

# VIVID

WINTER  
2024

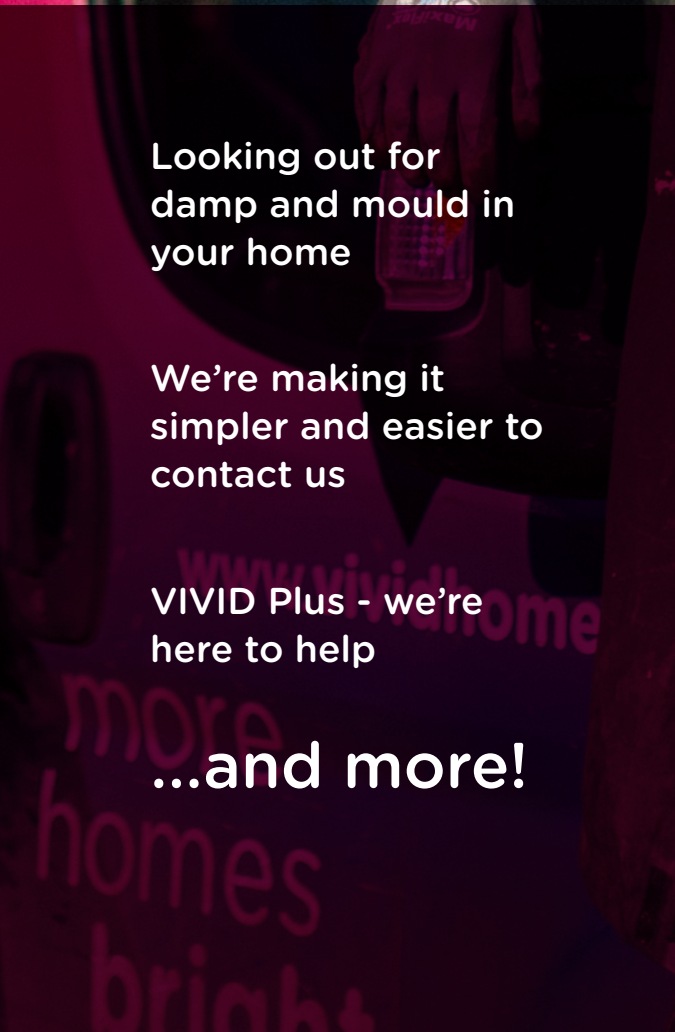
Cover   
Ryan Charles  
Bricklayer  
Multi-trade

Looking out for  
damp and mould in  
your home

We're making it  
simpler and easier to  
contact us

VIVID Plus - we're  
here to help

...and more!





# We're making it simpler and easier to contact us



Following customer feedback about response times to emails, we've made some changes to the way you can contact us. Our new service offer means that we can resolve queries much more quickly.

We've changed our telephone system to help us resolve more queries at first point of contact by routing calls to specialist advisors. Our advisors have access to more information so they can answer your queries without the need to get someone to call you back.

We've launched some new and improved ways for you to contact us. You can:

- Ask our chat bot a question, and if it can't find the answer, you'll be put through to live chat with one of our customer experience advisors during our office hours (8.30am - 5pm Monday - Thursday, and 8.30am - 4.30pm Fridays) - if needed we can move to a video call. Logging in first helps our chat bot assist you quicker. When we're closed you can submit your query for us to respond to when we re-open
- Access the same service as above by messaging us on WhatsApp (07401 329880). If you can't find the answer to your query, one of our advisors can help you during working hours

Our new online account is also now live - register today to access our easy-to-use account that's full of exciting features, available 24/7. Wherever you are, and at any time, you're now able to:

- Check the balance on your account
- Pay your rent securely
- Easily set up a direct debit
- Raise and track your repair\*
- Raise a query if you have any issues
- Chat with an advisor (in working hours)

\*Please note that this service is currently only available for customers that we have a repairs responsibility for, but we're looking to enhance this service in the future.

Registering's easy! You'll need an email address and your tenancy ID number, which you can find at the top of any letter from us.

Scan this QR code to register.



## Instructions

1. Open the camera or QR code reader app on your phone
2. Hold your phone so that the QR code appears in view
3. Tap the notification to open the link

## You said, we did

We always want to hear your feedback. If you're asked to take part in a customer survey, we want you to know that you're listened to, and that we'll improve our services where we can. .

As of April 2023, all housing associations are required to collect information from tenants on how satisfied they are with their landlord. The questions consist of a set of 12 'tenant satisfaction measures' (TSMs) covering:

- Building safety
- Complaint handling
- Tenant engagement
- Repairs
- Neighbourhood management

In our recent customer satisfaction surveys, we received really positive feedback which told us that our staff are polite, helpful and professional, and that you feel your home is safe and secure. We were also pleased to hear that the majority of customers felt that you are treated fairly, with respect, and are kept informed about things that matter to you.

Your feedback confirmed we're focusing on the right priorities:

- Repairs
- Ease of contact
- Call backs

We've introduced a dedicated help and support section on our website. This will enable you to find clearer information to answer your query quicker. It provides a wealth of information at your fingertips about a range of topics and services. If you're unable to find an answer, you can use our new and improved contact channels to get in touch (as above).

# VIVID Plus – we're here to help



## Managing your finances after Christmas

The aftermath of the festive season can be difficult, both financially and emotionally. We have a dedicated team that can support you with money and benefits advice, as well as a wellbeing service to support your mental health.

They can help with:

- Managing your income and outgoings
- Checking what benefits you may be eligible for
- Advising how to put payment plans in place with companies, such as utility providers
- Accessing mental health services

And much more! We're here to help, so please reach out to us if you're struggling.

## Need help accessing the internet?

Having access to the Internet is becoming essential with so many services moving online, but it can be difficult to get online if you don't have the devices, data, or skills.

We have an experienced and friendly digital inclusion officer who can support you if you:

- Need help to access the internet to support your benefit claim or look for a job
- Have a device but aren't sure how to use it or have no data to get online
- Are looking for help accessing and creating an online account or other online services

If you'd like to find out more about our digital inclusion service or access support, please get in touch.



## Watch out for disrepair claims companies

Some of our customers have been contacted by companies offering a 'no win no fee' service for a housing disrepair. These companies get in touch with customers about making a claim against us for a disrepair, but often exploit the system. These organisations are not connected to us in any way and are rarely there to benefit you. If the case is won, the money they take as fees can be very high.

If you do have a repair issue with us, please contact us directly to try and resolve it. We always aim to sort out complaints quickly. You may also wish to seek independent advice from a trusted source, such as your local Citizen's Advice Bureau.

We've heard that some of these companies can put a lot of pressure on people to sign up and if they change their mind later are threatened with legal action. If you're feeling this at all please get in touch with us or if you would prefer, trading standards at your local authority.

If you do decide to make a claim with a disrepair company, it's worth noting that:

- There may be hidden costs and you may be charged a fee if you change your mind
- It'll be a lengthy process
- Disrepair cases can take up a considerable amount of time and resources, which could be used to ensure repairs are completed as quickly as possible
- We'll always investigate any claims diligently to ensure the right outcome is achieved
- Before we engage with any claim for disrepair, we ask that our complaints process has been followed and exhausted
- They may advise you don't allow us access to complete repairs leading you to believe you'll get more money. This isn't true as the court will see our access attempts. So refusing access may mean you'll end up living with the outstanding repairs for longer. We've included some information on the rear page about identifying VIVID employees

Had a phone call?

Some of these companies are ringing or emailing our customers. If you're not sure if a caller is really from VIVID, please hang up and get in touch.

# Looking out for damp and mould in your home

**We want you to enjoy your home and not have to worry about damp and mould, but a small amount isn't unusual in the colder months.**

If you spot some, please get in touch with us straight away and we'll talk it through and decide the next steps.

Our online live chat service is best as you'll be able to attach photos and documents. To help us to get the best understanding of your issue, please provide us with a detailed overview of the situation, along with any images you can share.

The first thing we'll do is find out the type of mould it is and what might be causing it. We'll then:

- Raise any repairs that we think may be the cause
- Provide you with a humidity sensor to track temperature and humidity levels
- Ask you to monitor this for six weeks, during which we'll contact you regularly to see how things are going
- Send out a damp and mould specialist to carry out a full survey of your home, if things aren't getting better after six weeks
- Arrange for any problems to be fixed if we think they're caused by the building
- Advise if we think there's some things you can do to help
- Give you a call every six weeks to check how things are going until you're happy the problem is resolved



## Identifying VIVID employees

We may need to enter your home to carry out repairs or assessments. Our employees may arrive in a branded VIVID van, or an unmarked van, and will always carry an identification badge with them.

If you're unsure, you can call us to verify their identity.

## Get in touch

Phone us:  
**0800 652 0898**

Message us on WhatsApp:  
**07401 329880**

Visit our website:  
**[www.vividhomes.co.uk](http://www.vividhomes.co.uk)**