

Client forum

Highlights from the Client forum

Last meeting: 30 March 2022

Welcome to the Client forum update

The Client forum extends its warm thanks for all the hard work of Tim Butcher who has supported the group for over 10 years. Tim has now moved on from Transform and Sara Asaria will now be supporting the Client Forum. Welcome Sara!

Key topics from the last meeting

Lettable standard

David Mills, the Maintenance Manager presented. The document lists the required environmental and health and safety checks the maintenance team carry out and the frequency of these.



Training modules

Soon to be ready to launch:

- Staying safe online
- Starting and maintaining a tenancy
- Domestic abuse.



Client Engagement Strategy

This was approved by the Board of Trustees in February and published on the website in April. Work is being carried out now on delivery of the action plan.



New Hoarding policy

The new Hoarding policy was discussed ready for Committee approval. A client facing leaflet about hoarding will be produced as a training module.



Safeguarding leaflet for clients

This was approved subject to minor changes.



Want to join to group?

If you would like to join the Client Forum, please contact Adele Duncan, Sara Asaria or talk to your keyworker.



Next meeting:
Thursday 26 May 2022

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