

# Client Forum

Highlights from the Client Forum

Last meeting: 20 April 2023

## Key topics from the last meeting

### Equality, diversity and inclusion

Simone Bartley the Director of Corporate Services attended and discussed Transforms approach towards how we treat clients as part of our social inclusion and diversity agenda to feed into the update of our Equality, diversity and inclusion policy.



### Cost of living crisis

Energy Bill Support Scheme and the cost of living payment was raised by one of the attendees – everyone should be able to claim their £400 payment by the end of May.



### Client satisfaction survey

Dave Hulme the Head of Business Improvement attended and discussed the Client satisfaction survey is due to be launched shortly and this is a great opportunity for clients to feedback about how we are doing and what we can improve upon.

This is a very important survey and we would ask as many clients as possible to respond with their feedback.



### Update from Transform Chief Executive

Lawrence Santcross, Transform Chief Executive attended the last meeting. He gave attendees a brief update on the current issues that Transform and other housing associations are dealing with.



Next meeting:  
15 June 2023  
10am - 12 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.