

Ayrton House - High-Rise Residential Building Complaints System



Key Criteria

As a high-rise residential building, Birchgrove Ayrton House has established this complaints system which allows residents and other users of the building to raise relevant complaints related to building safety.

This complaints system applies to complaints related to:

- Structural failure and spread of fire (building safety risks)
- The performance of Birchgrove as the Principal Accountable Person (PAP)

For complaints not connected to the above points, such as general services or maintenance issues, please refer to Birchgrove's standard complaints procedure.

1. Relevant Complaints

Residents and other users of the building can raise complaints regarding Birchgrove's performance as PAP and safety risks associated with structural issues or inadequate management of fire risks. This includes concerns about the implementation of fire prevention measures, maintenance of fire safety equipment, adherence to fire safety regulations, and the overall effectiveness of the fire safety strategy in place.

Some examples of relevant complaints are:

- **Structural Failure**
 - **Foundation Issues:** Cracks or settling in the building's foundation that can compromise the stability of the entire structure.
 - **Load-Bearing Wall Failures:** Cracking, bowing, or collapse of load-bearing walls which can endanger the structural integrity of the building.
 - **Roof Collapse:** Sagging or collapse of the roof due to poor construction, inadequate support, or excessive load (e.g., snow accumulation).
 - **Balcony Collapse:** Failure of balconies due to structural weaknesses or lack of proper maintenance.

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- **Beam and Column Failures:** Cracking, bending, or breaking of structural beams or columns that support the building.
 - **Concrete Spalling:** Chunks of concrete falling off from the structure, exposing and potentially weakening the steel reinforcements within.
- Spread of Fire
- **Faulty Electrical Wiring:** Electrical fires caused by outdated, faulty, or improperly installed wiring systems.
 - **Combustible Building Materials:** Use of highly flammable materials in construction or insulation that can accelerate the spread of fire.
 - **Blocked Fire Escapes:** Obstacles or locked exits that prevent residents from safely evacuating during a fire.
 - **Lack of Fire Stops:** Absence of fire stops (e.g., barriers within walls or floors) that prevent fire from spreading quickly through different parts of the building.
 - **Malfunctioning Fire Alarms and Sprinklers:** Inoperative or non-existent fire alarms and sprinkler systems that fail to alert residents or control the fire in its early stages.
 - **Improper Storage of Flammable Materials:** Storage of flammable substances (e.g., cleaning chemicals, paint, solvents) in common areas or locations that can exacerbate the spread of fire.
 - **Open Staircases:** Staircases without proper fire doors or containment measures that can act as a chimney, allowing fire and smoke to spread rapidly between floors.

2. Raising Complaints

Complaints must be submitted via email to BSR@birchgrove.life with the subject line: “*Ayrton House Complaint*”. Residents or users who have additional needs should contact the General Manager for assistance. The General Manager or an assigned staff member will help in taking notes and submitting the complaint. Alternatively, the complainant can appoint a representative to raise an issue on their behalf.

When submitting a complaint, the complainant must clearly describe the issue to the best of their abilities, considering the following points:

- a. **Date and Time:** Provide the date and time of the incident. If the issue is ongoing, include a chronological account.
- b. **Location:** Specify the location where the issue occurred.
- c. **Description:** Describe the issue in detail.
- d. **Individuals Involved:** List the names and roles of all individuals involved.
- e. **Supporting Evidence:** Attach any supporting evidence, such as photos or documents.
- f. **Impact:** Explain the impact the issue is having.

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- g. Desired Outcome and Contact Information: State your desired outcome and provide your contact information.

3. Complaints Acknowledgement

Upon receiving a complaint, we will **acknowledge receipt within 5 working days**. Following this, a **full response will be provided within 20 working days**. However, if the investigation or response requires more time, we will inform the complainant of the reasons for the delay and provide an updated timeline for resolution. Moreover, if the complaint is also a Mandatory Occurrence Report, it will be dealt with in the timescales detailed in the Mandatory Occurrence Report Policy.

In all cases, we strive to keep the complainant informed and ensure transparency throughout the process.

4. Complaints Response

After thoroughly evaluating the complaint, we will provide a comprehensive response that either accepts or rejects the complaint. If the complaint is accepted, our response will address all issues raised, provide clear reasons for any decisions made, and detail the actions that have been carried out or are planned, including specific time frames.

Should a complaint be rejected, we will explain the criteria for rejection. This may include the complaint not meeting the definition of a relevant complaint, the issues having already been investigated, or the complaint merely providing additional information to a previously raised issue.

5. Escalation and Disputes

If a complainant chooses to challenge our response or decision, we will review our original response and consider any further concerns that need addressing. Birchgrove will always try to work collaboratively with the complainant to reach a mutually satisfactory outcome, and decide how and when to close the matter, ensuring all efforts are made to resolve the issue satisfactorily.

In cases where a relevant complaint has been raised and an agreement cannot be reached, or the complainant remains unsatisfied with the final response, the matter can be referred to the Building Safety Regulator (BSR) with the complainant's consent.

Contact details for the Building Safety Regulator are:

Telephone: 0300 790 6787 - Call charges apply.

Hours: Monday to Friday, 8:30am to 5pm (except Wednesdays 10am to 5pm, closed on public holidays).

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