



FORTEM

Every Home Matters

CASE STUDY



> Newland Dale

Overview

As a collaborative contractor, Fortem have demonstrated a successful working partnership with Chesterfield Borough Council for over six years. Since 2017, Fortem have delivered a variety of works totalling over £60m for Chesterfield Borough Council including Independent Living Refurbishment & Remodelling, Low Rise Block Communal Area Refurbishments, Modular Housing, Traditional New Build Housing, Estate Regenerations & Planned Elemental Upgrades

In February 2022, Fortem were appointed to deliver an extensive £9m estate regeneration project to 11 multi-occupancy, low & medium rise blocks of flats in Newland Dale, St Helens in Chesterfield.



2022 > 2024

CLIENT: Chesterfield Borough Council

WORKSTREAM: Capital Works

Scope of Works

The scope of works included new roofing and insulation, new windows, full redecoration of communal areas including rendering, concrete repairs and the upgrade of lighting and electrical installations, fitting new secure entrance door to all blocks, and the installation of new fire rated doors to communal areas and individual flats. Landscaping works were completed across the whole estate including two new areas for parking and full resurfacing works.

Project Highlights



CUSTOMER SATISFACTION:
100% resident satisfaction rate.



AWARD:
Won EEM Refurbishment Project of the Year Award 2024.



VALUE ENGINEERING:
With each of our contracted schemes for CBC, we offer a range of design options varying in price and quality options to suit their budget and needs.



ENERGY EFFICIENCY: Fortem operatives and CBC representatives liaised with sustainability experts to receive specialised advice to attain excellent energy efficiency achievements.

> Newland Dale

Benefits to Chesterfield Borough Council

- > **Housing stock:** Homes have been improved so they are now, in the most part, maintenance free.
- > **Communities:** Safer local area with compliant paths and level access for future residents with mobility issues.
- > **Fire safety compliance:** Client dwellings meet current regulatory requirements on fire safety.
- > **Reducing risks:** Flood risk reduced due to drainage upgrades and repairs.

Benefits to Residents

- > **Community spaces:** Safer secure communal spaces
- > **Enhanced Access:** Re-design of bays to allow extra disabled parking and new spaces to utilise unused land.
- > **Road Safety Improvements:** Two pedestrian crossings installed including new signage, a reduced speed limit and road redesign to slow down traffic.
- > **Increased Efficiency:** New EPC ratings vastly improved after benefiting from upgraded loft insulation and energy efficient windows, helping to reduce fuel bills for residents.
- > **Resident Satisfaction:** Satisfaction surveys were carried out on 33 flats with satisfaction rating standing at 100%.

Social Value Impact Headlines

80%
of spend was in the local area

150+
hours of school engagement

£5k
donations

400kg
of food to Chesterfield food bank

165
hours volunteer time

**Winter warmer
and Operation
Christmas packs** “

Resident Engagement

Resident engagement is critical for the smooth delivery of works. Key activities include:

- > **Customer Liaison Officers:** A dedicated site-based liaison officer ensured effective communication between the site team, client and residents.
- > **Effective Communication:** Residents received an initial consultation event, letters of each work element, Reminder letters including personalised telephone calls and auto generated texts, and a "Guide to Work" booklet.
- > **Events:** Several resident consultation events were held at the on-site community centre held by Fortem. This gave chance for residents to air their concerns and gather further helpful information on upcoming works. A waste day was hosted so residents could dispose of unwanted items in a skip provided by Fortem.
- > **Specialised Customer Care Training:** All our customer liaison officers receive TPAS customer care training and customer care and communication courses as well as NVQ level 3 in Customer Service.
- > **Minimising Disruption:** All residents were informed about works taking place with full access to the flats maintained or alternative routes provided. During landscaping works, the site team ensured any access was maintained for emergency services and bin lorries. Operatives were onsite going above and beyond in helping residents with shopping.



We have worked with Fortem for over six years. Their dedication to providing an excellent service is clear and evident as we continue to have a great client/contractor relationship and proven with them winning more work with Chesterfield Borough Council. The relationship between both teams is amazing, both commercial and on site - at all levels, we all strive for the same goals and understand each other's business objectives.

**Cathy Jones - Asset Management
& Programmed Works Manager,
Chesterfield Borough Council**

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