



FORTEM

Every Home Matters

CASE STUDY



> Orbit Housing

Overview

For the past decade, Fortem has partnered with Orbit to manage a stock portfolio of approximately 17,500 dispersed properties. We provide comprehensive repair and maintenance services, completing approximately 48,000 repairs a year including emergency (including out-of-hours), routine, major, and damp and mould remediation works, delivered through our geographical hub service model. Alongside repairs we deliver over 1,300 voids a year.

The archetypes include a mixture of estate-based, blocks and sheltered schemes. Orbit have added 2,000 properties to the contract since its commencement in 2014.

Our Smart Hub team processes around 1,100 repair orders weekly, ensuring that customers are consistently informed and supported throughout their repair journey.

The success of the Repairs & Maintenance contract led onto the implementation of the £3.5m Capital Works programme including replacement kitchens, bathrooms and roofs, and the installation of loft insulation and cavity wall insulation.



2014 > present

CLIENT: Orbit

WORKSTREAM: R&M, Capital Works, Retrofit

Project Highlights



DAMP & MOULD:

Dedicated team introduced to remedy Damp & Mould issues.



AWARDS:

Shortlisted for Contractor of the Year at the Northern Housing Awards.



INNOVATION:

Connect IT system to support intelligent scheduling, reducing operative downtime by 23%.



MOBILE SURVEYOR FOR VOIDS:

Remote scoping of works, paperless process, digital audit trail, saving approximately 60 minutes for each property.

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Benefits to Orbit Housing

- > **Power of partnership:** We host joint sessions with Orbit on how we can continually improve our partnership and service performance. Initiatives that have seen our relationship go from strength-to-strength include quarterly get-togethers and customer delivered toolbox talks.
- > **Shared training:** Attended Workshops for DMC and Disrepair with client to understand the importance of these repairs.
- > **Preventative maintenance:** Analysed three years of repairs data and put together recommended interventions, including Installation of gutter guards' to properties in areas where high volumes were suffering from blocked gutters.

Benefits to residents

- > **Resident voice:** Designed and created an Orbit Repairs pledge to ensure consistency of service. The Pledge informed training material and a customer service standard was embedded into our service delivery, customer satisfaction is now 95%.
- > **Dedicated response team:** A Quick Response team for complex repairs jobs, resulting in a boost in customer satisfaction to 97.5%, a 36% complaints reduction, increased productivity to 3.9 jobs per day, and a 71% reduction in avoidable contact.
- > **Communication channels:** Varied communication channels including letters, emails and texts to ensure residents are updated using their preferred communication channel.

Social Value Impact Headlines

49

Local apprentices employed on the contract since 2015

455

Volunteer days

73

Career events

81

Community projects

80

Work Experience placements

2

Electric vans

£1.2m

Total investment

Technology and Innovation

Technology and innovation have been critical in delivering a high-quality service to Orbit Housing. Key innovations include:

- > Connect work management system was introduced enabling efficient appointment booking, intelligent scheduling and dashboards providing visibility and driving action.
- > Using tools such as Power BI and other IT systems, we have an integrated approach to managing service delivery resulting in shorter lead times for visits to residents.
- > Introducing Mobile Surveyor has modernised the voids surveying process enabling digital void specification. The function saves approximately 60 minutes for each void property by removing the need to duplicate information associated with a paper-based process.
- > Connect allows Orbit call handlers to book appointments directly into our system and keep customers continuously informed through text messages and telephone calls.



This is the first time that Orbit has appointed a supplier for this length of contract. As well as offering value for money for our customers, Fortem are employing local trades people and offering apprenticeships."

Nick Melling, Interim Head of Compliance and Asset

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