



London Borough of Hillingdon

Mandatory Occurrence Reporting Policy and Procedure (Building Safety)

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This document will be amended according to changes in legislation or good practice as and when required.

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1. Purpose

1.1 This policy and procedure has been developed to ensure compliance in respect of Mandatory Occurrence Reporting, in line with the Building Safety Act 2022 (BSA).

1.2 The BSA requires the Principle Accountable Person (PAP) to establish a mandatory Occurrence reporting system (MOR) to report building safety risks on higher-risk buildings (HRB), to the Regulator. A 'mandatory occurrence reporting system' is a means of giving information to the AP and the Building Safety Regulator (BSR).

2. Definitions and references

2.1 The Building Safety Act 2022 Section 62(1) defines a 'building safety risk' as a risk to the safety of people in or about a building arising from any of the following occurring as regards the building:

- (a) the spread of fire
- (b) structural failure
- (c) any other prescribed matter.

2.2 The Higher-Risk Buildings (Management of Safety Risks etc.) (England) Regulations 2023 defines a 'Safety occurrence' as an incident or situation relating to the structural integrity of, or spread of fire in, a higher-risk building that meets the risk condition.

2.3 The 'risk condition' is met if a part of a building in use would be likely to present a risk of a significant number of deaths, or serious injury, to a significant number of people due to an incident or situation not being remedied.

2.4 The safety occurrence must have taken place in the part of the building for which the Accountable Person (AP) is responsible.

2.5 Some examples that could meet the criteria of what to report to BSR when the building is occupied by residents, include:

- the spread of fire or something that could lead to the spread of fire
- total or partial collapse of the building
- defective building work
- unexpected failure or the degradation of construction materials
- the discovery of structural defects
- failure of a critical fire safety measure, such as an automatic opening vent, smoke extraction or fire doors

2.6 Some examples that could meet the criteria of what to report to BSR during the construction of a new building by the Principal Designer (PD) and Principal Contractor (PC), include:

- defective building work, including defective competent person scheme work which is part of the wider building work
- fire safety issues likely to result in the spread of fire
- the use of non-compliant products or incompatible compliant products in the construction of the building
- inappropriate or incorrect installation of construction products
- product failure against specification and claimed performance
- faults in the design plans, caused by either design software or human error

References

- Building Safety Act 2022 ([legislation.gov.uk](https://www.legislation.gov.uk))
- Criteria for being a higher-risk building during the occupation phase of the new higher- risk regime - GOV.UK (www.gov.uk)
- The Higher-Risk Buildings (Management of Safety Risks etc.) (England) Regulations 2023 <https://www.legislation.gov.uk/uksi/2023/907/contents/made>
- <https://www.gov.uk/guidance/submitting-mandatory-occurrence-notices-and-reports>

3. Roles and responsibilities Job title and/or team Tasks

Principal Accountable Person (PAP)	Ensuring an effective MOR system during design, construction and occupation of the Council's higher risk buildings
Accountable Person (AP)	Occupied HRBs – responsible for ensuring effective MOR process and communication with residents in respect of MORs.
Principal Designer (PD) Principal Contractor (PC)	During Construction of HRBs – The PD and the PC are responsible for establishing and operating an effective MOR during the construction phase. The PD and PC must report safety risks, as defined, to the relevant duty holders and the Regulator
Building Fire Safety Manager (BFSM)	Initiating and overseeing all accepted MOR report investigations, reporting to and liaising with the BSR
Building Safet Advisor	Establishing and maintaining an MOR Log and supporting the FSCM in relation to the management of on-line MORs

4. Key requirements for compliance

4.1 A single reporting system is required for each Higher-Risk Building (HRB) owned by London Borough of Hillingdon (LBH).

4.2 Failure to report a building safety risk, without a reasonable excuse, is a contravention to subsection (1) of the BSA and deemed an offence which is liable on summary conviction to a fine.

4.3 The notice must be given to the Regulator as soon as is reasonably practicable. A full report must be provided to the Regulator within 10 days of it coming to the AP's attention, beginning with the day it came to the AP's attention. It is therefore important to acknowledge all report by the following working day they are received.

4.4 The Resident Engagement Strategy [Higher Risk Buildings] must be reviewed by the Accountable Person (PAP), within a 30-day period after a MOR in relation to the building is submitted to the Regulator, under Section 87 of the BSA,

4.5 All Safety Occurrences will need to be included in the building safety case.

4.6 The system must be accessible to all residents and other users of the building.

5. Occupied HRBs managed by the Council - summary

5.1 If an internal staff member identifies a Mandatory Occurrence (see 6.1).

5.2 If a resident identifies a Mandatory Occurrence (see 6.2).

5.3 The BFSM will be responsible for ensuring the safety occurrence is recorded on a **Mandatory Occurrence Notice Form (Appendix 1)** and the Mandatory Occurrence Reporting Log (see 6.1).

5.4 The BFSM will be responsible for reporting safety occurrences to the Regulator as soon as is reasonably practicable.

5.5 The BFSM must carry out a full report ensuring the report is recorded on a **Mandatory Occurrence Report Form (Appendix 2)** and issue to the BSR within 10 days of the occurrence coming to the attention of the FSCM.

5.6 A **Mandatory Occurrence Reporting Log** must be completed to document and manage all MORs that occur across the Council's higher-risk building portfolio.

5.7 The BFSM will be responsible for ensuring corrective actions are established, carried out and recorded on the MOR log.

5.8 The BFSM will be responsible for any further liaison with the Regulator on the MOR matter.

6. Occupied HRB: Steps to raising a Mandatory Occurrence

6.1 Internal Staff Raising MOR

- An LBH employee who identifies a Mandatory Occurrence must complete and submit the on-line reporting form <https://forms.office.com/e/mBS3PLzESn>
- If accepted as a MOR, the FSCM should complete and submit an MOR notice to the BSR via the BSR's online portal detailing the information set out on the MOR Notice form. (Before the FSCM completes an MOR notice form they must check all previously submitted notices and reports to see if the incident has already been raised and investigated).
- The BFSM should inform the Director of Operational Assets that the MOR notice has been submitted to the BSR and should record the Mandatory Occurrence Reference Number provided by the BSR on the Mandatory Occurrence Notice form.
- The BFSM must investigate the MOR notice and ensure the MOR report is submitted within 10 days, detailing the information set out on the "MOR report form".
- The investigation should include the production and submission of a detailed report identifying the cause, effect and what has been done to remediate/eliminate any risk including interim measures. This report together with the MOR notice and report must be included into the Golden Thread of information for the building.
- The Building Safety Advisor (BSA) will keep a log of all MOR notices and reports that have been submitted to the BSR, including issuing monthly update reports to Fire Safety Board
- All outcomes of an MOR will be communicated to Fire Safety Board as a standard agenda item
- All MOR Reports submitted must be provided to the BSR as part of any Building Assessment Certificate (BAC) application and must include a list of incidents reported to the BSR since the last Building Assessment Certificate assessment. This must include a brief description of the incident/s, the incident date and any reference numbers provided by the BSR for the reports.
- The same process will be followed if a resident makes a complaint to us that meets the criteria of what to report to the BSR

6.2 Resident or others who use the building raising MOR

- A resident or others who use the building and identifies a Mandatory Occurrence must complete and submit the on-line reporting form <https://forms.office.com/e/mBS3PLzESn> Where necessary staff, including staff from the Resident Hub, will support residents in completing the on-line reporting form.
- If the person reporting the occurrence does not have online access, they can report the occurrence via the Resident Hub 01895 556666.
- Once the resident completes the MOR form, a notification will be sent to BuildingFireSafetyTeam@Hillingdon.gov.uk This mailbox is monitored daily and all reports will be acknowledged by the following working day.
- The BSA (with support from the BFSM) should review the MOR form to establish whether the notice meets the criteria of a genuine MOR.

- Should it be established that the form does not meet the criteria, the BSA will email the resident to discuss their concerns and or signpost them accordingly. This will be done within 5 working days.
- Should it be established that it is a genuine MOR incident, the FSCM must submit a MOR notice to the BSR, detailing the information set out on the “MOR notice form”. The BFSM should also email the resident advising that a MOR report has been issued to the BSR quoting the reference number.
- The BFSM must inform the Director of Operational Assets that the MOR notice has been reported to the BSR.
- The BFSM must investigate the MOR notice and ensure the MOR report is submitted within 10 days, detailing the information set out on the “MOR report form”.
- The investigation should include the production and submission of a detailed report identifying the cause, effect and what has been done to remediate/eliminate any risk including interim measures. This report together with the MOR notice and report must be included into the Golden Thread of information for the building.
- The findings of investigation or incidents will also be communicated to the person who raised the Safety Occurrence using the contact details they provided when completing the MOR form.
- The Building Safety Advisor (BSA) will keep a log of all MOR notices and reports that have been submitted to the BSR, including issuing monthly update reports to Fire Safety Board.
- All outcomes of an MOR will be communicated to the wider Building Safety team and other relevant stakeholders [including the appropriate Tenant Panel] to ensure learning is circulated to the wider organisation.

7. Buildings under construction

7.1 The Director of Operational Assets is to ensure that the PD and PC have established and operate an effective MOR system during the design and construction period. This will be implemented contractually through employer’s requirements.

7.2 The notices and reports must relate to the building that is under construction or undergoing building work. They do not relate to safety incidents relating to the construction site in general or to any temporary structures.

7.3 The Director of Operational Assets is to monitor any MORs raised by the PD and PCs during construction and satisfy themselves that they have been reported and closed out appropriately.

Major Works Projects

7.4 The Head of FM, Planned Works & Compliance [Assets] is to monitor any MOR’s raised by the PD or PC’s during major building works, to satisfy themselves that they have been recorded and closed out appropriately.

7.5 The BFSM must be notified of any MOR’s raised during building works to existing occupied buildings.

7.6 All Mandatory Occurrence Reports are to be provided as part of the Golden Thread on completion of the project at handover at Gateway 3. All handover information, including all MOR's raised during construction, must be provided to the BFSM.

8. Submitting a Mandatory Occurrence Notice

8.1 A Mandatory Occurrence Notice enables us to comply with Section 6 of The Higher-Risk Building Management of Safety Risks etc. (England) Regulations 2023.

8.2 A Mandatory Occurrence Notice is reported online:

<https://www.gov.uk/guidance/submit-a-mandatory-occurrence-notice-and-report>

8.3 Mandatory reporting requirements require the following information to be recorded:

- Your Mandatory Occurrence Notice Reference
- The high-rise residential building registration reference or the building control application reference
- Contact details of the person completing the form
- Who submitted the Notice – if someone else has submitted the notice to the person completing the report, the person's contact details
- The type of safety occurrence being reported
- What happened or has the potential of happening
- Date and time the safety Occurrence was identified
- A brief description of the safety occurrence
- What caused the safety occurrence and how it was discovered
- Who is involved and the effect or potential effect on them
- Any immediate actions taken since to keep people safe
- What you have done and plan to do to keep people safe
- Anything you think should be shared for others to learn from
- Any supporting information, such as documents, videos, or photos

9. Monitoring and Reporting

9.1 Regular reviews of the system will be carried out by the Accountable Person for occupied higher risk buildings and will ensure that any updates to the procedure are made as required.

9.2 The Mandatory Occurrence log will be reviewed and updated, on a weekly basis, by the Building Safety Advisor and shared monthly with Fire Safety Board who are responsible for overall MOR process assurance, including the assignment of actions, the appropriate closure of active MORs and learning from outcomes.

9.3 MOR's will be a standard agenda item for discussion at Fire Safety Board. Any MOR's that have not been actioned will be escalated during these meetings and monitored.

10. Related documents

- Building Safety Strategy 2022-2025
- Housing Management Strategy for occupied Higher Risk Buildings – March 2025
- Housing Management Offer for Residents Living in Council Owned High Rise accommodation – June 2023
- Higher Risk and Complex Buildings Engagement Strategy [Help shape our council services - Hillingdon Council](#)

Appendix 1 - Mandatory Occurrence Notice Form [Submit a mandatory occurrence notice and report - GOV.UK](#)

Appendix 2 - Mandatory Occurrence Report Form [Submit a mandatory occurrence notice and report - GOV.UK](#)