



Working Together Live Event

Thanks to those who joined our recent working together live event. This event's theme was: VIVID in Lockdown 3.

During the session we discussed:

- How we've approached Lockdown 3
- Update on our current service delivery
- The support we can offer
- Update on property related services
- Our plans going forward

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:

Is the wearing of facemasks in communal areas going to be communicated to all residents?

- We've recently written out to our customers to talk about these changes. We've asked customers to wear face masks in communal areas as these are internal public spaces. We understand this is tricky as these areas are part of your home, however we think it's important for safety.

How would I know who my Neighbourhood Officer (NO) is? Am I able to meet them on the estate?

- Our NOs have patches up to 1000 properties, so it's not always possible to get in contact with your NO on a regular basis. Our preferred method is to contact our Customer Experience team, either by email (customer@vividhomes.co.uk) or on 0800 652 0898. We can then keep a record of the contacts we've had and make sure you get a response. Due to Coronavirus and safety, we'd prefer you not to meet your NO, unless it's a complete emergency. If you notice a repair on the estate, then if you're able to, please email over a photo to our Customer Experience team so we can record this.

Where can I report a repair during lockdown?

- Please check your tenancy agreement to make sure it's our responsibility to do the repair. If it is, then you can raise repairs by phoning or emailing our Customer Experience team. You won't receive an appointment yet, but it will be logged on our system and as soon as we open up our internal routine repairs, we'll get in contact to arrange when's best to look at the problem you've described.

Will you redeploy staff to work on empty homes so they can be re-let quicker, and is home bid operating during lockdown 3 to shorten the waiting lists?

- Yes, we're re-deploying staff into our empty homes team while our routine repairs are on hold due to the national lockdown. This is so we can get new homes ready quicker. Secondly, yes all local authorities are operating their bidding service.

In the poll we asked:

- Is there one main way that we could support our customers and communities in Lockdown 3?
- Are there any particular topics you'd like to discuss in this format (live event)?

We received some great ideas and feedback, thanks to those who took part.

**We'll be in touch with the next engagement opportunity.
Customer Engagement team**