

Transcript for the 'VIVID Values' video

Video summary:

In this video our Chief Executive, Mark, and staff from around the business, discuss our values and why they're so important to us. The video shows team members working together.

Audio	Visual
Exciting, motivating music plays.	VIVID logo and text appear on screen. [Text appears on-screen:] "Our values"
Mark (Chief Executive): Welcome, our values are essential to support our vision. They're what frames the way we go about doing things round here.	Mark is sat in the VIVID offices, talking to the camera. A montage of short scenes showing staff working in the VIVID offices. This includes having meetings, walking through the offices and writing on white boards.
Mark: They're our DNA. It's important that we all try to live our values	[Text appears on-screen:] "They're our DNA"
Mark: as they're vital to the	A member of VIVID staff writes inspiring words on an orange whiteboard.
Mark: high performing and rewarding culture	[Text appears on-screen:] "High performing Rewarding culture"
Mark: that we're trying to create here. And our values influence everything we do. The way we treat people, the products and services we deliver to our customers, and how we behave. It's a massive part of our corporate identity. It's a massive part of	Mark is sat in the VIVID offices, talking to the camera. A montage of short scenes showing staff working in the VIVID offices. This includes having meetings, walking through the offices and writing on white boards.
Mark: what makes us VIVID.	[Text appears on-screen:] "What makes us VIVID"
Mark: We've kept our values simple. It's important to keep them simple so they remain at the forefront of our mind as we go about our daily work.	Mark is sat in the VIVID offices, talking to the camera.

And they influence the type of decisions we make, and how we treat each other. So, our 3 simple values are;	A montage of short scenes showing staff working in the VIVID offices. This includes having meetings, walking through the offices and writing on white boards.
Mark: deliver a great customer experience,	A member of VIVID staff writes on a blue whiteboard. [Text appears on-screen:] “Deliver a great customer experience”
Mark: encourage, challenge and change, and work as one team.	A member of VIVID staff writes on a piece of paper. [Text appears on-screen:] “Encourage, challenge and change” “Work as one team”
Exciting, motivating music plays.	Members of VIVID staff are working together to write ideas on paper in a meeting room. Text that is printed on a wall in the VIVID offices appears: “Deliver a great customer experience”
Manuel (Business Analyst): Being VIVID is delivering a great customer experience.	Manuel is sat in the VIVID offices, talking to the camera.
Manuel: Everything we do is ultimately to make a difference in our customers’ lives.	[Text appears on-screen:] “Everything we do is ultimately to make a difference in our customer’ lives”
Manuel: We all know what it’s like being a customer, we’re customers ourselves for many different companies. That’s why it’s important that we put ourselves in the customers shoes. We listen to our customers, do what we say that we’re going to do, and manage their expectations. In everything that we do, it’s important to get things right first time. Whether we’re talking about a repair, answering a query, whatever it is. As important as everything else, is the way that we communicate with our customers. In everything we say we should	Manuel is sat in the VIVID offices, talking to the camera. A montage of short scenes showing staff working in the VIVID offices. This includes having showing tenants around properties and answering their questions about the homes.
Manuel: be clear, concise, speak in plain English and put our personality across.	[Text appears on-screen:] “Be clear, concise, speak in plain English and put our personality across”
Manuel: The people that live in our homes are our primary customers. However, they are not the only ones, we have local authorities, we have the	Manuel is sat in the VIVID offices, talking to the camera.

regulator, and each other. Our internal customers are as important as any other ones.	A montage of short scenes showing staff working in the VIVID offices. This includes having showing tenants around properties and answering their questions about the homes.
Exciting, motivating music plays.	A montage of office-life at VIVID is shown. Text that is printed on a wall in the VIVID offices appears: "Encourage, challenge and change"
Mike (Neighbourhood Services Team Leader): Being VIVID is to encourage, challenge and change.	Mike is sat in the VIVID offices, talking to the camera. A montage of short scenes showing staff working on-site in VIVID homes. This includes having laying cement and a view of the housing VIVID provides.
Mike: Our ambition is to be a major influential housing provider.	[Text appears on-screen:] "Major influential housing provider"
Mike: And to achieve this, we intend to be bold, brave and ambitious.	[Text appears on-screen:] "Bold, brave, ambitious"
Mike: So, this value's about being courageous, creating a culture of innovation, allowing us time to experiment, and even being prepared to get things wrong. Many of the best ideas take time to get right. But this isn't about time,	Mike is sat in the VIVID offices, talking to the camera. A montage of short scenes showing staff working in the VIVID offices. This includes having meetings, walking through the offices and writing on white boards.
Mike: it's about chance, and our chance to be extraordinary.	[Text appears on-screen:] "It's about a chance, our chance to be extraordinary"
Mike: We will challenge the norm, to improve the way that we do things. We'll encourage everyone to challenge these ideas in a positive way to achieve the very best solutions for ourselves, our industry, and beyond.	Mike is sat in the VIVID offices, talking to the camera. A montage of short scenes showing staff working in the VIVID offices. This includes having meetings, walking through the offices and writing on white boards.
Lauren (Digital Inclusion Officer): Being VIVID is to work as one team, we're developing a culture of working	Lauren is sat in the VIVID offices, talking to the camera.

together and helping each other, regardless of which department or team you're in.	A montage of short scenes showing staff working in the VIVID offices. This includes having meetings, walking through the offices and writing on white boards.
Lauren: We always share ideas	[Text appears on-screen:] "We always share ideas"
Lauren: and respect each other's views. This means we work as one big, high performing VIVID team. We all take responsibility for how our own roles contribute to the bigger picture. We highly respect and value the expertise of others to help us find the best solution. We work hard for our customers and each other in sharing our successes and	Lauren is sat in the VIVID offices, talking to the camera. A montage of short scenes showing staff working in the VIVID offices. This includes having meetings, walking through the offices and writing on white boards.
Lauren: we have plenty of fun along the way.	[Text on-screen appears:] "We have plenty of fun along the way"
Exciting, motivating music plays.	VIVID logo and text appear on screen.

If you'd like any more information or support on this topic, please get in touch
<https://www.vividhomes.co.uk/contact-us>