

Member Spotlight

February 2026





Member Spotlight - Fortem



We asked Veronica Cannacott from Fortem Solutions to share some of the work they are currently doing.

If you'd like to contact Veronica about any of the below, click [here](#).

Give us a little known fact about your organisation

Fortem are Social Housing experts. It is our sole focus and the only sector we have worked in since inception in 2002. Our mission is to raise the bar in social housing and help our clients provide safe, warm and decent homes for people to live in.

Because Every Home Matters.

Tell us about a time that engagement has made a difference to your services or communities?

Engagement has made a significant difference during our work with Lincolnshire Housing Partnership (LHP), where early in the project access challenges risked delaying our progress and frustrating the residents. By listening to resident feedback and collaborating with LHP, we adapted our approach to enhance customer satisfaction.

We equipped our customer liaison officers with distinctive Fortem branded hi vis clothing, redesigned resident letters to improve clarity and automated reminder communications to reduce missed appointments. We also hosted local consultation events to create open dialogue with residents and integrated our CLO process into our connect system, enabling better tracking for the resident journey.

As a result, our access rates improved, disruption was reduced and resident satisfaction reached 99.4%

What are you currently working on when it comes to engagement?

This year, working in collaboration with Tpas, we will be launching our Customer Partnership Board. The Board will be launched in February. The purpose is to embed the resident voice into the heart of our business, enabling us to deliver a more responsive and inclusive service. The board will ensure

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that residents have a strong and meaningful voice in shaping Fortem's services, strategy and performance. We can't wait for it to get started!

Why did you decide to join Tpas?

Fortem joined Tpas to reflect a proactive approach to improving customer care within the construction and repairs and maintenance industry. It means that we can really start to understand the challenges that residents and our clients face and build a service that supports this.

Working with Tpas, we have designed training courses for all our resident facing staff so they are empowered to provide an excellent empathetic and quality service.

What is your top engagement tip?

Engagement needs to remain continuous, not just a one off. Listen to residents early and be transparent when communicating. Communicate clearly, keeping residents involved throughout the entire process and create multiple opportunities for residents to provide feedback and visibly act on it.

What's the one thing you are really proud of when it comes to engagement?

When it comes to engagement, Fortem are proud of our detailed Customer Care Strategies that support all of our programmes of work. These range from Tpas training for our entire workforce, resident care plans to minimise disruption plus integrated communications that support all residents, from resident portals, animations, newsletters, workshops to help residents understand the need for the works and the process they will undergo. Transparent communication and information accessibility fosters a community where residents are not only well-informed but also actively engaged in the programme.

