

VIVID

Spring
2024



Save money with
Housing Perks

Our new service
standards

VIVID Plus: we
can help if you're
struggling

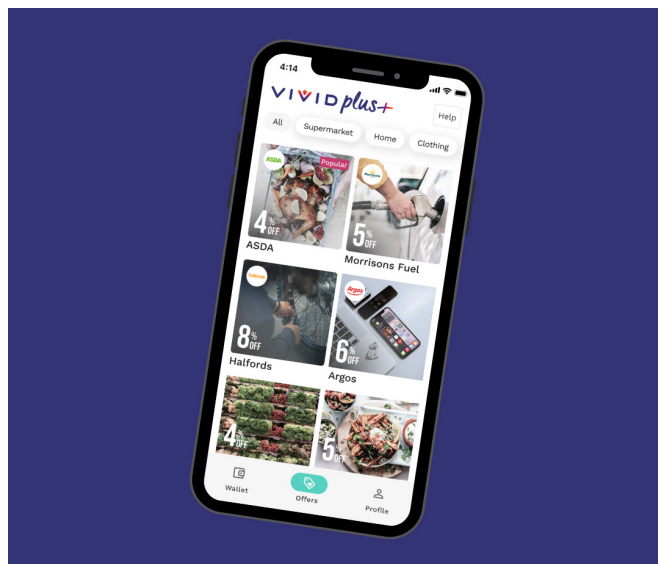
...and more!

Save money with Housing Perks!

As a VIVID customer you're entitled to Housing Perks, a **free app** that provides discounts in a range of high street and online stores.

You can download the app from the Apple App Store or Google Play Store on your mobile device. You'll just need to have your **unique tenancy reference number** to hand. You can find this number at the top of any letters we send you.

If you have a mobile device and would like some help setting up the app, please get in touch with us.



You said, we did

We always want to hear where you think we can improve. 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.

As of April 2023, all housing associations are required to collect information from tenants 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
- Tenant Engagement
- Neighbourhood Management

We're pleased to say that in our recent customer satisfaction surveys, most of you told us our staff are polite, helpful and professional, and that we provide you with a home that's safe and secure. Many of you have told us that we listen to what you say, and act promptly on the back of it.

Our recent survey has confirmed we're focusing on the right priorities:

- Repairs
- Ease of contact
- Call backs

We've introduced a project team to address our outstanding repairs, which is beginning to gather pace. We've also hired 18 contractor trade staff who are working hard and making inroads into the backlogs. Works are being issued to contractors where we don't have the skill in-house, or works are more complex, and these jobs are being managed to ensure contractors are meeting expectations.

You told us that it's important to you to be able to contact us easily and to answer any queries you have quickly. At the end of November, in 2023 we launched our new and improved ways for you to contact us, which include:

- Our new online account
- Live chat on our website
- WhatsApp

We've received lots of great feedback about our new systems, including how easy it is to use the new online account, the information and response via the online chat, and being able to use WhatsApp to send photos and log a repair.

Call wait times have reduced and there's lots of information available on our website. You can find out more about these new ways of contacting us on our website or ask an advisor when you next get in touch.

We really value your feedback to help us improve our services. If you receive a phone call from TLF Research, who do our surveys for us, please take part.





How we recently helped a customer get back into work

Charlotte, one of our employment and training officers, recently support a single mother to find a part-time job.

Over the last year, Charlotte has worked with the customer to boost her confidence, build her CV and start applying for jobs. After being invited to an interview, Charlotte helped the customer prepare, practicing with mock interviews, going through possible questions and teaching interview techniques. After attending the interview, they were offered the role.

Our customer has now started their new job in the administration team at their local council. We continue to offer them support, such as checking in on their first day and helping them to book a holiday.

Need help accessing the internet?

Having access to the Internet is becoming essential with so many services moving online, but it can be difficult to get online if you don't have the devices, data, or skills.

We have an experienced and friendly digital inclusion officer who can support you if you:

- Need help to access the internet to support your benefit claim or look for a job
- Have a device but are not sure how to use it or have no data to get online
- Are looking for help accessing and creating an online account or other online services

If you'd like to find out more about our digital inclusion service or access support, please get in touch.



VIVID Plus: we can help if you're struggling

We have a dedicated money advice and benefits team who can help you when you're struggling with money. They can:

- Give you advice on benefits you could possibly claim
- Help you make your money go further, and give you budgeting advice
- Help you deal with unmanageable debt

And much more. If you're having issues paying your rent, please contact us as soon as possible so that we can work with you to get you back on track.

VIVID plus+

Our new service standards

We want to be clear and transparent on the services that we offer you, so you know what to expect.

We worked with customers to develop these service standards to ensure they're based on the areas that are important to you.

Our repairs standard - How we keep our homes and communal spaces in good condition

Our planned maintenance standards - How we invest in your home

Our safe home standard - How we meet our safety legal obligations

Our moving standard - How we'll make moving into one of our rental homes as effortless as we can

Our customer contact standard - How we'll handle your enquiries



Our customer engagement standard - How we provide opportunities for involvement

Our 'putting things right' standard - How we handle and resolve any problems

Our neighbourhood standard - How we manage our estates

Our support standard - How we're here to support you if you need it

Our homeowner standard - Our service to shared owners and leaseholders

Our rent, service charge and payments standard - How we encourage, support and enable you to manage your accounts

We publish our performance against these standards on our website, which is updated quarterly.

Our complaints process

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

If you do need to make a complaint, you can tell us about it in several ways:

You can use our chatbot via our website or WhatsApp. When we're open, the chatbot will ask you a few questions before connecting you with a staff member. When we're closed, you can use the general enquiries option to submit the details of your complaint.

If you use the chatbot in your online account, type the word "dissatisfaction" and that will take you through the process to log a complaint.

Call us on 0800 652 0898

Write to us at:
Complaints Team
Peninsular House
Wharf Road
Portsmouth
PO2 8HB

Following customer feedback, we're currently reviewing the ways you can contact us - we'll provide an update in a future newsletter.

Get in touch

Phone us:
0800 652 0898

Message us on WhatsApp:
07401 329880

Visit our website:
www.vividhomes.co.uk