

Improving your Transform experience

Update for Transform clients

Transform's commitment to improving your home's energy efficiency

We are committed to making our homes more energy-efficient and bringing them up to at least a 'C' rating on the Energy Performance Certificate (EPC) by 2030, as required by the Government. This will not only meet Government standards but also improve your living conditions and lower carbon emissions without raising your utility costs.

The Government's Clean Growth Strategy sets the goal for social housing providers to achieve a minimum EPC rating of 'C' by 2030. You can read the [full strategy](#) and the [executive summary](#) on their website.



transformhousing.org.uk

We are currently checking all our data to see what work needs to be done on your homes. Some possible improvements might include:

- New windows
- More loft insulation
- Solar panels on your roof to generate free electricity for heating and hot water
- Low-carbon heating and hot water systems like air source heat pumps
- Insulation on the outside of your property

Some of our homes already have an EPC Band C or above, so they will only need routine repairs and replacements.

We will soon have a page on our website with more details about this process and how these improvements will benefit you. If you want to learn more or get involved as an Energy Champion, please contact a member of staff.

Score	Energy rating
92+	A
81-91	B
69-80	C
55-68	D
39-54	E
21-38	F
1-20	G

What is an EPC?

By law, whenever a property is built, sold or rented an Energy Performance Certificate (EPC) is needed. An EPC, shows how energy-efficient a property is and the higher the rating the lower the energy bills will be for that property (we know – it's confusing and it gets worse – they use LETTERS!). It is rated on a scale of A – G with A being the highest (meaning bills will be lower) and G being the lowest (meaning bills will be higher!).

Your home your choice



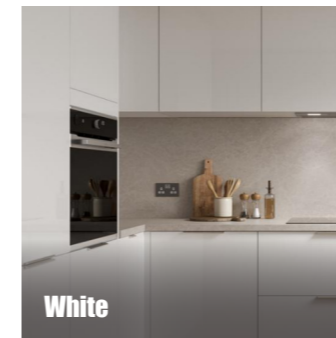
The Transparency, Influence and Accountability Standard (2024) requires housing associations to provide choices, information and communication appropriate to the diverse needs of tenants in the delivery of all standards. This includes providing opportunities to influence and be involved in decisions about strategy but also about repairs and maintenance.

To this end we offered members of the Client Forum the opportunity to choose the design options for new kitchens and bathrooms (this does not apply when we replace kitchens within void properties, this will be a default design and colour).

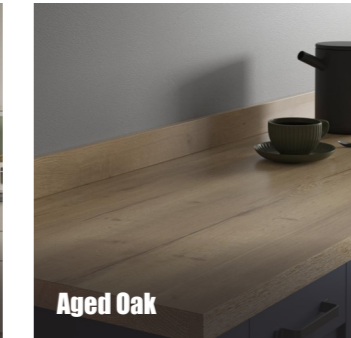
We offered them a selection of kitchen worktops, flooring and bathroom flooring that we asked them to vote for their favourite. We then totalled up the votes and agreed a selection of four floor choices for kitchen and four for bathroom flooring, and two choices for natural worktops and two for timber effect worktops. These will complement the four standard colour choices for the kitchen units.

We think they made some great choices, and we hope you agree!

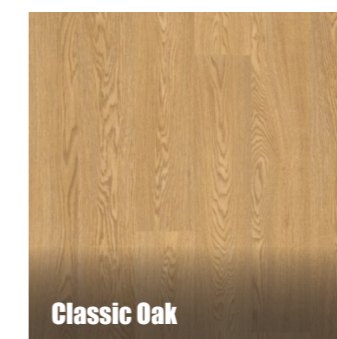
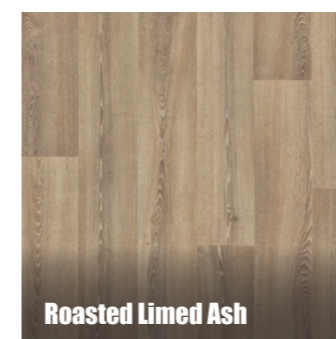
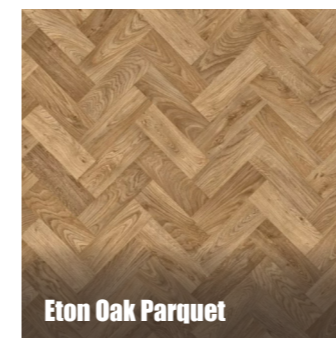
Kitchen colours



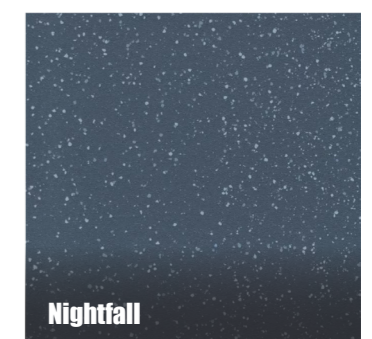
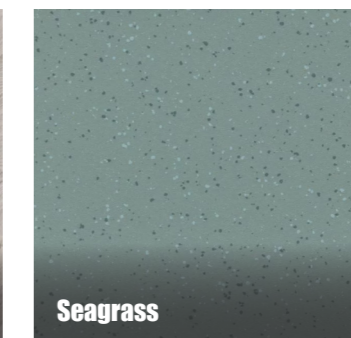
Kitchen worktop



Kitchen floor



Bathroom floor



New complaints procedure



As many of you know, the Housing Ombudsman Service updated its Complaints Handling Code in 2020 and, in line with this, we implemented a new complaints policy at Transform.

The Code empowers you as clients to understand your rights and what good looks like. It raises awareness of how you can get your complaints addressed. It also makes procedures more accessible and less intimidating as well as ensuring the outcomes are more meaningful.

As we mentioned in our last Client News, in Transform's latest Client Satisfaction Survey the way we handled complaints against the Government's Tenant Satisfaction Measures (TSMs) had one of the lowest satisfaction scores. This aspect is crucial because it positively influences overall client satisfaction, which is a key objective for us. Improving how we manage complaints was therefore essential to better support you so – with the help of a customer care expert – we have comprehensively reviewed and revamped our complaints handling policy and procedures, see details below.

What is a complaint?

The Housing Ombudsman's definition of a complaint is “an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff or those acting on its behalf, affecting an individual client or group of clients.”

How do I make a complaint

You can make your complaint whichever way is best for you, either by:

- completing our on online complaint form (this is the quickest way to send it to us)
- calling your local office
- emailing: complaintsteam@transformhousing.org.uk
- calling our central office on 01372 387100
- direct messaging us on social media
- sending a letter to us at:
Complaints Team
Transform Housing & Support
Bradmere House, Brook Way
Leatherhead, KT11 7NA

Someone else can submit a complaint on your behalf, such as a family member or another organisation. Please note we will need to receive your written permission for them to do this if we don't already have this. You can also be supported by an advocate or friend when making your complaint.

We'll ensure that you can easily make a complaint in a way that works best for you so, for example, we can provide you with a translator if needed, or provide extra help if you struggle with reading or writing. You can find out more about this in our Reasonable Adjustments Policy and Vulnerability Policy. We can also help you contact the Housing Ombudsman Service at any point during the complaints process.

If you would like more information about this, please speak to a member of the Transform team or visit our [website](https://www.transformhousing.org.uk).



[transformhousing.org.uk](https://www.transformhousing.org.uk)