

Transcript for the ‘How can I report a repair?’ video

Video summary:

This video tells you the different ways that you can report a repair. There is no audio in this video.

Visual
Blue text on a white background appears on-screen. [Text appears on-screen:] “How do I report a repair?”
Blue text on a white background appears on-screen. [Text appears on-screen:] “There are a few quick and easy ways you can tell us if something needs fixing, so that we can come and complete the repair...”
White text on a blue background appears on-screen. A graphic of a sun and moon appears on-screen. [Text appears on-screen:] “If you have an emergency repair, you can call us for free on: 0800 652 0898 Someone will be there to take your call any time, day or night.”
White text on a purple background appears on-screen. [Text appears on-screen:] “For any other repairs...”
White text on a purple background appears on-screen. Graphics of a clock and a calendar appear on-screen. [Text appears on-screen:] “Online account You can report a repair and book an appointment through your customer account on our website, 24 hours a day, 7 days a week”
White text on a purple background appears on-screen. A graphic of a computer appears on-screen. [Text appears on-screen:] “Register or log in to your customer account today. (If you’re registering, you’ll need your customer reference number handy).”
White text on a blue background appears on-screen. A graphic of the VIVID chatbot appears on-screen. [Text appears on-screen:] “Talk to our chatbot Our chatbot is available on our website to talk you through any issues you might be having. Click on the chatbot, pick ‘repairs’ and it will give you loads of useful advice and can help you raise a request if needed.”
White text on a purple background appears on-screen. A graphic of a telephone appears on-screen. [Text appears on-screen:] “Phone us You can call us for free on:

0800 652 0898

We're open from 8.30am – 5pm Monday to Thursday, and until 4.30pm on Friday.”

White text on a blue background appears on-screen.

A graphic of a form appears on-screen.

[Text appears on-screen:]

“Send us a message

You can fill out the form on the ‘Contact Us’ section of our website.

We'll get back to you by the end of the next working day.”

Blue text on a white background appears on-screen.

[Text appears on-screen:]

“What happens next?

After talking through the details with you, we'll give the job to 1 of our 300 qualified tradespeople and offer you an appointment that's best for you.”

Blue text on a white background appears on-screen.

A graphic of an ID card appears on-screen.

[Text appears on-screen:]

Remember, our staff and contractors will always show ID when they come to your home, so that you know who they are.”

Blue text on a white background appears on-screen.

[Text appears on-screen:]

“For more information, visit our website:

www.vividhomes.co.uk”

If you'd like any more information or support on this topic, please get in touch

<https://www.vividhomes.co.uk/contact-us>