



# FORTEM

Every Home Matters

CASE STUDY



## > Hull City Council

### Overview

As part of the Hull City Council's Affordable Warmth Strategy, Fortem has delivered improvements to over 2000 homes in Hull since 2016. The programme marks a total investment of over £70 million. All works being delivered to the relevant building standards including PAS 2030 and PAS 2035, and have been deployed across 4 phases. Works funded via a variety of sources including SHDF, ECO and the City Councils Capital Account SHDF funding alone was £1.2million.



2023 > 2024  
Phase 4

CLIENT: Hull City Council  
WORKSTREAM: Retrofit

### Phase 4: Work Carried Out

Fortem has full responsibility for PAS 2035 design and PAS 2030 installation of the works. Work includes external wall insulation, new roofs, windows and doors, loft insulation and structural modifications. Work has been carried out on a 'whole home' and 'estate' basis.

### Project Highlights



**RESIDENT ENGAGEMENT:**  
Award winning resident engagement including resident portal and videos.



**ACCREDITED SUPPLY CHAIN:**  
Fully qualified and sustainable supply chain used throughout in accordance with government guidelines.



**FUNDING SUPPORT:**  
Innovative product solutions resulting in 15% cost savings.



**NOMINATED FOR 7 INDUSTRY AWARDS:**  
Won Best Customer Experience for their work with Hull City Council at the Northern Housing Awards

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## Benefits to Hull City Council

- > 100% customer satisfaction
- > Less than 2% works refusal in phase 4
- > 40,000+ energy efficiency measures in line with PAS2030/35 standards
- > £2m Increase of ECO funding through a move to an innovative EWI rendered system
- > 15% savings to contract costs made through clustered density of the works and extended scale and scope including windows, doors, and roofs
- > 'One stop shop' agility through design and installation reducing the impact of emerging day design issues
- > Aesthetically pleasing estates

## Benefits to residents

- > 'Considerate Constructor' driven practice reducing impact to the local community and environment
- > 44% energy improvement
- > £6m collective energy savings for residents
- > Warmer homes
- > Modernised feel to home

## Social Value Impact Headlines

**£50k**

winter warmer donation included in Fortem's extensive social value projects

**3**

community projects

**2**

e-bike donations

**80%**

local supply chain

**98%**

of waste recycled

## Resident Engagement

- > Appointed a Customer Care Manager, who set the customer engagement standards and developed a team of three full-time experienced Resident Liaison Officers (RLO's) dedicated to this project.
- > All staff undertook an enhanced customer care induction and a bespoke training course provided by TPAS.
- > Multichannel engagement plans were put in place, including: open days, engagement events, a weekly newsletter, educational animations, a resident web portal for information and updates, tailored communications and processes for vulnerable residents.
- > A robust complaints and compensation process was designed, with feedback 'learning loops' for the whole team.
- > Captured customer satisfaction polling at the end of our works to help inform our continuous improvement process.



Thanks to this partnership, our tenants have warmer, more comfortable, and healthier homes. And, very importantly in the current cost-of living crisis, the properties are more energy efficient, which helps to save money on fuel bills. Fortem has been working with the council since 2015 and is helping us to deliver other aspects of our wider Affordable Warmth Strategy."

**Mark Nearney,**  
Neighbourhoods and Housing,  
Hull City Council

