



Fortem

Eton Court, Retirement Living Refurbishment, Southport

OVERVIEW

Frank Rogers secure a challenging residential refurbishment contract at Eton Court, Southport working on behalf of Fortem.

Working within a sheltered scheme environment Frank Rogers delivered new kitchens and bathrooms to 30 homes including heating and electric upgrades. Additional refurbishment works within communal and lounges were completed simultaneously.

STAKEHOLDER CONSULTATION

Our dedicated Customer Liaison Officer, trained and experienced in safeguarding and customer care implemented a communication plan coordinating scheme wide meetings discussing forthcoming works, supported by individual pre-entry surveys building relationships, addressing concerns, managing expectations, explaining works, disturbance levels and timescales.

Early site visits identified particularly vulnerable residents, resulting in development of individual property support methodologies e.g. confidential family/friend/statutory provider engagement, additional cleaning/dust suppression for asthmatic/OCD residents etc.

RISK MANAGEMENT

We developed a 3 phase programme initially commencing communal lounge / kitchen works prior to residential dwellings providing a new warm welcoming atmosphere offering respite to residents with free meals during noisy/dusty strip out works within each flat, which was positively received by all.

Our SHEQ Manager implemented regular H&S Site Audits supporting the site manager deliver inductions / toolbox talks reinforcing strict housekeeping; preventing slips, trips and falls across site for both trade operatives and residents.

SATISFACTION

Our team acknowledged the upheaval imposed upon residents undertaking significant works throughout the scheme and within their homes lasting over 6 months. We attended weekly Coffee Mornings together with residents receiving daily visits from our team ensuring all concerns and queries resolved immediately. Continued consultation with residents, family members and scheme managers resulted in an overall customer satisfaction score 95%.

