

Tersus Consultancy CASE STUDY

Fortem

Contract Start: 2016

Contract End: 2020

Contract Value: up to £120k per annum

Brief Description:

Provision of localised refurbishment surveys, for the Fortem social housing client - Birmingham City Council

Tersus work with Fortem on their contract with Birmingham City Council. Fortem carry out repairs, maintenance, gas servicing and home improvements across 23,136 homes in 10 areas of the city under a contract awarded in 2016 that runs until 2020



Scope of Service

This contract covers the provision of:

- Surveying
- Sampling
- Re-inspection
- Bulk Analysis
- Air monitoring / 4-stage clearance

Benefits to Client:

Working with Fortem on the Birmingham City Council contract Tersus have been responsible for ensuring high standards of asbestos service provision.

Tersus work in line with strict Health & Safety requirements and induction training includes the specific needs of working in people's homes.

Undertaking surveys in people's own home can be fraught with problems unless they are carried out with care both to the resident, especially with vulnerable persons and to the property itself.

Our surveyors are trained to ensure they respect the wishes of the resident and only take samples from inconspicuous areas so as not to damage decorations wherever possible. Surveyors are trained to calmly walk away from any kind of conflict and will immediately withdraw should they sense that the resident is in any way worried or concerned.

By the same token, they are prepared to engage in conversation with the resident particularly to allay any fears they may have regarding asbestos being present in their property.

Services provided by Tersus are accredited under ISO17020 and ISO17025 documented procedures.