

Building Emergency, Crisis & Disaster Management Plan

Property: Zest Accommodation, 166 Gloucester Road North, Filton, Bristol, BS34 7QA

Managed by: Richmond Estates Management Ltd

Responsible Person: Accommodation Manager

Review Frequency: At least annually and following any significant emergency, crisis or material change to the building

1. Purpose

This plan sets out the arrangements for responding to emergencies, crises and major incidents at Zest Accommodation.

Its purpose is to:

- Protect life and minimise the risk of injury.
- Provide a clear and coordinated response to emergencies and crises.
- Ensure emergency services can be contacted and assisted promptly.
- Minimise damage to the building and residents' property where reasonably possible.
- Maintain appropriate communication with residents during significant incidents.
- Provide appropriate assistance and signposting to residents affected by an incident.
- Maintain or restore essential building services where reasonably practicable.
- Restore normal operation as safely and quickly as reasonably practicable.
- Record significant incidents, actions and outcomes.
- Review incidents so lessons can be learned and improvements made.

The protection of life takes priority over the protection of property.

2. Scope

This plan applies to significant emergencies, crises and incidents including:

- Fire or suspected fire.
- Flooding or major water leaks.
- Loss of electricity.
- Loss of water supply.
- Serious electrical faults.

- Gas leak or suspected external gas emergency.
- Structural damage or building failure.
- Severe weather.
- Security incidents or unauthorised access.
- Violence or serious anti-social behaviour.
- Serious accidents.
- Medical emergencies.
- Serious concern for a resident's welfare.
- Serious mental health or wellbeing incidents.
- Infectious disease or significant public health incidents.
- Failure of essential building systems.
- Major communications or access-control failure.
- Any incident requiring evacuation or temporary closure of all or part of the building.
- Any other event presenting a significant risk to residents, visitors, staff or the building.

3. When This Plan Will Be Implemented

This plan will be implemented whenever an incident:

- Presents, or has the potential to present, a significant risk to the health, safety, security or wellbeing of residents, staff or visitors.
- Causes significant disruption to essential building services.
- Requires evacuation or temporary closure of all or part of the building.
- Requires coordination with emergency services, contractors, utilities or other external organisations.
- Cannot reasonably be dealt with through normal day-to-day management procedures.

The level of response will be proportionate to the nature and seriousness of the incident.

Where emergency services attend, their instructions take priority.

4. Management Responsibility

Richmond Estates Management Ltd is responsible for coordinating the management response to significant incidents affecting Zest Accommodation.

The Accommodation Manager will, as appropriate:

- Assess the available information without placing themselves or others at unnecessary risk.
- Call the emergency services where required.

- Initiate appropriate emergency procedures.
- Arrange communication with residents.
- Contact relevant contractors, utility providers, insurers or other organisations.
- Liaise with emergency services.
- Arrange temporary measures where necessary.
- Consider the needs of residents affected by the incident.
- Record significant decisions and actions.
- Coordinate recovery following the incident.
- Complete a post-incident review where appropriate.

The Accommodation Manager must not undertake activities requiring specialist competence unless appropriately trained or qualified.

5. Emergency Services

Where there is immediate danger to life or property:

Police, Fire or Ambulance: 999

When contacting the emergency services, provide:

Zest Accommodation
166 Gloucester Road North
Filton
Bristol
BS34 7QA

Provide as much relevant information as possible, including:

- The nature of the emergency.
- The precise location within the building.
- Whether anyone is injured.
- Whether anyone may be trapped or unaccounted for.
- Any known hazards.
- Your name and contact number.

Where safe and practicable, someone should be available to meet the emergency services and provide relevant information about the building.

6. Fire

If a fire or suspected fire occurs:

- Activate the fire alarm where appropriate.
- Call 999 and request the Fire and Rescue Service.

- Follow the building's fire evacuation procedure.
- Residents and staff must not place themselves at risk attempting to fight a fire.
- Do not re-enter the building until authorised to do so by the Fire and Rescue Service or another competent authority.

Residents must follow the fire safety information provided within the building and Resident Handbook.

The building's Fire Risk Assessment and Fire Safety/Emergency Procedures contain the detailed fire arrangements and take precedence over this general plan in the event of fire.

7. Flooding or Major Water Leak

Where significant flooding or a major water leak occurs:

- Identify the affected area where safe to do so.
- Keep residents away from unsafe areas.
- Isolate the water supply where this can be safely undertaken by an authorised or competent person.
- Consider electrical hazards before entering flooded areas.
- Contact the appropriate emergency maintenance contractor.
- Contact emergency services where there is an immediate danger.
- Move residents away from affected areas where necessary.
- Take reasonable steps to prevent further damage where safe to do so.
- Inform affected residents.

Following significant flooding, affected electrical installations, building materials and other relevant systems should be appropriately inspected before the area is returned to normal use.

8. Loss of Electricity

In the event of a significant power failure:

- Establish whether the fault affects an individual studio, part of the building, the whole building or the wider area.
- Check relevant building systems where safe and appropriate.
- Contact the electricity network operator or appropriate electrical contractor where required.
- Assess the effect on emergency lighting, access control, fire safety systems and other essential services.
- Implement temporary safety measures where necessary.
- Keep affected residents informed where the outage is prolonged.

- Consider whether continued occupation remains safe if essential systems cannot operate.

Residents must not attempt to repair or interfere with electrical equipment or distribution boards.

9. Loss of Water Supply

Where the building experiences a significant interruption to the water supply:

- Establish the extent and likely cause of the interruption.
- Contact the water supplier or appropriate contractor.
- Assess the availability of drinking water, toilets and washing facilities.
- Inform affected residents.
- Arrange alternative drinking water or temporary facilities where reasonably necessary.
- Consider whether affected accommodation remains suitable for occupation if the interruption becomes prolonged.

10. Gas Leak or External Gas Emergency

Zest Accommodation does not use gas as its normal accommodation energy source.

However, if gas is smelled or a suspected leak from neighbouring infrastructure or external works may affect the building:

- Do not operate electrical switches or create ignition sources in the affected area.
- Move people away from the suspected danger.
- Contact the appropriate emergency service.
- Follow instructions provided by the emergency services or gas network operator.
- Evacuate the building where instructed or where there is an immediate risk.

11. Structural Damage

Structural damage may result from fire, flooding, impact, severe weather, construction failure or another incident.

Where structural safety is in doubt:

- Keep residents away from the affected area.
- Do not enter an area that may be unsafe.

- Contact emergency services where there is immediate danger.
- Arrange an inspection by an appropriately competent professional.
- Consider partial or full evacuation.
- Prevent reoccupation until the affected area has been confirmed as safe.

12. Severe Weather

Severe weather may include:

- High winds.
- Storms.
- Extreme rainfall.
- Flooding.
- Snow or ice.
- Extreme heat.

Management will consider relevant warnings and take proportionate action.

Actions may include:

- Securing external areas.
- Restricting access to unsafe areas.
- Arranging urgent repairs.
- Providing residents with relevant information.
- Responding to damage caused by severe weather.
- Considering whether any vulnerable residents require additional information or assistance.

13. Serious Medical Emergency

If a resident, visitor or other person is seriously ill or injured:

- Call 999 where emergency medical assistance is required.
- Provide the exact location of the casualty.
- Provide first aid only where competent and safe to do so.
- Arrange for the ambulance service to be directed to the casualty where practicable.
- Protect the person's privacy and dignity.
- Record significant incidents where appropriate.

Management staff are not expected to diagnose medical conditions or provide medical treatment beyond their level of training.

For urgent medical assistance that is not life-threatening, residents can contact NHS 111.

14. Serious Mental Health or Welfare Concern

Where there is a serious concern about the immediate welfare or safety of a resident:

- Assess the information available.
- Attempt appropriate contact where safe and reasonable.
- Speak calmly and sensitively with the resident where appropriate.
- Do not attempt to provide clinical diagnosis or counselling.
- Contact emergency services where there is an immediate risk to life or serious harm.
- Facilitate emergency access where necessary and lawful.
- Provide relevant information to emergency responders.
- Protect the resident's privacy as far as reasonably possible.
- Record significant actions taken.

Following an incident, the resident may be signposted to appropriate NHS, university, college or specialist wellbeing services.

Where appropriate, consideration will also be given to the impact of the incident on other residents.

15. Security Incident

Significant security incidents may include:

- Attempted or actual break-in.
- Unauthorised persons within the building.
- Violence or threats of violence.
- Serious anti-social behaviour.
- Theft.
- Criminal damage.
- Failure of external access-control systems.

Where there is immediate danger or a crime is in progress, call 999.

For non-emergency police matters, call 101.

Relevant CCTV footage may be preserved and reviewed in accordance with the CCTV Policy.

Security incidents will also be managed in accordance with the Building Security Plan.

16. Access-Control System Failure

Zest Accommodation uses a keyless electronic access system.

If a significant access-control failure occurs:

- Establish which doors or areas are affected.
- Ensure residents can safely enter and leave the building.
- Contact the access-control provider or appropriate contractor.
- Implement appropriate temporary access arrangements.
- Ensure temporary arrangements do not unnecessarily compromise security.
- Inform affected residents.
- Maintain emergency access.

17. Failure of Fire or Life-Safety Systems

A failure affecting the fire alarm, emergency lighting, fire doors, detection systems or other life-safety equipment will be treated as a priority.

Management will:

- Establish the nature and extent of the failure.
- Contact the appropriate competent contractor.
- Implement temporary control measures recommended by a competent person.
- Inform residents where their actions need to change.
- Consider whether continued occupation is safe.
- Record the fault, actions taken and resolution.

18. Infectious Disease or Public Health Incident

Where a significant infectious disease or public health incident affects the building, Richmond Estates Management Ltd will follow relevant current guidance from public health authorities.

Proportionate measures may include:

- Providing residents with official public health information.
- Enhanced cleaning of appropriate communal areas.
- Changes to building operations where necessary.
- Signposting residents to appropriate healthcare services.

Management will not provide medical diagnosis or treatment.

19. Evacuation

Where evacuation is required, residents must follow the applicable emergency procedures and instructions from the emergency services.

Residents should:

- Leave promptly using the appropriate safe route.
- Follow fire and emergency signage.
- Do not stop to collect belongings.
- Not use any lift where prohibited by the applicable emergency procedure.
- Proceed to the designated assembly point where required.
- Not re-enter until authorised.

Designated Fire Assembly Point:

The final evacuation arrangements must correspond with the current Fire Risk Assessment and fire procedures.

20. Residents Requiring Assistance

Where management is made aware that a resident may require assistance during an emergency, appropriate arrangements will be considered in accordance with the building's emergency and fire safety arrangements and the individual's circumstances.

Relevant information will be handled sensitively and shared only where necessary and lawful.

Residents are encouraged to inform the Accommodation Team if they believe they may require assistance during an emergency.

21. Temporary or Alternative Accommodation

A significant incident may make an individual studio, part of the building or the entire building temporarily unsuitable for occupation.

Where this occurs, management will:

- Assess which accommodation is affected.
- Establish the likely duration of the disruption where possible.
- Inform affected residents.
- Consider what temporary arrangements are reasonably necessary.
- Liaise with the building owner, insurers, contractors and other relevant organisations.
- Keep affected residents updated.

Any requirement to provide or arrange alternative accommodation will be considered in accordance with the Tenancy Agreement, applicable legal obligations and the circumstances of the incident.

22. Communication with Residents

During a significant incident, residents will be provided with clear and timely information where reasonably practicable.

Communications may explain:

- What has happened.
- Which areas are affected.
- What residents need to do.
- Areas residents must avoid.
- Temporary arrangements.
- Expected next steps.
- When a further update is expected.

Information will only be provided where reasonably verified.

Management will avoid speculation about the cause, responsibility or likely duration of an incident where this has not been established.

23. Support Following a Crisis

Following a serious incident, consideration will be given to the practical and wellbeing needs of affected residents.

Depending on the circumstances, this may include:

- Providing clear information about what has happened.
- Explaining temporary accommodation or building arrangements.
- Signposting residents to university or college support services.
- Signposting residents to appropriate health or wellbeing services.
- Providing information about relevant emergency or specialist organisations.
- Considering the effect of the incident on other residents.
- Maintaining appropriate communication during recovery.

Management does not provide clinical mental health or counselling services but will assist residents in identifying appropriate sources of specialist support.

24. Communication with Relatives and Third Parties

Residents' personal information will be protected during an emergency.

Information about a resident will not ordinarily be disclosed to relatives, friends or other third parties without an appropriate lawful basis.

Where emergency services or another authorised organisation legitimately requires information, it may be provided where necessary and lawful.

25. Contractors and Emergency Call-Outs

Current contact details will be maintained separately for contractors and organisations responsible for essential building systems, including where applicable:

- Electrical systems.
- Plumbing and water systems.
- Fire alarm and fire safety systems.
- Access control.
- CCTV.
- Building fabric.
- Glazing.
- Drainage.
- Internet and communications infrastructure.

The emergency contractor contact list will be reviewed periodically and updated when contractor arrangements change.

26. Incident and Crisis Recording

All significant on-site emergencies, incidents and crises will be recorded, together with the actions taken and associated outcomes.

Records should include, where applicable:

- Date and time.
- Nature of the incident.
- Location.
- Person reporting the incident.
- Residents or other persons affected.
- Immediate actions taken.
- Emergency services contacted.
- Contractors or other organisations contacted.
- Significant decisions made.
- Communications issued to residents.
- Temporary measures implemented.

- CCTV or other evidence preserved.
- Outcome.
- Follow-up actions required.
- Date the incident was closed.

Incident records will be retained appropriately and handled in accordance with applicable data protection requirements.

27. Recovery Following an Incident

Once the immediate emergency has been controlled, management will coordinate recovery as appropriate.

This may include:

- Confirming that the building or affected area is safe.
- Arranging inspections.
- Arranging repairs.
- Restoring utilities and essential services.
- Cleaning or decontamination.
- Contacting insurers.
- Supporting affected residents.
- Providing residents with updates.
- Preserving relevant CCTV or other evidence.
- Reviewing the cause of the incident.
- Identifying preventative measures.
- Determining when normal operations can resume.

Residents will not be permitted to return to an evacuated or unsafe area until it has been confirmed as safe by an appropriate competent person or emergency service where required.

28. Post-Incident Review

Following a significant emergency or crisis, Richmond Estates Management Ltd will review the response.

The review will consider:

- What happened.
- The cause, where known.
- How effectively the incident was managed.
- Whether appropriate procedures were followed.
- Whether communication was effective.
- Whether residents received appropriate assistance.

- Whether building systems operated as intended.
- Whether contractors responded appropriately.
- Whether additional training is required.
- Whether this plan or another policy requires amendment.
- Whether physical improvements to the building are required.
- What action could reduce the likelihood or impact of a similar incident.

Actions arising from the review will be recorded and followed through to completion.

29. Training and Awareness

Persons responsible for managing Zest Accommodation will be familiar with this plan and relevant emergency procedures.

Appropriate training will be undertaken according to responsibilities.

This may include:

- Crisis management.
- Fire safety.
- Emergency procedures.
- Mental health and resident wellbeing awareness.
- Neurodiversity awareness.
- Building security.
- Relevant building systems.

Crisis-management training will include appropriate understanding of:

- Practical actions to take during an incident.
- Assistance and support that may be offered to affected residents.
- Appropriate communication during a crisis.
- Practical actions following an incident.
- Recovery and post-incident review.

Training records and certificates will be retained as evidence of training undertaken.

This reflects the National Code's requirement for crisis-management training addressing actions during an incident, assistance to those affected and actions following an incident.

30. Availability and Review of the Plan

This plan will be maintained as part of the policies and procedures for Zest Accommodation.

Relevant persons responsible for managing the accommodation will be made aware of:

- The existence of this plan.
- When it should be implemented.
- Their responsibilities when responding to an incident.
- Their role in recording and reviewing incidents.

The plan will be reviewed:

- At least annually.
- Following a significant emergency or crisis.
- Following a material change to the building.
- Following a significant change to building systems or management arrangements.
- Where a post-incident review identifies necessary improvements.
- Where relevant legislation, guidance or National Code requirements change.

This addresses the National Code requirements concerning annual review, staff awareness, availability of the plan and guidance on its implementation and review.

31. Related Documents

This plan should be read alongside:

- Fire Risk Assessment.
- Fire Safety and Emergency Procedures.
- Building Security Plan.
- CCTV Policy.
- Legionella/Water Risk Assessment.
- Resident Handbook.
- Complaints Procedure.
- Maintenance procedures.
- Incident/Crisis Log.
- Emergency Contractor Contact List.
- Relevant building Operations & Maintenance information.

32. Emergency and Management Contacts

Emergency – Police, Fire or Ambulance
999

Police Non-Emergency
101

NHS Urgent Medical Advice
111

Maintenance
maintenance@richmondstates.co.uk

General Enquiries
info@richmondstates.co.uk

33. Document Control

Document: Building Emergency, Crisis & Disaster Management Plan

Property: Zest Accommodation

Responsible Organisation: Richmond Estates Management Ltd Date

Issued: 13/08/2026



Next Review Date: 13/08/2027

Reviewed By: _____

Signature: _____