

# VIVID

WINTER  
2023

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our new-look  
newsletter!

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Grounds  
Maintenance  
Team Leader

# Welcome to our new-look newsletter



We've refreshed our newsletter and e-newsletter after listening to your feedback on our regular communications to you.

Some of you told us that you didn't like the text messages that we sent linking to our e-newsletter as you were unable to open them. Others said that the 6-monthly letter update wasn't very engaging and not frequent enough. We sent surveys to 150 customers, and their feedback echoed comments we were receiving through our contact centre. Using this feedback, we've refreshed our communications.

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This is the first of our new newsletters, that you'll receive quarterly to keep you up-to-date on our services and support. You're receiving this newsletter as we don't have an email address for you. If you'd rather receive our monthly e-newsletter, please get in touch.

We hope you like our new-look newsletter. If you have any further feedback please contact us, so we can continue to improve our communications.

## Help with food costs



We're supporting 12 local food pantries through our charitable arm, VIVID Plus. Food pantries provide access to healthy food

at a lower cost than supermarkets and shops. For a weekly membership of £5, you get £15-£25 worth of fresh food, including fruit, vegetables and meat. Food pantries are open for anyone to access and also focus on reducing food waste by working closely with local businesses. Here is a list of the food pantries that we're supporting.

- Popley Fields Community Centre and Basingstoke Food Bank in Basingstoke
- RCS Community Pantry in Eastleigh
- Gosport Community Pantry in Gosport
- Hart Community Pantry in Yately
- MUNCH Community Pantry in Leigh Park
- Portsea Pantry and Landport Community Centre Larder in Portsmouth
- The Community Cupboard in Aldershot
- Church of the Good Shepherd in Farnborough
- RCS Community Pantry in Andover
- Highpoint Community Food Hub in Southampton

**If you'd like to find out more about food pantries, please contact us.**



# Reporting signs of damp and mould

We know that increasing numbers of customers are worried about heating costs and the possibility of damp and mould occurring in their homes, and we want to do all we can to help.

We have a team in place who can visit you at home and assess what action we can take. Sometimes we can take immediate action to ensure your home is as comfortable as possible for you to live in, however sometimes we need to understand the root causes and will work with you to do that. Once the underlying cause is identified, we'll arrange any work needed to minimise the chances of any damp and mould returning and we'll also continue to monitor the situation.

We want to hear from you and help.

To report damp and mould in your home, or to request an information sheet, contact us on **0800 652 0898**, email **customer@vividhomes.co.uk**. You can also contact us if you're worried about your energy or other household bills, as we can offer you a wide range of support and advice.

# Make a difference in your neighbourhood

We're after more neighbourhood volunteers to help us to make improvements in our communities and to our services.

You don't need any previous experience, just enthusiasm and a desire to make a difference. It's also a great way to meet new people, gain volunteering experience and boost your skills through the training that we'll provide. If you're interested in becoming a neighbourhood volunteer or want to find out more about other involvement opportunities, please get in touch on 0800 652 0898 or email [customer@vividhomes.co.uk](mailto:customer@vividhomes.co.uk).



# We're here to help if you need us

Some of our customers have told us that they're worried about increasing costs and are starting to feel the pinch. We want everyone to know that help and advice is available if you need it and we can provide tailored support based on your circumstances.

We have teams of specialists, who can provide support on bills, budgeting and managing debt, help to claim benefits and much more.

**If you're struggling to pay your rent or bills, or are worried about the cost of living, please get in touch.**



## Need help to get online?



Did you know that our Tenancy Support team can provide support if you're looking to gain or improve your digital skills?

We want you to take full advantage of the opportunities being online can offer, so if you're struggling with a lack of skills and confidence, or the cost of equipment and internet connections, get in touch.

## Get in touch

Phone us:  
**0800 652 0898**

Email us:  
**customer@vividhomes.co.uk**

Visit our website:  
**www.vividhomes.co.uk**