



FORTEM

Every Home Matters

CASE STUDY



TCH Repairs



Overview

In October 2022, Fortem and Town & Country Housing created an innovative joint venture company to deliver a repairs service to 8,600 homes across Kent and Sussex.

The joint venture company, called TCH Repairs Ltd, is responsible for responsive repairs and void maintenance. The company has a 12-year contract, with the opportunity to be extended to a total contract term of 27 years, worth £189m.

Since launch, the contract has delivered over 50,000 repairs and 750 void refurbishments.

Last year, the contract achieved accreditation to three prestigious ISO standards: ISO 9001, ISO 45001, and ISO 14001. This significant achievement underscores TCHR's unwavering commitment to quality, safety, and environmental responsibility.

Project Highlights



DAMP AND MOULD:

In response to Awaab's Law, a robust and sector leading Damp, Mould and Condensation solution was designed.



SOCIAL VALUE:

Over £65k of social value investment.



TECHNOLOGY:

New solutions deployed through Total Connect and Damp, Mould and Condensation Survey Tools supporting the resident journey.



ACCREDITATION:

Prestigious standards in Prioritising Safety (ISO 45001), Championing Environmental Responsibility (ISO 14001) and a Testament to Quality (ISO 9001)



2022 > 2049

CLIENT: Town & Country Housing
WORKSTREAM: Repairs & Maintenance



Fortem is a WILLMOTT DIXON Group Company

TCH Repairs

Benefits to Town & Country Housing

- > **True Partnership:** By aligning values and embedding the tenant's voice into the service, Town & Country Housing and Fortem have united to successfully improve service quality and driven innovation in an industry where such collaborations are rare.
- > **Board:** A member of Town & Country Housing's executive team on the TCH Repairs board ensures direct representation, sharing valuable insights that strengthen decision-making.
- > **Joint investment:** The joint investment and long-term funding provide a strong sense of reassurance and commitment, offering a sustained long-term relationship unlike typical short-term contractor changes.

Benefits to residents

- > **Consistency in service:** This partnership's commitment to long-term service fosters accountability and quality, unlike short-term contractors. Customer satisfaction surveys and a focus on social value are embedded in the business plan, ensuring reliable service and community benefits.
- > **Championing the resident:** TCH Repairs actively advocate for residents looking at their broader property asset needs. The partnership is welcomed by Residents who view the joint venture as an extension of Town & Country rather than a separate entity.
- > **Technology investment:** Residents benefit from features like operative tracking and video calling, providing them with added convenience and real-time updates.

Social Value Impact Headlines

£60k+

Social value investment

5

apprentices

3

employees supported in Further Education/degree training

17

Pathways4Life events

18

White Goods installed

1800

volunteering hours

15

 Vericon Systems

Vericon surveyor cubes

Damp and mould strategy

TCH Repairs introduced a proactive approach to managing damp and mould issues using sensor-based technology. Key actions include:

- > **Shift in Focus:** Cultural change to focus on buildings and structure, not blaming residents.
- > **Full property surveys:** Using FieldView, operatives undertook full stock condition surveys to support Town & Country asset planning
- > **Call centre training:** Employees trained to spot resident vulnerabilities and empowered to escalate concerns.
- > **Specialist Team:** Trained team for comprehensive surveys and remediation.
- > **Sensor Installation:** Surveyor Cube 4 – MultiDots sensors monitor humidity, moisture, and temperature for 12 weeks.
- > **Resident Support:** Priority given to vulnerable residents, improved communication to encourage reporting.
- > **Data-Driven Solutions:** Sensors provide data for long-term asset management and repair prioritisation.
- > **Sector leading:** TCHR have been invited to present at sector best practice workshops.



A joint venture is like a Twix – two parts coming together to create something truly special. When we collaborate and align our values, bringing our strengths together, we're better side by side."

Gary Lester, Company Director, TCH Repairs

CASE STUDY



FORTEM
Every Home Matters