Emergency and Major Incident Response Report

48 On New North and 23 on Longbrook

Public-facing summary for residents, parents and other stakeholders

Purpose. This report explains, in broad terms, how 48 On New North and 23 on Longbrook would respond to a serious emergency or major disruption affecting residents. It is intended for a UK audience and for publication on our website. The report is designed to give reassurance about our approach while avoiding unnecessary operational detail. In any immediate danger, residents should call 999 first.

1. Response principles

- Life safety comes first. Our first priority is always to protect residents, visitors and staff.
- We will follow the advice of the emergency services and other competent authorities.
- We will communicate clearly and as quickly as possible using whatever channels remain available.
- Where a building cannot safely be occupied, we will arrange temporary alternative accommodation as soon as reasonably practicable.

2. Incidents covered by this report

This report applies to incidents such as a bomb threat or suspicious package, major power loss, fire, gas leak, flood, structural damage, loss of essential services, or any other event that makes a property temporarily unsafe or unusable.

3. What residents should expect

Bomb threat or suspicious item. Residents would be asked to follow emergency service instructions immediately. If evacuation is required, the building would be cleared and no-one would be allowed to re-enter until the police or other relevant authority confirms it is safe to do so.

Mass power cut or prolonged loss of utilities. We would assess whether the building remains safe and habitable. If lighting, heating, hot water, secure access or other essential services are materially affected, we would provide updates and, where needed, move residents to temporary alternative accommodation.

Fire, gas leak, flood or structural concern. Residents should leave the building immediately if instructed, use the normal fire evacuation route where safe, and wait at the designated

assembly point. Re-entry would only take place once the relevant authority or contractor confirms that it is safe.

4. Key operational arrangements

24-hour emergency contact	+44 7928 445417
Internal decision-maker	Piers Rance
Deputy	Jacob Taylor
Assembly point	The bike shed in the car park
Preferred temporary accommodation	University of Exeter, subject to availability and suitability
University emergency contact route	University of Exeter Estates Patrol: 01392 722222

5. Communication with residents

During an incident we would normally communicate by phone, text, email or in person, depending on what is available. If power or internet services are unavailable, emergency notices would be displayed by the front entrance to each building. Where relocation is required, residents would be told where to go, what to bring, and how further updates will be provided.

6. Temporary accommodation and student welfare

If either property cannot safely be occupied, we would work to place affected residents in suitable temporary accommodation as quickly as possible. Our current preferred option is the University of Exeter, although other arrangements may be used where this is more practical or where circumstances require it. Our aim would be to make sure students have a safe place to stay, access to basic facilities, and clear information about next steps.

7. Review

This report is a summary document rather than a full operational manual. It will be reviewed periodically and updated when contact details, accommodation arrangements or other material circumstances change.