

Lincolnshire Housing Partnership and Fortem launch customer portal to support residents

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Lincolnshire Housing Partnership (LHP) has partnered with property solutions company Fortem to launch a new online customer portal, designed to keep residents informed and supported throughout planned maintenance or retrofit works in their homes.

Accessible in multiple languages, the portal brings together everything residents need to know in one easy-to-use space.

This includes information on what to expect before and during works, details on the Fortem team working in the community, the latest project news and updates, and a Frequently Asked Questions section.

Printed brochures and guides will also be available at induction day appointments, with digital copies accessible on the portal, making sure every resident can access information in a way that suits them best.

“Having everything in one place means customers feel more supported and engaged. They can quickly find information, contact us, and feel reassured about the works happening in their homes and in their area,” said Rebecca Goodwin, Regional Customer Care Manager at Fortem.

Danny Wyer, Corporate Head of Property at LHP, said:

“We know that having work carried out in your home can be disruptive, but by providing clear and accessible information in our new portal, we’ve made the process much easier for our residents and neighbourhoods.

"Residents will see exactly what's happening, when it's happening, and who will be carrying out the work – giving them greater support and visibility throughout the process and enhancing their overall experience."

"We're proud to work with partners like Fortem who share our commitment in putting customers first, and we look forward to continuing to work together and making a real difference for our communities."

The launch of the customer portal marks another step in LHP and Fortem's ongoing partnership.

The two organisations are already working on a ten-year, £150 million Decent Homes programme to upgrade kitchens, bathrooms and roofs across 12,000 homes, and Fortem has recently been awarded a major retrofit contract by LHP to make a further 1,243 homes more energy efficient.