

Learning the lessons from a significant fire

October 2020

**Great service, great homes
and a great place to work**

About us

- National provider of housing and care
- 130 years old
- 66,000 homes in 155 LAs
- Diverse range of housing stock and tenures
- 35 buildings over 18m and 2,500 buildings falling under the RRO
- Strong health and safety focus
- Well established and expanding building safety programme



Pankhurst avenue



Great service, great homes and a great place to work

What happened?



After the fire



After the fire – key activities

- Supporting our residents
- Working with the fire service and local authority
- Stakeholder management
- Working with experts to establish a plan
- Protecting our legal position
- Reviewing our wider portfolio
- Keeping our Board updated

After the fire – some wider reflections...

- Building trust with customers and the community
- Management and organisational capacity
- Morale and emotional resilience
- Prioritisation and risk management
- Construction quality and building regs sign off
- Fire safety really is a cross-functional issue
- Using the experience as a force for good