

Your guide to
improvement
works



Contact us



Our team who will be supporting you throughout the works are detailed below. Our team will be here to help you and can be contacted:

8.00am to 5.00pm Monday to Friday

Customer Liaison Officer (CLO)

You will be provided with the details of your dedicated CLO.

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Introduction

Dear Resident,

The purpose of this booklet is to provide you with key information and contact details in relation to the refurbishment works being carried out to your home by Fortem.

We appreciate that this work may be disruptive at times, however we will work hard to minimise any inconvenience and assure you that we will be on hand to support you through to completion of the works.

May we thank you in advance for your patience and co-operation and we do hope you find the contents of our booklet helpful.

The Fortem Team



Contact us

Your Customer Liaison Officer is your link to Fortem

Your Customer Liaison Officer is here to make things easy and straightforward for you during the time that your refurbishment work is being carried out.



Your CLO

Customer Liaison Officer

You will be provided with the details of your dedicated CLO.

Your Customer Liaison Officer will:

- Explain what work will be carried out, discuss how long it will take and advise on how to prepare for it.
- Answer any questions or queries that you may have before, during and after the works.
- Complete a Pre-start Survey to ensure that we fully understand any special requirements that you may have.
- Describe and record any choice options for new installations within your home.
- Keep in regular touch with you throughout whilst the works are ongoing.
- Resolve any complaints or issues you may have as quickly as possible.

We want you to be happy with the work we have done and to tell us if you are not.

> Keeping you safe

Your safety and security is our primary concern so it is very important that you check the identification badges of all Fortem staff before letting them into your home.

All Fortem employees, including our subcontractors wear Fortem ID Badges like the example shown opposite.

If you are worried about any ID Badges that you are shown, please call your Customer Liaison Officer, they will verify the tradesperson before you let them into your home.



Data protection

Fortem only collect, store and process your personal information as permitted under the contract it holds with your landlord and in line with Data Protection Legislation, please ask to see our Data Protection policy.

> Health and safety

Access

Wherever possible, we will make sure that you have clear access routes in your home. However, care must be taken when walking near items such as rolled up carpets, lifted floorboards, cables, tools and pipework, as all these can be trip hazards.

We may need to erect temporary barriers as signage to prevent entry into the area we are working in. If you need to go into the area for any reason, you **MUST** ask the tradespeople so that they can make sure it is safe for you to enter.

Security

- > Always ask for identification from all callers to your home. If in doubt, don't let them in.
- > Only allow tradespeople into your home if they are wearing the correct identification.
- > Check that the tradesperson has a Fortem hi-visibility vest.
- > Always keep doors and windows closed and locked whenever possible, particularly at night, if scaffolding has been erected around your home or the neighbouring property.

General

The health & safety of our customers is very important to us so please make sure that you and your family are aware of the following health and safety issues:

- > Please keep young children and pets away from the work area. This is for their own safety, as well as the trades people's safety, and to prevent accidents.
- > You must not touch or use tools and machinery as they can be very dangerous.
- > Do not leave babies in prams near any of the work. If tradespeople are working upstairs, **DO NOT** leave children sleeping or playing in any of the upstairs rooms.
- > During the works some products such as mastic will be used that take time to set. Please keep children and pets away from these areas.
- > Some of our improvement works will create dust. Our trades people will take steps to reduce the amount of dust created and will clean up during the work and at the end of the job. There will be dust in the air which will settle on surfaces after work is completed each day.



**NO SMOKING
OR VAPING**

NOTE: Whilst our tradespeople are working in your home, we would kindly ask that you do not smoke or vape in the room(s) that they are working in. Thank you for your cooperation.

> Appointments

By working together we can avoid unnecessary delays

You will find that the work is much more likely to run smoothly if you can help us with a few simple things:



NOTIFY

Please let us know **as soon as you can** if you are **unable to keep an appointment**, so that we can rearrange it.



RESPOND

Please reply **as quickly as possible to any letters, emails, text messages** asking to make an appointment with you and then keep to the dates and times agreed.



ACCESS

When we have agreed a start date with you, please ensure that **continuous access is available** to complete the work.



NOTIFY

Please let your Customer Liaison Officer know about any **dates that you will not be available, such as holidays or medical appointments** before a start date is agreed. It is also important that if you are unwell or there are any sudden changes during the works that you let us know as soon as possible.

Your Customer Liaison Officer will send you **notification of any start dates, giving you at least 21 days' notice** in advance. You will also receive confirmation of any start dates 7 days before works commence.



KEYS

Should you wish to provide a key to allow access, we can arrange to **collect a key** from you. You must not hand any keys to contractors or trades people. Your **key must be given to your Customer Liaison Officer only**. Please contact your Customer Liaison Officer to arrange this. They will ask you to sign a permission form and will keep your key safe throughout the works. Access to your key will only be provided to those who require it.

Please do not give us your only key, if you do not have a spare you will need to get one cut.

> Information

To accompany this booklet you will be issued with a 'Guide to the Works'.

Whether you are having new windows, doors, kitchen, bathroom or heating installed, your Customer Liaison Officer will provide you with your own 'Guide to the Works' leaflet.

This leaflet will provide you with all you need to know about preparing for the works, the stages of the works and any choice options you have.

We will also provide you with some 'handy hints' and 'aftercare' tips to help you get the best out of your new installation on completion.



> How you can help

You will find that the work is much more likely to progress smoothly if you can help us with a few simple things:

Please do

- > Treat all Fortem staff and subcontractors with respect and consideration.
- > Pack up rooms affected and store items away from the work area. Fortem can assist with removal of items if the you have any mobility issues or are elderly.
- > Protect electrical equipment from dust.
- > Provide clear access routes to work areas - remove any rugs and hall tables. away from these areas.
- > Close doors to rooms where we are not working.
- > Once works start, keep children and pets away from the work area for their own safety and to allow us to work efficiently.

Please do not

- > Let anyone into your home without a Fortem ID badge.
- > Leave your door on the latch - anyone could walk in.
- > Give keys directly to a tradesperson. Please arrange this with your Customer Liaison Officer.
- > Ask tradespeople to do any additional work or deviate from what they have been asked to do.
- > Tamper with the work in progress or start any DIY projects.
- > Leave children under the age of 16 on their own in your home whilst works are taking place.



> Our duty to you

Your home is about to be improved. Fortem understands that whilst this is an exciting time, it can also be quite daunting.

That is why we will...



Talk to you

about what improvements are being carried out in your home before we begin

Help you

to prepare and cope with the works taking place



Understand

you may have different needs to those of others

Be reliable

and tell you when we will be coming and going

Respect

we will always treat your home with respect



Consideration

keep dust and noise to a minimum

Clean up

each evening before we leave



Advise

offer advice throughout the works to your home



> Completion

When the work has been completed we may arrange an appointment with you for a landlord to carry out a final inspection.

We will ask you to fill in a Customer Satisfaction Survey, we welcome feedback as this helps us to continue to make improvements to the way we work.

Compliments

Fortem are committed to providing the best possible services efficiently, courteously and to a high standard to all our customers.

We want to ensure that our services are right for you. In order to ensure that we give you the best standard of service, we welcome feedback on your ideas for improvement and for you to tell us when things go well or if we get things wrong.



We welcome all positive feedback. This will help us reward individuals where necessary and guide us as to where we can make further improvement to the quality of our services.

Complaints

General Enquiry

If you have an enquiry about the work in your home, please speak to your Customer Liaison Officer who will be able to provide the necessary assistance for you.

Our Complaints Procedure – Stage 1 & Stage 2

We want every customer experience with Fortem to be a positive one. If something hasn't gone to plan, we're here to put things right.

Stage 1: Let Us Know

You can raise a complaint directly with Fortem or through by speaking to your landlord. Our Customer Liaison Officer (CLO) will contact you within one working day to arrange a visit, investigate the issue, and make sure any necessary work is completed. Once resolved, we'll check you're happy and close the complaint - usually within 10 working days.

Stage 2: Still Not Satisfied?

If you're not happy with the Stage 1 outcome, you can request a Stage 2 complaint by talking to your landlord. A Fortem Project Manager or Customer Care Manager will revisit, investigate further, and take any needed action. The CLO will keep you informed throughout. Once completed, your landlord will check you're satisfied before the complaint is closed.



> Appointments

DATE	TIME	REASON FOR APPOINTMENT



> Notes



Notes

