



Solihull
Community Housing
Shaping our neighbourhoods

Mandatory Occurrence Reporting Policy

Lead officer:	Head of Building Safety and Compliance
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Version Control:

Version	Date	Reason for Change
1.2	August 2025	New Policy

Solihull Community Housing (SCH) manages and maintains council homes and delivers housing services on behalf of Solihull Metropolitan Borough Council (SMBC). Although SCH provides day-to-day housing services, the Council remains the owner of the housing stock and is your landlord. The Council retains the responsibility for ensuring your home is managed in line with the Consumer Standards.

1. Reporting Building safety concerns and Mandatory Occurrence Reporting

Keeping customers safe in their homes is fundamental to Solihull Community Housing (SCH) and Solihull Metropolitan Borough Council (SMBC). There are lots of things in place to keep you safe and there is lots of detail in your High-Rise Safety Agreement. Part of our responsibility is to have a policy in place for Mandatory Occurrence Reporting. This document provides details on what this is and what it means for you.

A summary of the policy can be found at Appendix A. This document will be used for notice boards and in the Building Safety Agreements.

2. What is Mandatory Occurrence Reporting?

Mandatory Occurrence Reporting (MOR) is a legal requirement of the Building Safety Act 2022 to report certain building safety incidents and risks to the Building Safety Regulator (BSR). This only applies to Higher-Risk Buildings, which are defined as having 7 storeys or are at least 18 metres high and have at least 2 residential units or is a hospital or care home. All of the high rises fit into this category.

A Mandatory Occurrence notice, and report must be submitted when a safety occurrence has caused, or is likely to cause:

- the death of a significant number of people
- serious injury of a significant number of people

A safety occurrence is an incident involving, or a risk that could cause:

- structural failure of the building
- the spread of fire or smoke in the building

A safety occurrence is something which if not remedied, could cause serious harm to people when the building is in use.

3. What should I report?

You should report any concerns you have with the safety of the high-rise block, including inside individual flats, in communal areas and the outside of the building.

If you have a concern that has or could cause the spread of fire or smoke or the structural failure of the building, you must let us know immediately by calling the Contact Centre or our out of hours service. This could be a mandatory occurrence reportable event.

Appendix A are some examples of what you should report. However, this list is not extensive. If in doubt report it. We can then assess if there is an issue and arrange for it to be dealt with if needed. You do not have to decide if your concern is a reportable event. SCH and SMBC will do that for you.

4. How do I make a building safety concerns report?

YOU CAN REPORT THIS BY USING ONE OF THE FOLLOWING OPTIONS:



Complete our online reporting form. (For emergency repairs, please call us immediately)



Call the Contact Centre or our out of hours service on **0121 717 1515**



Tell a member of SCH staff. All staff are trained to ensure reports are acted upon.

You can also use the link here [Building Safety Form - Solihull Community Housing](#)

5. How and when will my report be dealt with?

If your concern is a mandatory reportable occurrence SCH will notify the BSR as soon as they can about the occurrence and ensure this is followed up with a report as soon as they can, and within 10 days.

6. How can I request an update about a report I have made?

Please contact the contact centre on 0121 717 1515 for an update on your case. Alternatively contact us using the enquiry form here [Online general enquiry - Solihull Community Housing](#)

7. Will you collect and store information in line with General Data Protection Regulation (GDPR)?

Yes. You can find the details about how we collect and store information here [Data Protection - Solihull Community Housing](#)

8. How do you submit a mandatory occurrence notice and report?

A procedure is in place for SCH and SMBC to ensure MORs are made in accordance with the Building Safety Regulator's requirements.

Incidents are recorded on a central online reporting system called Assure. If it is a building safety incident it is assessed and a decision taken by senior leaders at SCH and SMBC.

If it is a building safety issue reported by a customer or member of the public, there is a process in place to alert the Building Safety Team. They will assess the report and if it meets the threshold, it is then logged on the Assure system and will follow the same procedure as above.

If it is reportable, a mandatory occurrence notice is completed online.

9. How easy is it to access information on building safety concerns and MOR?

Information can be found in many places and in many formats. This includes-

- Paper copy of the building safety agreement
- Digital copy of Building safety agreement on the website page [Building Safety Agreements - Solihull Community Housing](#)
- Social media posts
- Poster in all high-rise lobbies
- Regular articles in high rise newsletters
- Website [Safety in your home - Solihull Community Housing](#)

10. What do I do if I need information in a different language or in an alternative format?

Customers and the general public can request alternative formats by calling 0121 717 1515 or complete the online form here [Online general enquiry - Solihull Community Housing](#)

Alternative formats include:

- audio
- large print
- printing on different colour paper
- ready easy
- translation into alternative languages

11. What do I do if I find it difficult to describe an incident?

The reporting incidents form has the functionality to submit photo evidence. You can also speak to the Contact Centre, and they can help you describe the issue or submit photos.

12. How do I make a complaint about Building Safety?

If a complaint relates to Building Safety, the complaint will be processed as set out in the SCH complaints policy. ([SCH-Complaints-Policy-April-2024-v5a.pdf](#)) Stage one complaints will be investigated by a building safety manager. When SCH refer customers to governing bodies as per the complaints policy, it may be necessary for both the Housing Ombudsman and Building Safety Regulator information to be shared.

Appendix A

Policy Summary

Customer Policy

Reporting building safety concerns and repairs

It is very important that we work together to identify repairs and concerns in your block and rectify them as soon as possible. This will ensure that we keep your block safe.

If you notice something that concerns you, no matter how small (for instance something that is broken or not working properly, something that looks dangerous or objects in communal areas) please report it. This process can be used by anyone who sees an issue in and around a high rise block.

You can report any repairs or building safety concerns by using one of these options:



Complete our online reporting form. (For emergency repairs, please call us immediately)



Call the Contact Centre or our out of hours service on **0121 717 1515**



Tell a member of SCH staff. All staff are trained to ensure reports are acted upon.

All building safety concerns will be acknowledged within one working day. We aim to resolve issues in the following timeframes:



Emergencies
within 24 hours



Urgent issues
within 7 days



Routine issues
within 28 days

If you would like an update on a concern you have raised, please call us on 0121 717 1515.

All building safety concerns are taken very seriously. If you are not happy about the way your concern has been dealt with, please tell us by using our complaints process. You can do this by calling us on 0121 717 1515 or by visiting our website and completing the online form found under Contact Us then Complaints and Compliments.

Any information we collect will be collected and stored in line with General Data Protection Regulation (GDPR). Our Privacy Statement can be found on the website.

For further information on how we are dealing with building safety concerns and complaints, visit the 'Building Safety' section on our website or simply scan the QR code.

There are certain issues that we have to report to the Building Safety Regulator. This is called Mandatory Occurrence Reporting (MOR) and these reports are carried out by the Safer Homes Team at SCH.



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More information on this can be found by scanning the QR code.

If you would like this information in a different format, please contact us on 0121 717 1515



www.solihullcommunityhousing.org.uk

Appendix B

Examples of building safety concerns

Any issues relating to flat front doors
Any issues relating or concerning communal doors
Any complaints that identify a bleeping or flashing lights connected to any fire alarm equipment
Any complaints that either a communal or residential electrical fuse is tripping
Any complaint that somebody is wedging open fire doors
Any repeat offenders that keep leaving rubbish in communal areas
Any items left in communal areas persistently
Any fire escapes not working
Any reports of refuge shoots not working or items being jammed
Any lifts that are out of service
Any reports or suspected attempts of arson
Any issues with communal staircases
Any issues with emergency lighting
Any dry riser that is not operational
Any wet riser that is not operational
Any reports of residents using BBQ or alternative heating source on the balcony
Any obvious signs of high offenders smoking around refuge areas
Any smells or signs of gas leakage
Any AOVs or MOVs not operational
Any issues with sprinklers
Any reports of damaged information boxes
Any signs of cracking in excess of 50mm (The size of an iPhone). This is the width and not the length.