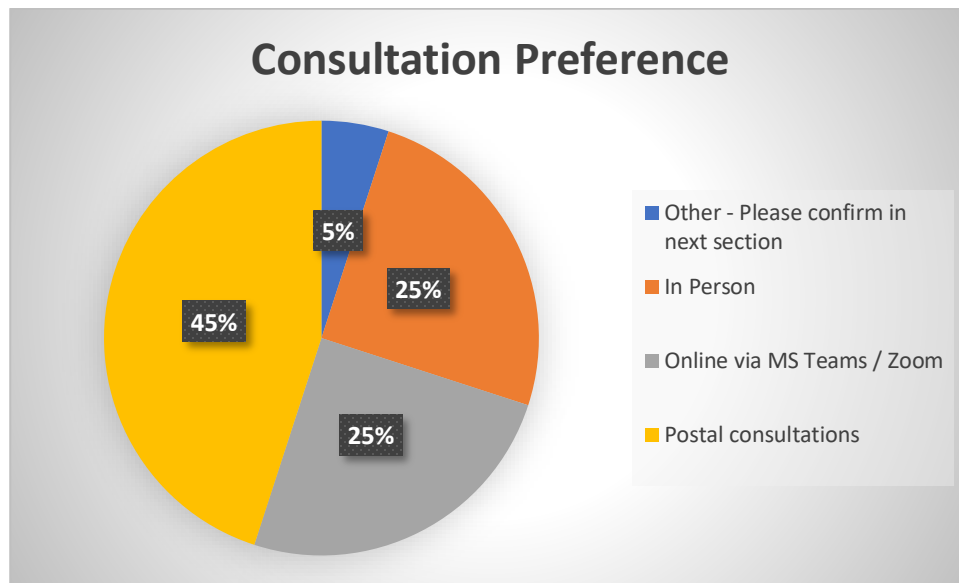
After conducting our Resident Demographic Survey, we have determined that the most effective way to communicate and provide information to residents of Burton Place Apartments is as follows:

## Preferred method of communication for Building Safety Information (%)



75% of respondents at Burton Place Apartments prefer communication via email. Email is currently our main way to communicate with residents, and we will continue to provide all communication via email; however, this is subject to change as the residents of the building's engagement and feedback increase.

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45% of respondents at Burton Place Apartments prefer consultation through post and a further 50% prefer equally split across in-person and online consultation. For all consultations, we will make the information available on our online portal. This will suit the needs of the majority of respondents. All feedback from consultations will be sent out via email and will be available in the building's reception area for residents to access.

Residents are given the following single point of contact details for all building safety matters:

Email: **James.Coote@realtymgt.co.uk**

Having direct feedback from the residents also allows us to further shape our communications to best suit the needs of our residents.

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## Person-centred fire risk assessment (PCFRA)

A person-centred fire risk assessment (PCFRA) focuses on understanding how a person's characteristics, behaviours, and capabilities impact their fire safety risk. It goes beyond a general premises risk assessment by considering factors like cognitive or physical impairments that may hinder a person's ability to react to or escape a fire. The goal is to identify specific needs and tailor fire safety measures to the individual.

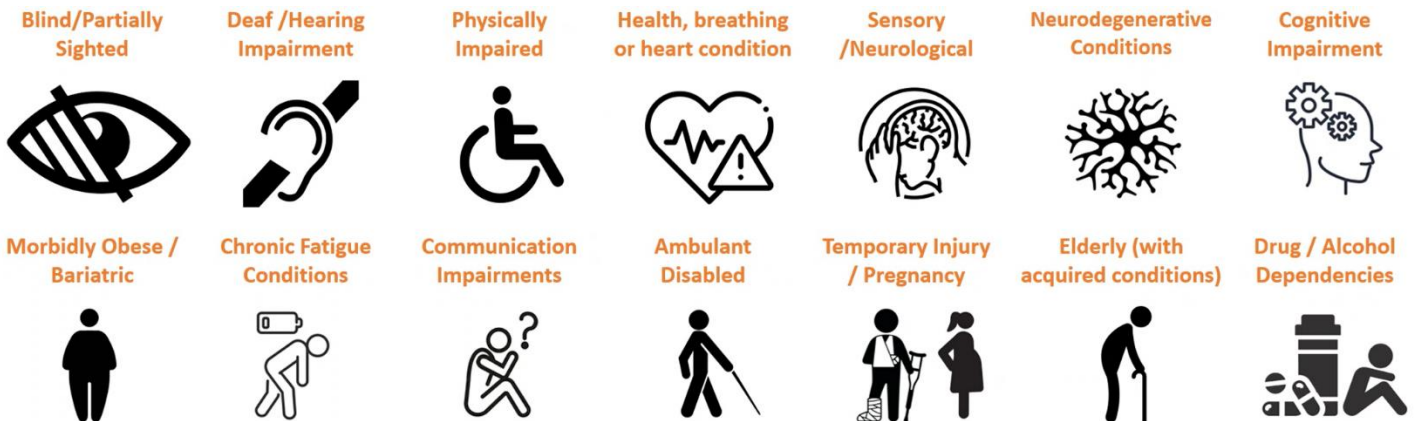
To complete a PCFRA form, residents must contact the property manager on [James.Coote@realtymgt.co.uk](mailto:James.Coote@realtymgt.co.uk)

Following this, the residents flat number, floor number and basic information regarding the degree of assistance that the resident may require to evacuate the building in an emergency as well as whether the resident already has an emergency evacuation statement in place will be shared with the local fire and rescue service once the resident gives explicit consent for the data to be shared.

The local fire and rescue service will confirm how they would like the information stored, either by electronic means or by placing a hard copy in a Secure Information Box.

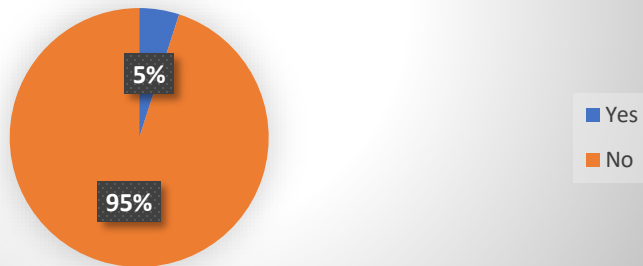
Secure information boxes are easily identifiable repositories for documents intended for use by the fire and rescue service during a fire and are kept safe with either an access code or a key made available to them.

Examples of those who may require a PCFRA are:



Of those surveyed:

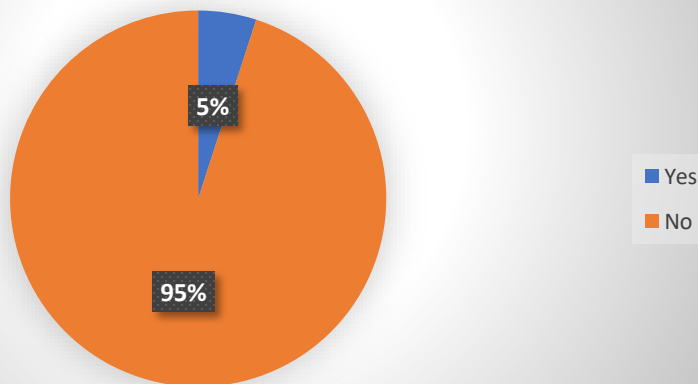
## Does anyone in the household need additional support to evacuate your home and the building in the event of an emergency?



A few residents have indicated that they have restricted mobility and may be unable to use the stairs so will require additional support to evacuate. If we identify any residents requiring this assistance, we will contact them to ascertain the support they require via the use of a PCFRA or, if appropriate, a Person-centred Fire Risk Assessment.

Should the needs of any residents' change, they can contact us confidentially to determine whether a PCFRA is needed.

## Is additional support required to understand emergency instructions?



A few residents have indicated that they require additional support to understand emergency instructions, however, if we identify any additional residents who require additional support we will contact them directly to ensure that the information that we provide will be relevant and in a format that can be understood by the resident and will provide this information in different formats on request, for example, in large print Braille

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We will share building safety information with their relative, an advocate, caregiver or representative if they request us to do so.

We also actively encourage residents to use our notice boards where updated block information is readily available to them and familiarise themselves with any updated health and safety information provided.

If we identify any relevant issues affecting the safety of all residents, we have committed to keep residents updated on a regular basis via email. Resident consultations will be held via the residents preferred method of in person or via the online portal in relation to any interim safety measures necessary, remedial works and further investigations that are required.

## 4.2 Residents' Views and Considerations Regarding Building Safety at Burton Place Apartments

We collect feedback and views from residents in many ways including:

- in person.
- during consultations.
- during resident engagement events.
- as part of our complaints process.
- via our safety observation reporting process.
- via 'Resident Demographic Surveys'.

We will use that feedback to ensure our focus is with our residents and create a virtuous circle of feedback, 'You said, We did' approach. This will see us using feedback to:

- Inform the design and improvement of safety management systems used at Burton Place Apartments.
- Influence building safety decision-making at Burton Place Apartments.
- Ensure our residents are educated, equipped and empowered regarding building safety.
- Better understand the 'lived experience' of our residents and help us improve engagement.

Feedback and any updates made will be published via email.

## 4.3 Building Safety Decisions and Consultations

We will ask our residents for input on building safety matters including, but not limited to:

- The 'Resident Engagement Strategy' for Burton Place Apartments.
- Where a relevant Complaint has been received.
- Where a relevant Mandatory Occurrence Report has been received.
- Minimising the disruption of cyclical maintenance works and appointments at Burton Place Apartments.
- Consulting residents in the scope of work required for remedial works, if they are not of an urgent nature.
- Seeking residents' input on certain aspects of safety refurbishment works, such as colour choice and design.

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Residents of Burton Place Apartments requested that building safety consultations and information relating to building safety consultations be made available in the following format:

- Information to be provided via email.
- Consultations to be carried out via post.
- Responses to consultations be provided via email.

We will inform residents when works resulting from a building safety decision will be carried out, and the purpose of the works. Where works taking place for a period of more than one day arising from a building safety decision will limit access to any part of a building, or otherwise cause a nuisance to residents, we will consult all residents about:

- i. the days and times when works are to take place, and
- ii. how to mitigate disruption to relevant persons from the works.

We have a process in place to respond directly to residents' general enquiries via your designated property manager. Details can be found on your notice board. Additionally, we will provide residents with regular updates on any complaints, observations and feedback received regarding building safety. These updates will be published via email as requested by residents on a regular basis.

## 4.4 Recording and Measuring the Agreed Engagement Methods

We will evaluate our Resident Engagement Strategy's performance using these methods:

- Number of responses to the Resident Requirement Surveys.
- Levels of responses to resident consultations using the residents' preferred platforms.
- Increased engagement from our residents on building safety matters via our 'Safety Observations' process.
- Number of requests for further building safety information from our residents.
- Greater access for appointments to carry out building safety-related inspections and maintenance.
- Number of building safety-related complaints received.

The results of the 'Resident Demographic Survey' provide a benchmark to evaluate the effectiveness of the 'Resident Engagement Strategy' once in place. Surveys can and will be completed again to monitor performance and evidence the strategy is working.

The Resident Engagement Strategy is a 'live' document that will be regularly updated to reflect any significant changes to the building or its demographics that could affect the strategy. These changes may include:

- New tenants or a significant change in demographics.
- If a communication channel requires reviewing.
- If a relevant 'Mandatory Occurrence Report' is submitted.
- If a relevant 'Building Safety Complaint' is submitted.

If the satisfaction levels drop, the residents will be consulted on ways to improve the channels. An updated Residents Engagement Strategy will then be submitted for consideration and consultation.

## 4.5 Requesting Additional Safety Information/Documentation

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We know that some of our residents may want more detailed information so they can better understand the safety features of their building. Where possible we will provide the requested information in the residents preferred methods.

Residents who wish to obtain additional information about the safety measures in their building can make a request for:

- The current safety case report, and previous relevant safety case reports.
- An extract of the evidence relied upon in the safety case report along with any document referenced in the report.
- The current fire risk assessment(s).
- Outcomes of building safety inspection checks where available.
- Details of how building safety in the building is managed.
- The schedule for any planned maintenance and repairs of building and fire safety features.
- Details of preventative measures in place at Burton Place Apartments.
- A summary of the representations made during the most recent resident consultation.

We are committed to making building safety information open and accessible wherever we can. However, we may not be able to share information where we do not have permission to share it or where sharing it could compromise:

- The safety of the building.
- The safety of other residents.
- Residents' privacy.

Where additional safety information is requested, within **20** working days we will provide:

- The requested information.
- A timescale of when we can provide the additional safety information if there is a delay.
- The reason why we cannot provide the requested information.

If a request for additional safety information is not acknowledged within **20** working days, residents can escalate their enquiry by using our complaints process.

Residents can formally request additional building safety information and documentation using the following method:

Email: **James.Coote@realtymgt.co.uk**

## 4.6 Making a Relevant Building Safety Complaint

Residents and visitors are able to make a complaint using our complaints procedure.

Residents and visitors are also able to make a building safety complaint using our complaints procedure. In the first instance, our estate management team are available on site or can be contacted on:

Email: **James.Coote@realtymgt.co.uk**

As the Principal Accountable Person, we shall ensure that:

1. We make our complaints policy available to residents and other relevant parties to ensure that everyone understands:
  - a. what amounts to a relevant complaint.
  - b. how a relevant complaint may be made.
  - c. how a relevant complaint will be dealt with.
  - d. how a complainant can make representations and comments on any findings during an investigation.
  - e. the expected timeframes for investigation and determination of a relevant complaint.

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- f. the address, telephone number and email address of the regulator and details of the manner in which to take a relevant complaint to the regulator where an agreed outcome cannot be reached between the PAP and complainant.
- g. details of how compliance with the Equality Act 2010 is to be secured, such as by giving examples of the types of reasonable adjustment which may be made.
- h. details of how personal data is processed.

A **Relevant Complaint** is a complaint relating to a building safety risk as regards the building, or the performance by an accountable person for the building of any duty under the Building Safety Act 2022.

You can contact the **Building Safety Regulator** using the following:

**Internet** - <https://www.gov.uk/guidance/contact-the-building-safety-regulator> and complete the on-line form.

**Telephone** - **0300 790 6787** - (Monday to Friday, 8:30am to 5pm, except on Wednesdays when they are open from 10am to 5pm).

2. These procedures provide an effective process for handling relevant complaints, taking into account the level of risk involved.
3. All complaints are dealt with in an impartial and fair manner under our system.
4. Any question regarding the relevance of a complaint is decided through our system. If needed, it is referred to the Regulator for final determination.
5. Any person who has a valid complaint has the accessibility to raise it, whether they are a resident or a visitor.
6. A person can receive additional assistance from another person when making a complaint and responding to the outcome of the investigation.
7. A complaint which is a relevant complaint is dealt with under our system, irrespective of whether the complainant identifies that it is a relevant complaint or specifies that it is a matter to be dealt with under our system.
8. Any complaint will be acknowledged as soon as reasonably practicable.
9. If a complaint is accepted as a relevant complaint, that the complainant will be informed of that fact.
10. If a complaint is not accepted as a relevant complaint, that the complainant shall be given reasons for that decision and informed of the right to take the issue to the regulator for final determination.
11. A relevant complaint may be rejected for consideration under the system if it consists of a complaint which has already been determined or which is under consideration following a complaint by the same complainant.
12. All complaints are dealt with in a timely manner and the complainant is given information about the timeframe for responding to and taking action in response to the complaint, including details of any changes to the timeframe communicated, with reasons for any such changes.
13. A procedure exists for reconsidering the first substantive response to a relevant complaint where the complainant requests reconsideration.
14. All responses to a complaint include details of how that response may be challenged including,
  - a. in the case of a first substantive response to a relevant complaint, details of how the complainant may ask the PAP / AP to reconsider that response; and
  - b. in the case of any subsequent substantive response to a relevant complaint, details of the right to refer the complaint to the Regulator, and how the complainant can do so.
15. A procedure exists for referral of a complaint to the Regulator where—

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- a. there is an absence of agreement between the PAP and any APs for the building as to the appropriate response to the complaint; and
- b. the complainant consents to the referral.

16. It is required that all responses to the person who raised a complaint should be provided in writing. The response should be in a format that enables the recipient to understand the information given, including any technical language used. If there are any complex or technical provisions, they will be explained in plain English summaries.

17. The process for submitting complaints will be posted in the communal areas of the building.

## 4.7 Raising a Relevant Safety Observation

The building has an effective SINGLE Mandatory Occurrence Reporting System.

Residents and other persons may report incidents to the PAP which may transpire to be “Reportable” Mandatory Occurrences’. These will need to be reported by the PAP through the Mandatory Occurrence Reporting System to the Building Safety Regulator.

Residents who wish to report a mandatory occurrence should email **James.Coote@realtymgt.co.uk**

As the Principal Accountable Person, we shall ensure that:

1. a single Mandatory Occurrence Reporting System (MORS) is provided for the relevant persons to report safety occurrences and details of this are made available to the residents and others.
2. the MORS system enables:
  - a) the reporting and recording of incidents and situations by individuals to the Accountable Person.
  - b) the recording of incidents and situations identified by the Accountable Person.
  - c) the timely assessment of reports or records of incidents and situations to determine whether they constitute a safety occurrence.
  - d) the notification and reporting of safety occurrences to the regulator within the required periods.
3. the system is accessible to all residents and other users of the building.
4. there are regular reviews of the system to ensure that it remains effective – as a minimum on an annual basis.
5. In the event of a MO report being made,
  - a) a notice that a safety occurrence has taken place, containing a brief description of the nature of the safety occurrence and the address of the building is provided to the Building Safety Regulator as soon as reasonably practicable after the occurrence has taken place.
  - b) a report containing the following information is submitted to the Building Safety Regulator within the period of 10 days beginning with the day on which the safety occurrence came to the Principal Accountable Person’s attention.
    - i. the date and time of the safety occurrence,
    - ii. the date and time the safety occurrence was first notified to the regulator,
    - iii. the date of submission of the report to the regulator,

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- iv. the address of the building
- v. the name, address, telephone number and email address of the PAP/AP making the report,

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- vi. the details of the safety occurrence, including—
  - whether any persons were injured or killed because of the safety occurrence,
  - details of any recent building work,
  - details of how the safety occurrence was discovered,
- vii. a description of the measures taken to mitigate or remedy the safety occurrence,
- viii. details of any wider impact or other considerations.

To submit a mandatory occurrence notice or report, the Building Safety Regulator can be contacted on 0300 790 6787.

6. A review of the safety case report and where necessary this Resident Engagement Strategy is instigated.
7. Information regarding any MO is kept in accordance with our procedures, is kept in an electronic format and is secure from unauthorised access.

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## APPENDICES

Appendix A – Resident Demographic Survey – Burton Place Apartments

Appendix B – How we have made information accessible at Burton Place Apartments

Appendix C – GDPR policy - <https://www.realtymgt.co.uk/contact/gdpr-privacy-notice/>

Appendix D – Mandatory Occurrence Policy

Appendix E – Complaints Procedure - <https://www.realtymgt.co.uk/complaints/>



## Appendix A - Resident Engagement Questionnaire

This questionnaire and the results are important for us so we can develop and ensure on-going management of resident engagement and the Resident Engagement Strategy which is a new document we are duty bound to provide residents.

This survey should not take more than 5 mins to complete, and your assistance will be vital to ensure we develop and implement the right strategy for everyone in the building.

Please answer the following questions for each person living within the flat / apartment at the time of this survey.

Name .....

Flat No .....

Building Name .....

Telephone .....

Email Address .....

### Main Questions

1. What is your age?  
*We are duty bound to use all reasonable measures to consult with and provide information to all residents over 16 years old.*

<input type="checkbox"/> Under 16years old – but will be 16 in the next 12 months	<input type="checkbox"/> Between 40 and 60 years old
<input type="checkbox"/> Between 16 and 40 years old	<input type="checkbox"/> Over 60 years old
  
2. What are the age groups for the occupants of your household?  
*This will help us understand the age demographic of your building. This form should be filled out by all persons age 15 and above. Please fill with the number of each category where needed.*

  - Under 16years old – but will be 16 in the next 12 months
  - Between 16 and 18 years old
  - Over 18 Years old
  - N/A – I live alone
  
3. What is your residents preferred language for communication?  
*This will help us benchmark the most used languages so we can deliver information and consult with the residents effectively and make decisions on whether we have to use translation services etc.*

<input type="checkbox"/> English (English or Welsh)	<input type="checkbox"/> Bengali (with Sylheti and Chatgaya)
<input type="checkbox"/> Polish	<input type="checkbox"/> Gujarati
<input type="checkbox"/> Panjabi	<input type="checkbox"/> Arabic
<input type="checkbox"/> Urdu	<input type="checkbox"/> French

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- Chinese Mandarin
- Chinese Cantonese
- All other Chinese (excludes Mandarin and Cantonese)
- Portuguese
- Spanish
- Tamil
- Turkish
- Italian
- Swahili
- Lithuanian
- German,
- Persian/Farsi
- Tagalog/Filippino,
- Romanian
- Other
- .....

4. What are your preferred methods of communication

*We will use this to determine your preferred methods of communication and receiving information*















- Letter
- Email
- Text
- Via an app such as; WhatsApp / Facebook
- Noticeboards
- Online Portal
- Residents Website

5. What are your preferred methods of consultation:

*We will use this to determine your preferred methods of consultation for Building Safety Decisions and your Residents Engagement Strategy*

- In person
- Online via MS Teams / Zoom
- Postal consultations
- Other – please state
- .....

**Examples of residents who may require additional support are:**

<b>Blind/Partially Sighted</b>	<b>Deaf/Hearing Impairment</b>	<b>Physically Impaired</b>	<b>Health, breathing or heart condition</b>	<b>Sensory /Neurological</b>	<b>Neurodegenerative Conditions</b>	<b>Cognitive Impairment</b>
						
<b>Morbidly Obese / Bariatric</b>	<b>Chronic Fatigue Conditions</b>	<b>Communication Impairments</b>	<b>Ambulant Disabled</b>	<b>Temporary Injury / Pregnancy</b>	<b>Elderly (with acquired conditions)</b>	<b>Drug / Alcohol Dependencies</b>
						

6. Does anyone in the household need additional support to evacuate your home and the building in the event of an emergency?

*We are duty bound to make reasonable efforts to support those we know of with any particular needs in respect of evacuating from the building in the event of an emergency.*

- Yes
- No

If Yes, please outline to specific needs, your name and location.

.....

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**Please Note: If you have stated yes – we will most probably be in further contact with you to undertake additional works to support you.**

7. Does anyone in the household need additional support to understand instructions e.g 'what to do in an emergency'?

*We will consider this when we have to update and publish the information packs and evacuation procedures for the building. This could for example include accessibility to safety information / social stories / developmental disabilities etc.*

- Yes  
 No

If Yes, please outline to specific needs, your name and location.

.....

8. Is there anything else you wish to tell us?

.....

**Please Note:** The information provided will be retained for a maximum of 12 months and in line with our GDPR policy will then be destroyed. Personal information will not be provided to any third party, although under the law, we are duty bound to report the results of this survey to other residents, the Building Safety Regulator and other authorities. We may also provide the findings of the overall survey for the building to others who may support us in developing and enhancing resident engagement.

A copy of our GDPR policy is available at <https://www.realtymgt.co.uk/contact/gdpr-privacy-notice/>

9. What is your understanding of the Building Safety Act 2022?

*We will use this information to determine the level of understanding of the Building Safety Act 2022 and how much more information we need to provide in our communications and consultations.*

- Little understanding  
 Good understanding  
 Excellent understanding

10. If you had a building safety concern or observation, who would you raise this with?

*This will help us understand how much you know about raising concerns, or safety observations etc.*

.....

11. Do you think current communication and information from us is;

*This helps us further establish an engagement baseline from which to improve/maintain our engagement with you and the other residents.*

- Too little  
 Just enough  
 Too much
- Easy to understand  
 Confusing

12. Do you know and understand your rights and responsibilities as a resident living in a High Rise Residential Building?

*We will use this information to determine the level of understanding of the Building Safety Act 2022 and how much more information we need to provide in our communications and consultations.*

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- Yes
- No

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## Appendix B - Accessible information

We currently use a range of communication methods to inform and educate our residents about building safety. We encourage their participation and engagement in building safety decision-making.

Our goal is to cater to the diverse needs of our residents as much as possible. We strive to make adequate provision for residents with physical or visual impairments, hidden disabilities, or non-English speaking residents. However, we might not be able to cater to everyone's needs.

Our aim is to ensure that the residents of this building are empowered to play an effective role in making sure that their building is, and remains, safe.

The following outlines how we have promoted information and empowered residents:

- Resident Demographic Surveys have been completed, with the residents providing us with information as to their needs and preferences regarding engagement.
- Residents who have advised us that they require additional support have been engaged with to identify how we can support them.
- We used various methods to distribute the survey to residents to ensure maximum participation – Email, Letters and In Person.

Email [info@realtygmt.co.uk](mailto:info@realtygmt.co.uk)

Visit [realtygmt.co.uk](http://realtygmt.co.uk)

Call 0330 053 7107

Regulated by RICS

### Head Office (for correspondence)

Realty Management Limited  
Discovery House  
Crossley Road  
Stockport  
Greater Manchester  
SK4 5BH

### London Office

Realty Management Limited  
210 Euston Rd  
London  
NW1 2DA

VAT No. 616 4433 52

Reg No. 04680374

Realty Management Ltd.  
Trading as 'Realty'



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## Appendix D - Mandatory Occurrence Reporting (MOR) Policy

For

### Realty Management Limited

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### 1. INTRODUCTION

The Building Safety Regulator (BSR) is part of Health and Safety Executive (HSE) and was established under The Building Safety Act 2022 to:

- Regulate higher risk buildings (HRB)
- Raise safety standards of all buildings
- Help professionals in design, construction, and building control, to improve their competence

The suite of requirements relating to HRBs included the need for specified incidents/occurrences to be reported to the BSR within specific timeframes. This Mandatory Occurrence Reporting Policy (MOR Policy) seeks to achieve the necessary requirement.

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## 2. SCOPE

This is the only such MOR Policy that applies to residents living in buildings above 18 meters in height or which have 7 storeys or more with at least 2 residential units, operated by Realty Management Limited.

The MOR Policy applies during initial construction and during normal operation, including in respect of building works.

Realty Management Limited acting as the Accountable Person (AP) for Burton Place (Manchester) Management Limited may involve Accountable Persons (Managing Agents) to help with logging mandatory occurrences within buildings managed by them, we will also use our resident engagement strategy and procedures to pass on building safety messages and to inform residents of this policy.

## 3. RESPONSIBILITIES

The AP is responsible for ensuring that information about how the MOR Policy works is shared with:

- All residents
- Accountable Persons
- Other users of the building
- Principle Designers (PD) and Principal Contractors (PC) when building works are being conducted
- BSR, when requested and as part of applying for a building assessment certificate

Communication and consultation with residents must ensure that the MOR Policy is easily available and accessible to all residents with consideration to those who may find it difficult to understand written English or describe an incident. This may include provision in a different language, braille, large text or audio, for example.

The Resident Engagement Strategy will provide further detail as to how we will enable residents to personally or through a nominated representative, know:

- 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 you'll collect and store information in line with General Data Protection Regulation (GDPR)

PDs and PCs must confirm within any application to the BSR e.g. Gateway 2, that necessary and involved persons have been informed of and understand the MOR Policy requirements.

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## 4. REQUIREMENT

Mandatory Occurrence Reporting will ensure that the BSR is able to capture any risks that could have a potential impact on fire and structural safety and assess the relevance of these risks to other buildings. notified to the fire service must also be submitted to the BSR as a MOR.

Realty Management Limited understands that, where it has a duty to make a mandatory report and if it knowingly fails to make a report, it may be subject to enforcement action including prosecution.

## 5. NOTIFICATION

It is the responsibility of all Realty Management Limited staff and third-party management teams to report relevant occurrences to a Director of Realty Management Limited as soon as possible.

Residents will be encouraged to report relevant occurrences to Realty Management Limited as soon as possible. This will be communicated in accordance with the Resident Engagement Strategy in place.

Following notification, incident detail will be assessed to determine whether the incident constitutes a safety related reportable occurrence requiring BSR notification.

## 6. REPORTABLE OCCURRENCES

Mandatory occurrences can be divided into two categories, these are called Building Safety Incidents, incident which have or may lead to:

- The death of a significant number of people
- Serious injury that needs immediate treatment in hospital for a significant number of people
- A permanent or irreversible disabling condition to a significant number of people

A building safety incident must involve at least one of the following for it to require reporting to the Building Safety Regulator:

- Structural failure of the building
- The spread of fire in the building

### Examples of Reportable Occurrences

The following are examples of occurrences that would require submission of a mandatory occurrence report:

Example 1: A crack appears in a key load-bearing wall of a high-rise block, raising concerns about structural integrity.

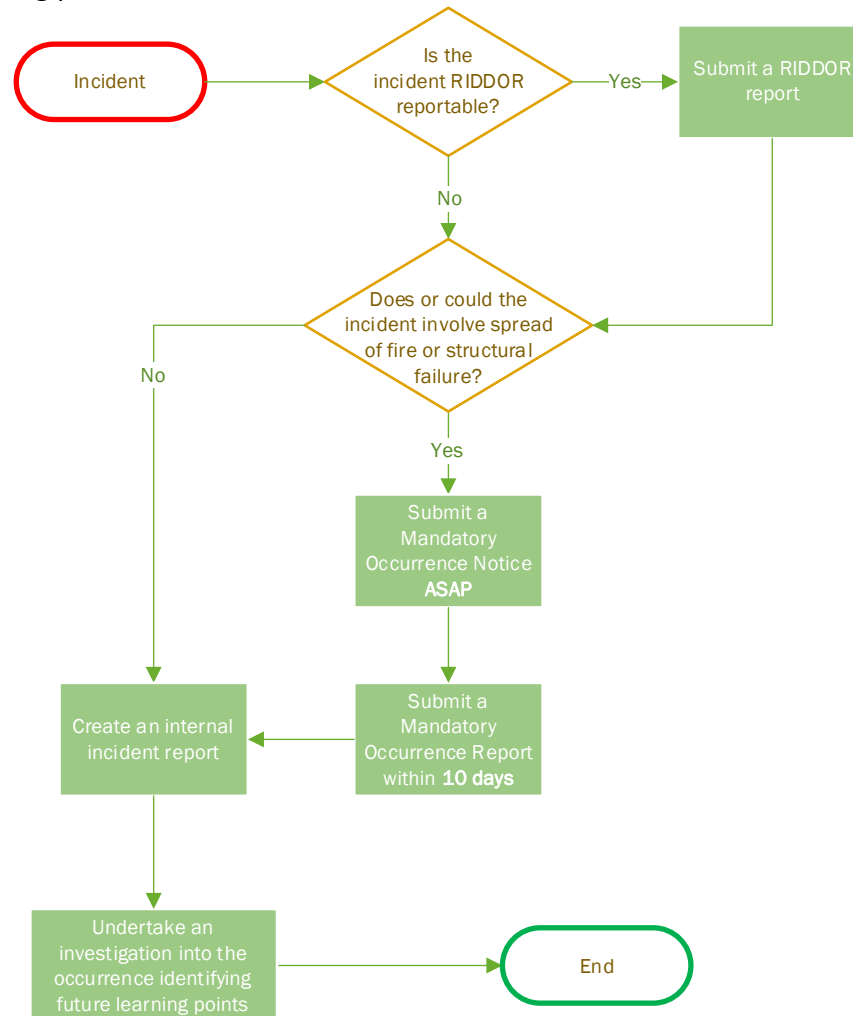
Example 2: A fire in a flat spreads unexpectedly due to a fire door failure.

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Example 3: Incorrectly installed firestopping is discovered during a routine maintenance check, increasing the risk of fire spread.

## How will MORs be recorded?

Realty Management Limited will report and record mandatory occurrences using its established incident reporting process, as follows:



If a mandatory occurrence has occurred in a property managed by a third party, they will contact Realty Management Limited immediately whereupon responsibility for reporting will be confirmed. If the incident is reported by the third party, they must provide all details to Realty Management Limited for internal recording purposes. The arrangements for any such communications are via email to [info@realtymgmt.co.uk](mailto:info@realtymgmt.co.uk) with the subject line "Reporting of Mandatory Occurrence at \*\*Property Address\*\*".

## 7. REPORTING PROCESS

The process of reporting mandatory occurrences to the BSR consists of two parts:

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## **Mandatory Occurrence Notice**

This is sent to the BSR as soon as possible after the incident has occurred or been reported. Notice submission may be made at: <https://www.gov.uk/guidance/submit-a-mandatory-occurrence-notice-and-report>

The Notice will include:

- The high-rise residential building registration reference or the building control application reference
- Realty Management Limited contact details
- The date and time the safety occurrence was identified
- A brief description of the safety occurrence
- Any immediate actions we have taken since to keep people safe
- Confirmation, if applicable, that the fire service has been notified
- Confirmation that residents have been notified

## **Mandatory Occurrence Report**

A MOR is to be made within 10 days of identifying the building safety incident. Report submission may be made online at: <https://www.gov.uk/guidance/submit-a-mandatory-occurrence-notice-and-report>

The report will include:

- The mandatory occurrence notice reference (obtained from the mandatory occurrence notice)
- Who is submitting the notice
- The type of safety occurrence being reported
- What happened or has the potential of happening
- What caused the safety occurrence and how it was discovered
- Who is involved and the effect or potential effect on them
- What has been done to keep people safe
- Anything else we think should be shared for others to learn from
- Any supporting information, such as documents, videos, or photos
- Information, learnings, and improvements identified from investigations will be filtered back into the business with a summary shared within operations and development board meetings

## **8. INTERNAL REPORTING & RECORD KEEPING**

### **Internal Incident Reporting Process**

Every mandatory occurrence will be reported to the Property Manager for the building, the Operations Manager and the Director of Property Management. A meeting will take place to agree what action should be taken, before the occurrence is submitted.

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## **Incident Record Keeping**

Each mandatory occurrence will be logged using our compliance software, Quooda. This offers a digital reference for all historic occurrences. This software is only accessible by those employees directly involved with the compliance function at Realty Management. Access to the software is password restricted. Records of incidents are stored indefinitely.

## **9. MANAGEMENT OVERSIGHT**

Incidents can be reported to Realty Management in a variety of ways. Staff engaged with the management of relevant buildings have received training, so they are familiar with our MOR policy. In accordance with our MOR policy, Senior Management of Realty Management will review the end-to-end process of each incident, to ensure the process is fit for purpose and amend where necessary.

## **10. COMPLAINTS**

Should residents or others be concerned about something that could cause a building safety incident, they should consider submitting a report to Realty Management Limited as detailed within its complaints process, full details of which can be found within Realty Management Limited's Resident Engagement Strategy.

## **11. INTERNAL ACTION**

Every occurrence requiring the submission of a MOR will be subject to a full and thorough investigation with a view to identify learning for the purpose of preventing a recurrence. Any such investigation will be completed by:

- Realty Management Limited's Board of Directors, Compliance Manager, and Operations Manager
- Within 4 weeks of the occurrence

Each report will be compared to the requirements of the Reporting of Incidents Diseases and Dangerous Occurrence Regulations 2013 (RIDDOR), under which further notification will be conducted as necessary.

## **12. REVIEW**

This policy was formalised for approval by Realty Management Limited in January 2026.

It will be reviewed every 24 months, or after the filing of a Mandatory Occurrence Report to the Building Safety Regulator.

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## 13. DOCUMENT HISTORY

Policy Owner	Name: Realty Management on behalf of Burton Place (Manchester) Management Ltd
Date of introduction/last review	Date: January 2026
Date of next review	Date: January 2028 Max 2 years from above
Version control	Version 1