



Client Forum

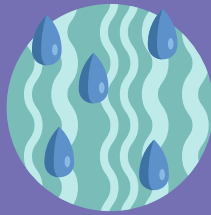
Highlights from the Client Forum

Last meeting: 20 December 2022

Key topics from the last meeting

Damp, mould and condensation

There has been a case in the news recently regarding a young boy who died as a result of damp, mould and condensation. All housing associations have been contacted by the regulator and the Housing Ombudsman about this.



We have set up a working group, to look into any issues within our housing. Any issues **MUST** be reported to Maintenance by teams or clients. More information can be found on our [website](#).

50th Anniversary Gala

A special event was held in November to celebrate Transforms' 50th anniversary. Around 140 guests attended including Transform clients and the Countess of Wessex (pictured below). £30,000 was raised and how we spend it is currently being considered with suggestions by the group.



Review of on-call services

This review has now been completed and changes to contact numbers will be shared with clients for this to roll out from **Wednesday 1 February 2023**. Any questions or concerns should be raised with your keyworker.

Rent increases

The Government has announced that supported housing is exempt from the rent cap being applied from April 2023. Rents and service charges are currently being worked out for 2023/24.

Client Satisfaction Survey 2023

The next satisfaction survey is being created to take into account new regulatory requirements. The survey will be taking place in the spring. Make sure you take part and have your say.



Next meeting:
Monday 23 February
10am — MIDDAY

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