



Working Together Live Event

Thanks to those who joined our recent working together live event. This event's theme was: understanding customer priorities.

Some great questions were asked during the live event, such as:

With the reduction in estate inspections, to what extent will the management fee charges to leaseholders be reduced, if at all?

- We're aware that some of our services which are service chargeable haven't been delivered. An example of this is cleaning. In cases where we had to deliver additional cleaning in our sheltered blocks, other blocks received a reduced service from weekly cleans to fortnightly cleans for a brief period. In these cases, we'll be giving refunds. Please note that the cleaning schedule differs from blocks in regards to weekly, fortnightly, or 3 weekly cleans. There is no specific charge for estate inspections.

Regarding anti-social behaviour (ASB), how can you report it when you do not have access to the building itself to get the number of the flat to be able to report it?

- ASB should be reported to our Customer Experience team. Although its best to give as much detail as possible, if you haven't got the full details, please still report it. It may be the case that other people are reporting too, so we're able to gather as much intelligence to find out who is causing the issue.

When can we have proper communication on matters such as repairs?

- We've learnt lessons through the pandemic about how we can communicate better. You may have experienced more communication from us during this period. We're aiming to continue this and use SMS more. Communication is an area that is important to us and we want to do better.

As a volume of ASB can be attributed to longstanding poor practices by VIVID, which were then exasperated by COVID, what lessons have been learnt in order to deal with this in future?

- We did see an increase in new cases of ASB being reported through the pandemic, we believe due to the higher numbers of people being at home, I'm not sure how VIVID's practices could have contributed to this. However, we've been actively focusing on this area through customer satisfaction surveys. We've seen a positive shift in our satisfaction score of dealing with ASB issues which has been a result of listening to and taking account of your comments. We hope to continue our improvement in this.

Is there an anonymised demographic for survey responses? It is quite possible that different age groups may have different experiences.

- When taking age of customer into account, the age groups under 25, 26-64 and over 65 all rate the same top 3 services as most important to them in this survey. These are: managing your safety, dealing with your enquiries and dealing with things when they go wrong. However, these 3 age categories are not comparable in the number of customers, where under 25 is the smallest sample and not all ages of customers are known. We're working to improve our profiling of our engaged customers. We're mindful that we want to be representative of our customer base.

I understand VIVID helped house some rough sleepers during the pandemic. Is this continuing?

- We made some of our properties available for rough sleepers during lockdown, working in partnership with local authorities. Local authorities have the responsibility for housing and they have been making longer term arrangements for those rough sleepers. We have continued to make our properties available where requested.

Why is financial support not being offered to residents who are facing potentially huge costs (which could well bankrupt us) to remediate cladding on buildings owned by VIVID?

- We understand that this is a difficult and uncertain time for our customers in these blocks. We're doing all we can to explore all possible avenues to secure funding to complete the cladding replacement works, including applying for the government's Building Safety Fund. If you have any further queries, please contact your dedicated Liaison Officer who's on hand to support you, by emailing: firesafety@vividhomes.co.uk

The live event is available on our website, in case you missed this. Please follow the link to see this if you'd like to: http://links.vividhomes.co.uk/Live_Event_Recording