

## Hollyhedge Court

Hollyhedge Road, Wythenshawe, Manchester M22 4QP

### Mandatory Occurrence Reporting

Mandatory Occurrence Reporting procedure.

part 4, provision 87 of the Building Safety Act 2022

Accountable Person: Wythenshawe Community Housing Group

Building Safety Manager: Vic Finn

Health and Safety Manager: Tom Jones

Any significant safety risks to the High-Risk Buildings (HRB's) under the ownership of the accountable person will be reported, via the Building Safety Manager, to the regulator in a specified time and way as advised by the regulator. The Building Safety Manager will also liaise with the Health and Safety Manager to review procedures/ risk assessments.

Risks to the HRB's can be identified in a number of ways as described below:

Fire Risk Assessments

These are carried out annually and risk are graded in severity. The findings and recommendations on HRB's are reviewed by the Building Safety Manager and Officer monthly via a report sent to all managers for actions to be taken.

Residents and Visitors to blocks.

Within each foyer area of each HRB, there is a 'Safety Case' page with a simple diagram to show how fire risks are managed with a photograph and direct numbers to the Building Safety Manager and Building Safety Officer for reporting any issues direct and also the freephone general number.

There is a 'High Rise Forum' where residents from high rise blocks can meet to discuss their blocks once every two months and a Building Safety webpage where there is an online contact page where the reporter can remain anonymous. The neighbourhood officers and building safety officers will also be in each block at least once a week.

Residents can also report complaints via the complaints system on line, over the phone or by letter which will be forwarded to the building safety inbox.

### Formal Complaints

WCHG have a robust complaints and praise system which is regularly reviewed via a complaints Quality Network Group with representatives from throughout the organisation.

formal complaints can be made via:

online form

By email – [complaints&praise@wchg.org.uk](mailto:complaints&praise@wchg.org.uk)

Via social media – Wythenshawe Community Housing Group

By telephone – 0800 633 5500 or 0300 111 0000

Write to – Customer Services Manager, 8 Poundswick Lane, M22 9TA

Any complaints relating to building safety will be sent to the Building Safety Inbox which is always monitored where any issues of significance in line with the regulators advice will be forwarded to the regulator by the Building Safety Manager who will maintain contact and provide updates as to the mitigation measures.

Appendix A shows the formal process.

### Contractors and Consultants

Contractors or consultants working on HRB's on a project which involves disturbing the material of the building are to ensure that any significant risk to the building or residents they encounter is reported to the project manager who will advise the Building Safety Team and work with them to reach a

resolution. Contractors are encouraged to report any risks that may have also been caused as a result of the work they are undertaking and to work closely with the accountable person in order to reduce the risk. In such cases, where the risk is significant, the Building Safety Manager will liaise with the regulator and the Construction Design Management Coordinator where necessary including WCHG, health and safety Manager

## Appendix A:

