

# VIVID

SPRING  
2023



## What's Inside...

You said, we did  
Prioritising the  
repairs that matter  
most to you

Reporting signs of  
damp and mould

We're here to  
support you

Cover 

Dylan Baptista  
Bricklayer  
Multi-trade



## Prioritising the repairs that matter most to you

If you're not going to be in for your appointment, please let us know

If you're unable to make your repairs appointment, please contact us so we can rearrange it at a time that's convenient for you. Last year, we attended 9,270 missed appointments, which could have been allocated to others.

We know that carrying out repairs is one of the most important services that we provide and last year alone we completed 115,837 jobs!

We try to prioritise the repairs that matter most to you. So for a short time, we'll be putting garage and shed roof repairs on hold, so we can catch up on repairs inside your homes. Once we're able to resume the roofing works, we'll be in touch with customers to book appointments in.

We also have a backlog of fencing repairs due to bad weather over the winter months and a national shortage of materials. We're working hard to catch

up and where possible, we're replacing fences with chain link fencing, as it's a more robust and quicker to install, allowing us to get through the backlog quicker.

And finally, to ensure your safety, please keep an eye out for your gas safety appointment, as we'll be doing the bulk of these over the spring and summer months. This is to allow us to keep more of our appointments in the winter months available for heating breakdowns when people need their heating most. We'll let you know your appointment date and time by letter. It's important that you let us in to complete the gas check to ensure your safety and to allow us to fulfil our legal duty.

## Reporting signs of damp and mould

We've had some positive feedback from one of our customers, who's using a hydrometer in his home after reading about our service in the last newsletter. Keith said:

**“There were some useful recommendations in the newsletter, so I got in touch and received my hydrometer the next day.”**

We're here to help if you have signs of damp and mould in your home. Our team of specialists are on hand to give support, advice and identify any repairs that might alleviate the cause.

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** or 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.



# You said, we did

**We strive to continuously improve our services and we always want to hear where you think we need to make improvements. If you're asked to take part in a customer survey or contact us, we want you to know that you're listened to and where we've updated our services to make them better.**

Here are some of the changes we've made based on your feedback over the past month:

- You said that it's not always clear who's responsible for repairs, so to make it clear, we've made a comprehensive list of repairs that we are and aren't responsible, which you can find on the website.
- You said that you're not well informed when one of our contractors is completing a repair, so we've introduced a new team that'll specifically manage repairs that go over to our contractors to ensure you're kept up to date throughout the process.
- You said that you're waiting too long for repairs, so we've started a new project to review how we currently manage our repairs to understand how we can complete them sooner.

Get involved and help to shape our services

If you're interested in helping us to improve our services, why not get involved? We have lots of opportunities - 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.



## Our complaints handling process

We recognise we might not always get it right and so we want to ensure we respond quickly to resolve the situation for you. We follow the Housing Ombudsman Service Complaint Handling Code to make sure we respond to complaints promptly, politely and fairly.

We learn from your feedback to improve our services and we always try to resolve your complaint when you first tell us about it. If we can't, then we'll monitor your complaint and keep in touch while we're looking into it.

Contact us if you'd like to find out more about our complaints policy, the process and the Housing Ombudsman's Complaint Handling Code and Scheme. We've also got plans to develop our complaint service this year - we'll provide an update in a future newsletter.

## Thanks for your feedback!

After you've had an interaction with us, you may get a survey asking how we did. We've received some great feedback on how polite, helpful and friendly our Customer Experience and Trade staff are - with both scoring 8.7/10 over the past 3 months!

We also know that there are areas where we need to improve. You've told us that our repair wait times and the length of time it takes to get through on the phone could be better, so we're focused on making improvements in these areas. Look out for more updates on the steps we're taking over the next few months.

### Making our services accessible to all

We want our services and information to be accessible to everyone. And we've got things in place to help people with disabilities or access needs. This includes an assistive toolbar on our website with helpful tools like a screen reader and language translation. We also have a sign language service for customers who use British Sign Language and a translation service for alternative languages. To find out more about our accessible services, please contact us.

## We're here to help if you need us

We know that the cost of living crisis continues to be a worry, but there's lots of help and support available. We have a dedicated team, through VIVID Plus, who can offer support and advice on energy bills, budgeting, managing debt and much more. Last year, we helped customers secure £5.8 million in additional income by ensuring they were claiming all the benefits they're entitled to. We also supported 448 customers into employment or training and provided 194 customers with devices or internet connection.

## Get in touch

Phone us:  
**0800 652 0898**

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

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