



FORTEM

Every Home Matters

CASE STUDY

> Birmingham City Council

Overview

Fortem have been a key partner of Birmingham City Council since 2008, delivering housing maintenance and investment works to 22,500 properties in the South of the city. The contract is worth approximately £85m per annum and is one of the largest in the sector. Fortem deliver responsive repairs, voids, gas and electrical services, aids and adaptations and capital and major project works.

Project Highlights - per annum



RESPONSIVE REPAIRS:
73,000



VOIDS:
1,900



AIDS & ADAPTATIONS:
£3M



GAS SERVICES:
21,000 services
22,000 repairs



ELECTRICAL:
3,500 Domestic electrical
system inspections



BOILER INSTALLATIONS:
550



CAPITAL WORKS:
Over 20m



2008 > present

CLIENT: Birmingham City Council
WORKSTREAM: Repairs & Maintenance,
Capital Works, Retrofit

Birmingham City Council

Benefits to Birmingham City Council

- › **Range of services:** The contract operates as a 'one stop shop' for the council's property repairs needs to over 20,000 properties, including planned installations such as new kitchens, bathrooms and heating systems, as well as preparing vacant properties for new residents.
- › **Customer service:** The smooth integration of the Customer Service Team, headed up by a Customer Service Manager, has seen a 61% reduction in complaints and compensation payments.
- › **Multi skilled workforce:** Highly skilled multi trade workforce to enhance first time fix.
- › **Data:** Collaborative workshops to use data to support asset management and Tenants Satisfaction Measures.

Benefits to residents

- › **Call centre support:** SmartHub contact centre providing residents with 24/7 contact.
- › **Customer standards:** Dedicated Customer Service Manager who works alongside residents, clients and the senior leadership team to ensure high customer service standards are embedded.
- › **Sector training:** Housing Ombudsman trained customer service team to support complaints handling and implement lessons learnt.

Social Value Impact Headlines

73

Apprentices

52

Management Trainees

61,000

volunteering hours

70

Community projects

162

Green Doctor referrals

900

Pathways4Life projects

Strategic approach to damp and mould

In 2023 a dedicated damp & mould team was established to provide a responsive repairs service coupled with building and specialist surveying resources. Key activities include:

- › Highly skilled team providing an end-to-end service to remedy all damp and mould related repairs including qualified damp and mould surveying and supervision and a dedicated planning and coordination function.
- › Providing whole property information including survey photos (pre-works), post works and the full survey report narrative detailing defects and solution for each property.
- › Works delivered through in-house resources delivering a full range of services from a range of damp and mould treatments through to all remedial repair works.
- › Recommendations and in-house installation of improvement works such as thermal boarding, kitchen and bathroom fans, positive input ventilation and external drainage systems.
- › Preparation of planned programme supporting utilisation of grant funding to improve decency of housing stock.



We are pleased to have signed a new contract with Fortem, one of our long-term partners. Their commitment to delivering high-quality and efficient services to our residents, along with their focus on social mobility and upskilling, has been invaluable over the years."

Paul Langford, Strategic Director for City Housing, Birmingham City Council

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