

Fortem appointed as new maintenance contractor for Cambridge Housing Society

1 year ago



Following an extensive procurement process, Cambridge Housing Society, a charitable housing association and social enterprise in Cambridgeshire, has awarded Fortem a four-year contract to carry out repairs and maintenance duties across its service until April 2029, with the option to extend up to 10 years.

As an award-winning property solutions provider, Fortem will be responsible for tenant repairs and planned maintenance at all of Cambridge Housing Society's services across Cambridgeshire.

Fortem was awarded the contract for its bid based on a comprehensive evaluation criteria, with 60% of the assessment focused on the quality of the service, 10% on the social value contribution within the local community, and 30% cost considerations. As part of the contract, Fortem has pledged to a number of social value commitments, including a donation to Cambridge Housing Society's fundraising and partnership initiatives, local employment and apprenticeship opportunities, community focused events for Cambridge Housing Society tenants, and a legacy project.

Cambridge Housing Society tenants were also involved in the tender process alongside staff to ensure that the change of provider best served the wider Cambridgeshire community.

Speaking on the new contract tender with Fortem, Tina Warren, Cambridge Housing Society's Director of Homes, said: "We are so pleased with the outcome of this procurement process. Involving our tenants and gaining their feedback throughout was incredibly valuable, and it has ensured that we are partnered with an organisation that is a great fit for our community. We are confident that Fortem will continue to offer our tenants a value for money service, and we're delighted to be working with them."

Colin Read, Operations Director at Fortem, added: "We are so excited to be working with Cambridge



Housing Society across the initial period and into the full 10 year opportunity. We know how important tenant satisfaction and engagement are to Cambridge Housing Society, and are confident that with our extensive experience, collaborative approach and smart use of technology we can provide our customers the service that supports their needs. Our team's expertise will allow us to ensure that every service gets care and attention so that all tenants can live in a safe, high-quality home."