

Client forum

Highlights from the Client forum

Last meeting: 12 January 2022

Welcome to the Client forum update

We had an excellent attendance at the Client Forum in January with six clients contributing alongside 12 colleagues.

Key topics from the last meeting

Client Engagement Strategy

Following consultation with clients and a discussion at the Client Forum in November, Adele has now written a final draft of the **Client Engagement Strategy**. Adele presented the strategy to group members and a copy has been distributed for further comments. The strategy provides a clear and detailed action plan of how client engagement will move forward over the coming two years.

'Client Forum Approved' logo

In future, any document which is approved by the Client Forum will be stamped with a **Client Forum Approved** logo. The group considered several logos which had been created for this purpose and a vote was held for the best logo. The winning logo will now be used on all future documents. Many thanks to Transform colleagues George and Tracey for submitting logo designs.

Transform and the green agenda

Michael O'Brien kindly attended the meeting to give a presentation on the steps Transform is taking to ensure we are more environmentally friendly. Key points covered by Michael included:



- Transform developed an Asset Management Strategy in 2019 which includes a section on the environment. We have been working to achieve the goals set out since then.
- We are currently working on a new Sustainability Strategy where we will likely sign up to 48 Reporting Standards.
- 25% of our properties have an energy efficiency which is below the target of Energy Performance Certificate (EPC) Band C. Our priority is to bring these up to Band C by 2030.



Next meeting:
Wednesday 30 March at 2pm

These meetings are held on Teams – a staff member will be able to support you to attend this.