

# TRANSFORM

## HOUSING & SUPPORT

Client Newsletter | Spring 2025

# Welcome to Your Spring Newsletter!

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# Transform Warm Homes project – making homes warmer and greener



We're excited to tell you know that Transform is working with Wates Property Services to make 100 homes warmer and more energy-efficient over the next three years. This work is part of a project called the Transform Warm Homes Project: Affordable Warmth through Sustainable Solutions. It will improve 100 Transform homes that currently use more energy and are harder to keep warm than some of our other properties.

## What improvements are being made?

- Depending on the type of home, these could include:
- Wall insulation (outside or inside your home)
- Air source heat pumps (to heat your home efficiently)
- Solar panels (to generate electricity)
- These changes will help keep these homes warm and use less energy.



## Who is paying for this and how much will it cost?

The project is being paid for with just over £1 million from the Government's Social Housing Decarbonisation Fund. Transform is also putting in the same amount so the total project cost is over £2 million.

## How will this project affect clients?

If your home is in one of the 100 properties included in the project, we'll contact you directly. We understand having work done in your home can feel disruptive, so:

- you'll be given plenty of notice before any work starts
- we'll support you every step of the way
- the team will work around your needs to keep disruption to a minimum.

You don't need to do anything right now. If your home is selected, we'll be in touch with full details and we'll be here to answer your questions.





# Important change to some electricity meters – what you need to know



## What should I do now?

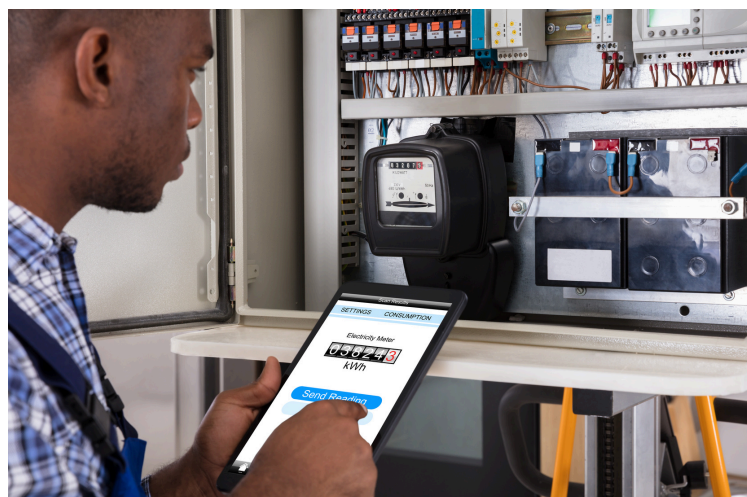
Your energy supplier should contact you if your meter needs replacing. If you think you might have an RTS meter but haven't heard from them yet, it's a good idea to give them a call.

There are more than 13,500 RTS meters in Surrey alone – so if you have one, you're not alone. Don't worry – help is available to make the switch easy.

## RTS meters are being switched off soon

Some homes still use older electricity meters that receive a radio signal to switch between cheaper night-time and daytime rates. This system is called the Radio Teleswitch Service (RTS).

The RTS system will stop working on 30 June 2025. If you have an RTS meter, it will need to be changed before this date.



## How do I know if I have an RTS meter?

You might have one if:

- there's a small box near your electricity meter labelled "Radio Teleswitch"
- your home has electric heating or storage heaters
- you get cheaper electricity at night – for example with Economy 7 or Economy 10.



## Fire Safety Reminder

Fire safety is essential for keeping you, those around you, and your home safe. Simple steps like testing your smoke alarms regularly, keeping escape routes clear, and being careful when cooking can make a big difference. Staying aware and prepared helps prevent accidents and could save lives. If you ever need advice or support with fire safety, we're here to help.

Visit the website for more info: <https://clients.transformhousing.org.uk/>



# Keeping your home free from damp, mould and condensation

There is always moisture (water) in the air, even if you can't see it. When the air gets colder, this moisture turns into tiny water drops. This is called condensation.

It usually happens during cold weather and usually shows up on cold surfaces, like windows or behind furniture where air doesn't move much.

## What is mould?

Mould is a fungus that can grow on windows, walls or behind furniture. It spreads quickly, can damage your home and can also affect your health so it's important to deal with it early.



## Why is condensation a problem?

A little condensation is normal, like after a shower or cooking but too much can cause damp and mould.



## How do I stop damp, mould, and condensation?

Here are some simple things you can do:

### 1. Stop moisture spreading:

In kitchens and bathrooms, close doors, use extractor fans, and open windows.

## What causes mould?

- More people or pets in the home.
- Less heating
- Leaks or not enough ventilation.

## Signs of damp and mould

- Damp patches on the walls.
- Mould in corners or behind furniture.
- Mildew on clothes or furnishings.
- A musty smell.

**2. Reduce moisture in the air:** When cooking, cover pans to reduce steam. Dry clothes outside if you can to avoid indoor moisture. Run cold water before hot when filling a bath to limit condensation. Keep showers short, and wipe condensation from windows and surfaces daily. If you spot mould, use mould spray straight away to stop it spreading.

**3. Keep your home warm:** Keep your heating on low during the day to maintain a steady temperature and prevent damp. Use a thermostat to control the heat efficiently. If you're worried about heating costs, contact Transform. We are here to help.

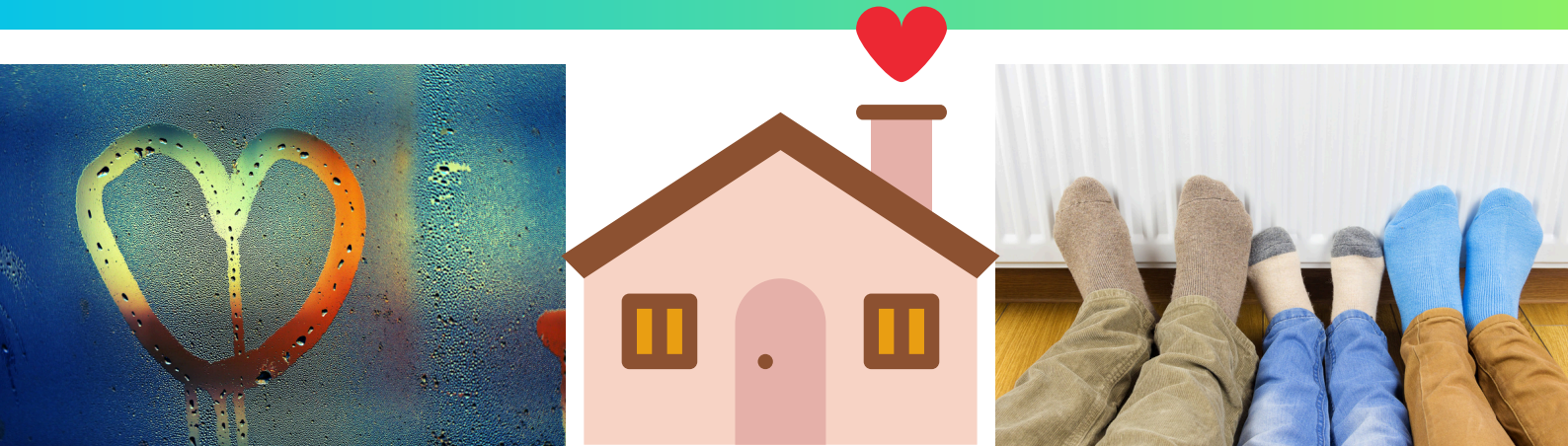
**4. Keep your home ventilated:** Open windows slightly to let fresh air flow through your home. Keep trickle vents open to support ventilation. Ventilate the kitchen and bathroom while using them to reduce moisture. Avoid overfilling cupboards or wardrobes, as this traps damp air. Keep furniture slightly away from walls to help air circulate.



## What can Transform do?

If you see damp or mould, contact us straight away. We can check the problem and fix it. For more help, ask us for our Damp, Mould and Condensation flyer or check out the information on our website.

## Introducing Awaabs Law – keeping homes safe and healthy



In December 2020, a two-year old child, named Awaab Ishak sadly died because of black mould in his rented home. Awaab’s story brought national attention to how serious damp and mould can be to our health.

In February 2023, the Government announced ‘Awaab's Law’, named after the little boy. The new law – which comes into force in October this year – will make sure that landlords act quickly when damp or mould is reported. It aims to keep homes safe and healthy.

At Transform, we fully support Awaab’s Law. We already work hard to try to make sure your home is safe and free from damp and mould and we are preparing an action plan to make sure we fully follow the new law.

To find out more about damp, mould and Awaab’s Law, scan the QR code to visit our website.



# A poem penned from the heart



We love it when Transform clients share their thoughts with us. Charlotte – a client from Spelthorne – wrote a beautiful poem for new Transform clients about what Transform means to her. Her words are full of hope and they really show the heart of what we're all about.

Thank you Charlotte – your poem means a lot to us and we're so happy to share it.

## Transform with us

Value, diversity and fairness – sometimes these things can scare us.  
All the way from 1972 – now we share our morals with you.  
Treat people with care and compassion,  
hope for the best, you might see what'll happen.

Support the needs of every individual,  
don't be mean, it's so unoriginal.  
Provide safety, stability and security,  
When you transform, it'll be your new sign of maturity.

Take responsibility for your words and action,  
when you grow in life, it'll lead to better interactions.  
Continue learning and improving,  
after all, the world keeps on moving.

Offer a first-class service, it's okay, don't worry,  
everyone feels nervous.  
Explore innovative ways of working,  
because at the end of the day, it'll be your loved ones smirking.

50 years of Transforming lives,  
helping everyone survive.  
Once all is done and gone,  
you'll be able to look back proudly where you came from,  
with Transform being your backbone.

Wishing you the best of luck with your new home.



Written by Transform client, Charlotte Springer





# Client survey: your voice matters

## You spoke, we listened – here’s what’s changing

Between September and November 2024, we asked for your views in our third client survey carried out by customer evaluation experts at The Leadership Factor (TLF). Thank you to the 338 clients who took part by text, email, web link, post or phone.

- 294 of you are Transform tenants
- 44 use our services but rent from other landlords

We are very happy to say satisfaction is up again – now at 85.8%, compared to 85.4% last year. That puts us right at the top compared to other housing associations TLF works with (average score: 71.3%).

### Some highlights:

- 90.5% said we treat you fairly and with respect.
- 89.2% said we provide a safe home.
- 82.8% said we listen and act on your views.
- Over half of you (57.7%) gave us a 9 or 10 out of 10 for trust.

We also saw a big improvement in how we handle complaints – up 14% to 62.5%. This follows changes we made like a new complaints policy, better staff training and putting your voice at the centre of it all.

### What we’re working on next:

- Asking for quick, real-time feedback when you make a complaint – so we can put things right even faster.
- Speeding up repairs.
- Responding faster when you raise an issue.
- Continuing to improve how we communicate with you.

### Looking ahead to the 2025 survey

We are always working to make Transform a place where you feel safe, supported and independent. Your feedback is vital, so when the next survey comes later this year, we’d love you to get involved and share your thoughts about how we’re doing.



For more info, please see our graphic summary overleaf.

Thank you to all the clients who participated in this year's survey!

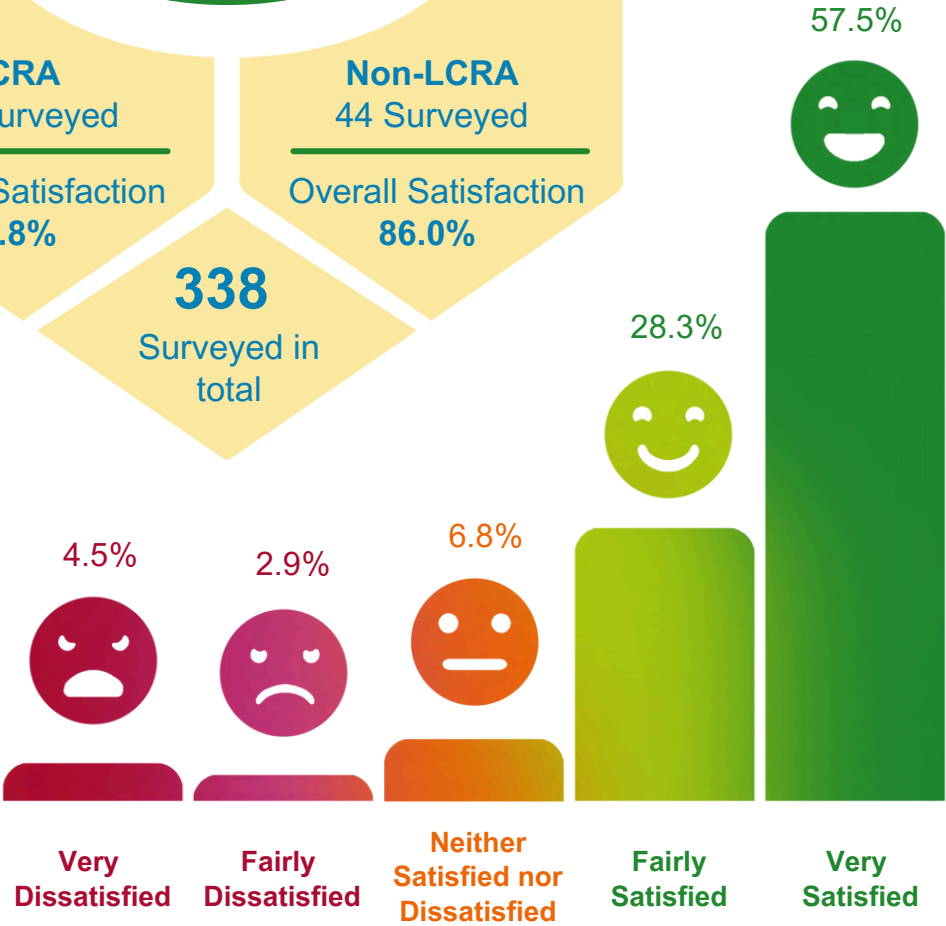
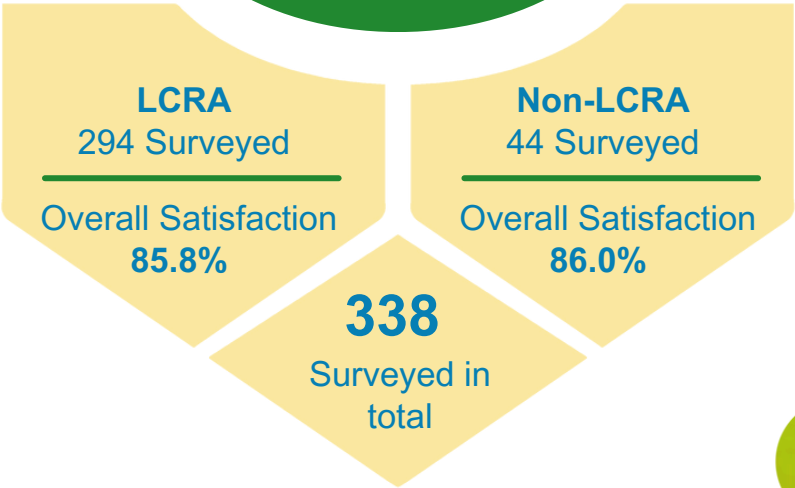
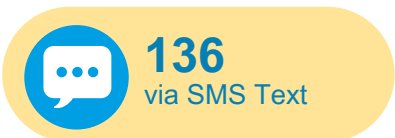
This **2024 Client Survey** has been conducted for Transform by The Leadership Factor (TLF).  
This is the **third year** that TLF has carried out our annual survey.

**LCRA :**  
(Low Cost Rental  
Accommodation) –  
Transform is the Landlord



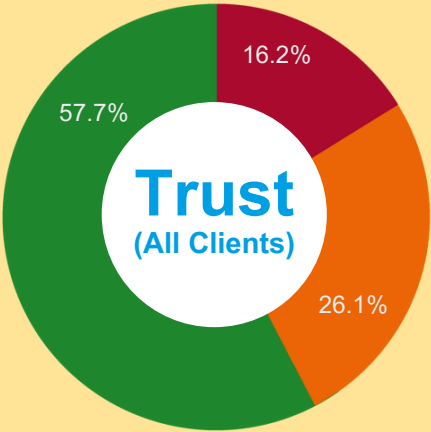
**Non-LCRA :**  
Support and/or housing  
management only –  
Transform is **not** the Landlord

**How you  
gave your  
feedback:**



LCRA Levels of Satisfaction

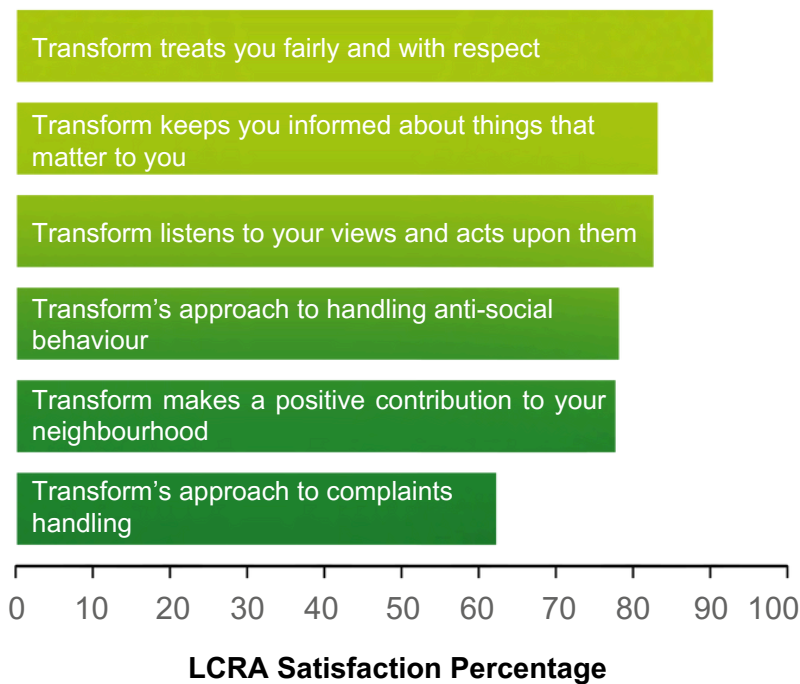
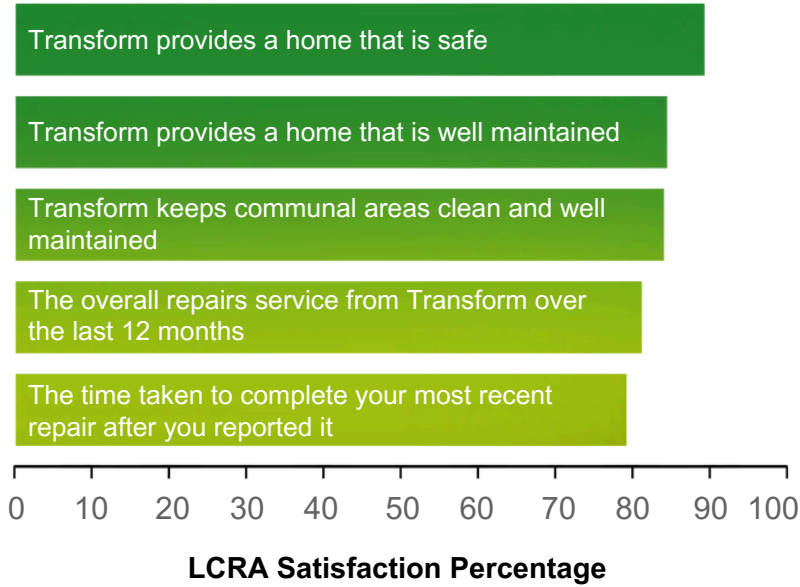
- 1-6**  
Trust Score
- 7-8**  
Trust Score
- 9-10**  
Trust Score



**“To what extent do you trust  
Transform to do the right  
thing for you?”**

On a scale of 1-10 **over half of all**  
our clients gave us a score of  
**9-10**





Since last year we have improved the most for our LCRA clients in:



**Maintaining Communal Areas**

**+6.4%**

higher satisfaction than last year



**Handling Complaints**

**+13.9%**

higher satisfaction than last year



**Handling Anti-social Behaviour**

**+6.2%**

higher satisfaction than last year

For next year we are going to focus on improving in:

**Maintenance and Speed of Repairs**



**Being Responsive and Getting Things Done**



**Communication and Listening to Clients**



**Overall, we intend to do more to ensure that everyone receives consistent service**