

## Servo Group: Nationwide Support for Landlords, Councils, and Tenants Following the Grenfell Report



The Grenfell Tower tragedy has profoundly impacted housing policy, with the recent Grenfell Report shedding light on severe failings in the treatment of social housing tenants. Angela Rayner, the Housing Secretary and Deputy Prime Minister, emphasised the "disgraceful treatment of social tenants" highlighted in the report. In response, public sector tendering has seen a notable shift, focusing on building safety in large residential properties across the country.

Servo Group has been at the forefront of this movement, supporting landlords, councils, and tenants nationwide. Their approach emphasises safety, security, and a deep understanding of essential measures such as:

- Hourly safety patrols
- Removal of combustible materials
- Ensuring clear and accessible evacuation routes

These measures are vital for monitoring and addressing non-compliance with health and safety regulations. Servo Group's audits frequently flag issues such as:

- Fire doors being propped open
- Missing fire extinguishers or fire alarm activation points
- Blocked fire exits
- Inadequate signage for escape routes

Servo Group's all-encompassing approach can be applied not only to individual properties but also as a consultancy service, guiding other landlords, councils, and property managers to enhance safety standards in residential buildings nationwide. As regeneration and repair works unfold, residents often need to temporarily vacate their homes.

Servo Group's objective is to maintain high levels of engagement and satisfaction, ensuring tenants—whether private renters, social tenants, or leaseholders—feel a sense of community and optimism about their return after works are completed.

Inclusivity is at the heart of their operations. Servo Group offers translation services through a partnership with Language Line, ensuring non-English speakers can easily access crucial information. They also support residents with disabilities by providing materials in accessible formats, such as Braille and British Sign Language, or through personalised assistance. This makes their service accessible to all residents, no matter their needs.

To ensure readiness for real-life challenges, Servo Group incorporates scenario-based exercises into staff training. These simulations allow personnel to practice responding to realistic emergencies in a controlled environment, ensuring they remain calm and efficient in high-pressure situations. This proactive, hands-on approach adds value to landlords and property managers nationwide, offering peace of mind that their premises are protected by a well-prepared security team.

In the wake of the Grenfell Report, Servo Group's nationwide consultancy services and on-site security support ensure that residential buildings across the UK are safer, more inclusive, and better equipped to handle emergencies. Whether managing large-scale regeneration projects or enhancing day-to-day safety protocols, Servo Group is committed to restoring confidence in residential property safety for landlords, councils, and tenants alike.