

VIVID

AUTUMN
2023

Cover 

VIVID customers
enjoying a
new play park
outside their
home

Fire safety

Are you due to move
to Universal Credit?

New service charge
and leaseholder team

Join us and help
shape our services

How we performed
last year

...and more!



You said, we did

We always want to hear where you think we can improve, to provide an even better experience for you.

If you're asked to take part in a customer survey, we want you to know that you're listened to, and that we'll update our services where we can. Here are some changes we made due to recent feedback:



You said - it can be difficult to get hold of us

To help make it easier, we're increasing the size of our Customer Experience team. We have a number of new advisors who are already trained and responding to customer contacts. As a result, we are starting to see the contact wait times reduce making it easier for you to get your issues resolved. We've also trained new specialists in income and neighbourhoods issues, which we hope will help to resolve your queries quicker.



You said - repair wait times need to improve

We're recruiting extra trades staff to help bring down the wait time for your repairs. Some of these new trades staff have already completed their training and are now out and about getting routine repairs completed.



You said - the way we handle complaints could be better

A new Customer Success team is now in place and handling all repair complaints. They will shortly be handling complaints across other areas too. We hope the new team will help us to get things back on track quicker when things go wrong. They work alongside our repairs team to find the solutions needed to put things right. Feedback from customers is already much more positive.

We're changing the way we measure performance

As of April 2023, all housing associations are required to collect information from customers on how satisfied they are with their landlord. The questions consist of a set of 12 'Tenant Satisfaction Measures' (TSMs) covering repairs, building safety, complaint handling, customer engagement and neighbourhood management. Having a consistent set of questions will help us identify what we're doing well and where we need to improve. From April 2024, we need to report

our results to the regulator, and also publish our results to you.

TLF Research carry out this survey on our behalf and will complete the survey four times a year. If you receive a phone call from TLF Research, we'd be grateful if you'd take the time to provide feedback on your experience with us.

How we performed last year

April 2022 - March 2023

I'm pleased to share our 2022-2023 customer annual review with you. Here you'll find information on how we performed over the past year and find out more about our focuses for the year ahead.

We know that it's been a challenging year for our customers, and our priority has been, and continues to be, to provide you with a safe, warm and affordable home. We've focused on supporting you through the cost of living crisis, as we've seen incomes squeezed due to the unprecedented rise in food and energy bills. We've invested heavily in our homes, particularly on the issues that matter most to you, like improving energy efficiency to help to reduce your bills.

We also know that our broader neighbourhood plays an important role in our lives, so we've kickstarted an investment programme in a number of our estates and we're working together with our customers to shape the improvements.

In some areas, our performance is not where it should be, and we've listened to you to get a clear understanding of the areas that are important to you. We're putting measures in place to improve in these areas over the year ahead - and you can find out more about these measures at the end of this article.

Your views matter to us, and we're continuing to work closely with our involved customers who shape and influence what we do. And I'd like to thank all our 1,250 involved customers for the huge contribution they've made over the last year. We look forward to working with you over the year ahead.



Alex Nagle
Customer Service Director

This year... in numbers!



112,309
repairs in your homes

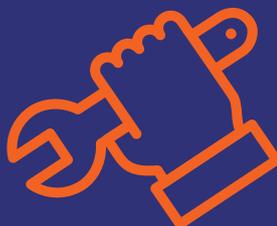
10,000
estate inspections



19,270
instances where you
rated us 10/10 after
an interaction with us

98%

Emergency repairs
completed within
24 hours



Supported
288
customers back
into work



824
compliments

66%
customer satisfaction



How we performed last year

We've broken down our performance into our key service areas and shared how we've performed against some of our service standards. You can find out more about how we performed last year and our service standards by visiting www.vividhomes.co.uk or by contacting us.

Customer contact



427,938
customer contacts into
our contact centre



You rated your
experience of
contacting our customer
experience team
8.7/10

Repairs



8.7/10
satisfaction with
repairs



We invested
£82.1 million
in improving, repairing and
maintaining our homes

Putting things right



We handled
54
complaints per
1,000 homes



5.2/10
satisfaction with
the handling of
complaints

Neighbourhood



You rated the way
we handled your anti-
social behaviour case
6/10



62.4%
were satisfied with our
contribution to your
neighbourhood



Planned maintenance



Through our planned improvement works, we've replaced 1,080 kitchens and bathrooms



You rated our planned maintenance service
7.6/10

Safety



Your safety remains our top priority and we carried out 48,000 safety checks (such as gas and electrical safety checks)



We met
100%
of our compliance safety obligations

Customer engagement



1,250
involved customers



61%
satisfaction with the way we listen to your views and take notice

Support



Our Tenancy Support team supported
2,266
customers



Assisted customers to claim
£5.78m
in benefits and grants

Home ownership



8.2/10
satisfaction with the sales service provided when moving into your new home



45.9%
Shared ownership customers overall satisfaction



Our priorities for the year ahead

We want you to be proud of your home and community and we strive to continuously improve our services. Our main priority for this year is to improve our customer experience and we've listened to your feedback, to get a clear understanding of the areas of real importance to you - those that cause the most frustration and where we're doing well.

Feedback shows that when we contact you, for example to complete a repair or to answer a tenancy query, we're rated highly. But there's a gap between this and your overall perception of us. We've identified three areas which will make the most difference to you - getting repairs done quickly and right first time, ease of contacting us and keeping you informed.

We're taking swift action to improve the experience you have of us in these areas, including:

Creating a clear list of our services

We'll make sure you know what services we offer and what to expect from us.

Making it easier to contact us

We're delivering a business-wide transformation programme to improve customer experience. We're changing the way we work, investing in technology and our people to make it easier for you to contact us. We'll also be launching a new and improved customer online account later this year, and providing new ways to contact us.

Improving our communication

We're trying to reduce the time it takes to get your query answered by our Customer Experience team by increasing the size of our team and aiming to resolve as many queries as possible on the first call. We're also making improvements to proactively keep you informed of your repairs and enquiries.

Reducing repair wait times

We've recruited extra trades staff to help complete your repairs quicker.

Changing the way we deliver our neighbourhood services

We've listened to your feedback on how you'd like our neighbourhood services to be delivered, and we've made some changes, which we hope will allow us to deliver a better customer experience.

We're increasing the staff in our Anti-social behaviour (ASB) team, so they can give you the right level of support and they'll now manage all ASB cases. We're also introducing a Service Charge and Leasehold team, who'll be able to provide specialist advice and focus on our shared owners and leaseholder queries.

This will free up our Neighbourhoods team to be able to focus on tenancy and estate management. And finally, we're introducing Independent Living Advisors to our sheltered schemes.



Are you due to move to Universal Credit?

If you claim either Child Tax Credits or Working Tax Credits you may have received a letter telling you that you need to move over to Universal Credit as part of 'managed migration'. This is the final phase in the roll out of Universal Credit. If you receive this letter, please contact us. Our Money Advice and Benefits team can tell you what you need to do, how we can help and advise you on the best time to make your claim.



Fire safety – keeping you and your neighbours safe



For more fire safety advice, visit: www.vividhomes.co.uk

Your safety and wellbeing are our top priorities and as part of this we're committed to ensuring the highest level of safety when it comes to managing fire risks.

To help you stay safe in your home, we want to share some key fire safety information to keep you and your neighbours safe:

- 1.** Don't store items in your loft space - flammable items can assist the spread of fire.
- 2.** Let us know first if you're planning to make any home improvements or alterations to your home. We need to check that the work won't breach fire safety regulations.
- 3.** Never use or store flammable substances in your home or in communal areas - especially on balconies.
- 4.** Stay alert when using appliances in the kitchen - never leave cooking unattended.
- 5.** Take care with electrics - never overload your electrical supply and switch off electrical appliances where possible. Take care when charging electric scooters and mobility vehicles - never charge unattended and switch off when charging is complete.
- 6.** If you live in a block, make sure you know the evacuation policy - if you're unsure, contact us. Keep fire safety measures in place at your building and keep communal areas clear of any items that could be a fire hazard or cause obstruction if trying to evacuate in an emergency.



Our new Service Charge and Leaseholder team

We've listened to your feedback on how you'd like our neighbourhood services to be delivered, and we've made some changes, which we hope will allow us to deliver a better customer experience for our leasehold and shared owner customers.

We're introducing a new Service Charge and Leasehold team, who'll be able to provide specialist advice to these customers, as well as focus on their queries.

To contact your Service Charge and Leasehold Officer, please get in touch using the contact details below.

End of year service charge statements

If you're our shared ownership, leaseholder or freeholder customers, you'll have received a letter from us detailing your end of year service charges. The letter will show how much the cost of delivering your services was last year, compared to the estimate costs, and we'll let you know if there's a credit or deficit on your account. If you have any questions, please contact us and a member of our Leaseholder and Service Charge team will be able to help with your query.

Help to shape our services

Our customers are at the heart of everything we do. We value your voice, insights, and experiences and we're committed to involving you in the decision-making process and shaping the services we provide.

That's why we're inviting you to join our involved customer initiative and be a driving force behind the positive changes and enhancements we strive to make. As an involved customer, you can contribute to various areas of our organisation, providing valuable feedback, recommendations, and suggestions that will help us continually improve our services. If you're interested in getting involved, please contact us.



Get in touch

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

Visit our website:
www.vividhomes.co.uk