



FORTEM

Every Home Matters

CASE STUDY



Lincolnshire Housing Partnership

Overview

Fortem and Lincolnshire Housing Partnership are in a 10-year partnering contract to deliver £150m worth of planned improvement works to circa 12,000 properties. The programme is being delivered by a strong team of directly employed project and site management, skilled trades, customer liaison officers, commercial staff and a local supply chain for work packages.

Scope of Works

Internal work has included kitchen and bathroom renewals, new windows and doors, new full central heating systems including efficient boilers and air source heat pumps (ASHP).

External work has included new roofs/rooflines, large scheme refurbishments, communal area upgrades and roofing/roofline renewals.

Project Highlights



CUSTOMER SATISFACTION:
99.2%



APPRENTICESHIPS:
1 Customer Care Apprentice from the local community



COMPLIMENTS:
119



IT INTEGRATION:
Providing real time project updates



FUNDING:
Successful allocation of SHDF funding, secured in partnership with EON



2023 > 2033

CLIENT: Lincolnshire Housing Partnership
WORKSTREAM: Capital Works

Lincolnshire Housing Partnership

Benefits to Lincolnshire Housing Partnership

- Minimal low access rate to properties compared to previous programmes of work.
- Modernisation of homes for residents.
- Works at a standard to successfully achieve EON funding.
- Partnership working to jointly develop the planned works annual programme, ensuring LHP maintains or upgrades the standard of their properties.

Benefits to residents

- Warmer more energy efficient homes.
- Programme included upgrading electrics, consumer units and Double Pole isolators.
- Legionnaires testing in void properties.
- Security improvements with fully enclosed front and rear gardens through modern fencing.
- Major damp works were completed in over 30 properties.
- Air Source Heat Pumps have replaced oil boilers in rural locations

Social Value Impact Headlines

397

hours of volunteering

3

apprentices

Pathways4Life

programme

Litter Picks

1

Sustainable seat pod at Chestnut's communal gardens

1000

recycled bricks given to Grimsby College

Stay Warm This Winter

and Operation Christmas campaigns

£12k

Fortem investment

£14k

Fortem supply chain volunteers and investments

Resident Engagement

- **Dedicated Communication Liaison Officer (CLO).** Each element of the programme is supported by a dedicated CLO to maintain consistent, high-quality customer interactions.
- **Specialised Customer Care Training Programme:** In collaboration with the Tenant Participation Advisory Service (TPAS), we developed a comprehensive training package for customer care during the programme of works.
- **Enhanced Customer Communication Tools:** Implementation of a structured communication process, including a customer portal and brochures providing clear support, effective resident interactions and reinforcing transparency throughout each project phase.
- **Seamless Integration with LHP's Housing Management System:** Our IT platform integrates with LHP's system to streamline operations through: automated reminders to optimise planning efficiency, digital tools such as mobile surveyor and video assistance for "in-field" teams and real-time property progress tracking, with features including photo updates, detailed notes, and certification access, reducing phone and email inquiries while improving document control.
- **Collaborative On-Site Engagement:** Regular on-site meetings involving all stakeholder to ensure project alignment and efficient workflow.



Very impressed with the team! They were friendly courteous and kept me informed on what they were doing. They were all very considerate to my feelings. I have never come across a work team that actually cleaned up after themselves before! Lovely people."

Lincolnshire Housing Partnership Resident

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