



## **Working Together Live Event**

Thanks to those who joined our recent working together live event. This was on the theme: An Update on our Services.

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

### **When will the inspection of communal areas resume and fly tipping be dealt with?**

- At the moment Neighbourhood Officers are concentrating on other priorities like signing up new tenants to properties that have been empty during the lockdown. Once the backlog is completed, they will resume estate inspections. In the meantime, Caretakers are keeping an eye out for fly tipping and arranging for this to be collected. You can also report any fly tipping through our normal channels.

### **Will service charges change due to the lack of services during Coronavirus?**

- We look at service charges on an annual basis where we'll review what has happened over the previous year. If you haven't been provided with a service, then you'll get a refund. Refunds will occur in the usual procedure, where we'll refund around September for the previous year.

### **When will support officers be able to visit again?**

- We rely on the Government's advice. The advice at the moment is to work for home where we can. We're therefore operating many of our services online or over the phone. We'll update you when this changes.

### **Is the online account open to request a new repair?**

- At the moment, it's only open to those with existing repairs to be able to re-arrange their appointments. We expect the full repair reporting functionality to be available by the 22 June. This advice differs to what was said on the live event.

### **Have your operatives had training in risk assessment method statements and COSHH to conform with HSE?**

- Both risk assessments and COSHH (The Control of Substances Hazardous to Health) are part of our training procedures for our operatives. This is included in their initial training, along with refresher courses during their

employment. We've completed new risk assessments to deal appropriately with the effects of Coronavirus and in particular entering our customer's homes.

We asked customers to have their say in a poll about what was shared during the live event. Thanks to those who took part.

85% of customers agreed that we hadn't missed prioritising any services in this update.

The live event will shortly be made available on our website, in case you missed this. You can currently watch the live event on Communications here too. Please follow the link to see this if you'd like

to: <https://links.vividhomes.co.uk/LiveEventCommunications>

We'll be in touch for the next working together live event.

Thanks

Customer Engagement team