

Client Forum

Highlights from the Client Forum

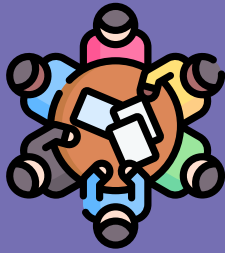
Last meeting: Thursday 23 February 2022

Key topics from the last meeting

Client visits

Client visits are being arranged over the coming months.

Director of Client Services, Adele Duncan and two members of the Client Forum will meet with clients across a range of services to find out what the key issues are for them at this time as well as to hear more about the Client Forum.



Rents and service charges

Rents and service charges were discussed as the rent increases are due to be implemented from April 2023.

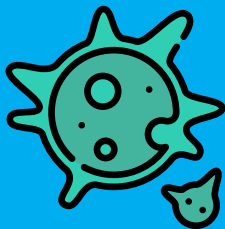
Letters will go out to clients at the beginning of March and discussions about financial hardship funds are being had at a senior level at Transform to try and find ways to support those who will need it.



Damp, mould and condensation

Damp, mould and condensation is still high on the agenda.

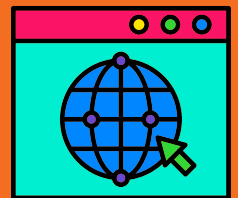
If any clients have issues with this please either notify your keyworker or contact the maintenance team to report this. If you can, please take photos of the issue as the help us see any damage caused.



Website update

The Transform website is currently being reviewed and updated. George from the communications team will be arranging a meeting for Client Forum members to look at the content and to test the new functions.

Keep your eyes open for the new version in March 2023.



Next meeting:
Thursday 20 April 2023

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