



Working Together Live Event

Thanks to those who joined our recent working together live event. This event's theme was: Coronavirus and VIVID over the winter.

During the session we discussed:

- Our Tenancy Support team and the services this team offers
- The difference funding has made to our local partners
- The difference you've made as customers by taking part in our working together live events
- What's coming up at VIVID
 - Our new Foundation - VIVID+
 - The government scheme - Kickstart

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

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

Have you considered using residents to take calls from lonely older residents?

- This is a great idea and something we could consider. Thank you for your suggestion.

For the welfare calls, how do you determine whether a customer is vulnerable?

- We hold certain information about our customers with their permission which may identify that they're vulnerable. This may be their health, it's not just an age factor. We're aware of individual circumstances where customers have contacts with their Neighbourhood Officer or other frontline staff.

How can I find out more about the Kickstart scheme?

- For more information about Kickstart see: <https://www.gov.uk/government/collections/kickstart-scheme>

After sending out letters to residents informing us of your intention to increase our direct debits by 100%, how can you justify donating our money elsewhere when clearly this is challenging time for people in affordable housing? This appears as an additional tax on already stretched people to fund this.

- I believe the increase in direct debits you are referring to are for service charges. These are based on actual costs and form part of a lease agreement. There are no surpluses from service charges that are used for other purposes, so it is not a tax. The funding for the foundation is completely separate to that.

Commendable that VIVID has £21 million to invest, and that it has such a caring attitude towards its tenants. Can it also confirm that same commitment both in monetary terms and duty of care, towards those shared ownership leaseholders who have found themselves in homes which are unfit to live in, and unable to sell, due to HPL Cladding.

- The £21m investment is for support services and investment in the community both of which benefit both customers and leaseholders. The HPL cladding issue is being dealt with separately to this.

Boris announced today that he wants all new cars to be free of diesel and petrol - how on earth are we going to plug in our cars when there's no parking!

- This is a question more for the government rather than VIVID.

We asked you to have your say on a poll. Customers rated the importance to them of the 7 objectives of the Foundation (out of 10 where 1 is not important at all and 10 is very important).

Foundation Objective	Average
Ensuring that the communities within which our customers live feel safe and secure in their neighbourhoods.	8.7
Enabling communities to organise and take action together to address the things that matter to them in their households, homes, communities and neighbourhoods.	7.8
In partnership with local authorities participate in homeless reduction initiatives such as Housing First.	7.7
Customers will live in healthy environments and have access to initiatives within the community which will work to reduce health inequalities including food and fuel poverty.	8.3
A VIVID home and neighbourhood will be a matter of pride not of social stigma.	8.1
Encouraging social enterprise: facilitating opportunities for communities to grow, learn and earn.	7.8
Preventing customers being excluded from digital technologies and the opportunities these bring.	7.9

**Thanks to those who took part.
We'll be in touch with the next engagement opportunity.
Customer Engagement team**