



**Summer
2024**

*Including:
This year's
Customer Annual
Review
Pages 3-6*

Tips for a budget- friendly summer

With the summer heat comes the temptation to splurge, but keeping your finances cool is equally important. Here are some money-saving tips:

1. Grow your own fruit, veg and herbs

Start a small garden or grow produce on your windowsill to save money and promote sustainability

2. Host potluck parties instead of dining out

Host potluck gatherings

with friends and family so you can enjoy a variety of dishes without breaking the bank

3. Take advantage of free events and dining schemes

Keep an eye out for free community events for good entertainment without the hefty price tag. Lots of places also offer schemes where children can eat for free or £1 during the school holidays. You can find a list of participating brands on our website

4. Keep your home cool

Close curtains during the hottest part of the day to block out sunlight, reducing the need to use fans which can be costly

5. Register for Housing Perks

A free app exclusive to VIVID customers that offers discounts on hundreds of brands and shops



Get access to your online account!

Our online account allows you to access our services anywhere, anytime. So you can:

- Securely pay your rent
- Find answers to common questions
- Raise and check progress on your repair

And much more!

To access our new and improved online account, we just need your email. Fill in the form by scanning the QR code below, to provide your email address. We will then send you more information on how to register for your online account. You'll need your full name, property number and postcode.

How to scan a QR code

- Open the camera or QR code reader app on your phone
- Hold your phone so that the QR code appears in view
- Tap the notification to open the link



Fill in the form by scanning this QR code



Form closes 31 October

Customer Annual Review

Welcome to this year's Customer Annual Review for 2023/24.

Over the year, we've welcomed over 3,000 new customers, made it simpler and easier for customers to contact us and access our services, and invested £87.5m to maintain and improve the standard of homes.

We're developing our services to improve customer experience and build trust and confidence in everything we do. We're listening carefully to you so you can influence both what we do and how we do it. We've co-created a new customer influence strategy to build on the strong foundations we have in place.

Your voice matters - your families, your homes and your communities are what shapes us as a business.

This report has been created with the support and opinions of customers, who have given us their views on the content and have written articles that they felt covered topics that mattered to them and it is in their own words.

This year we're reporting our performance statistics based on the new Tenant Satisfaction Measures, introduced by the Regulator of Social Housing in England to assess how well landlords are doing in providing good quality homes and services, and centred



Margaret Dodwell,
Chief Operating Officer

around five themes. These measures make us accountable, and show how we're performing against what really matters.

I hope you find the information in this report useful and that you enjoy the read.

Customer influence



Customer influence is the difference made because of customer engagement as well as how we notice and act on customers' expectations, experiences, and needs from other information and data.

Customer influence creates the focus we need to deliver more outcomes that are important to you.

It means your opinions and feedback help us make decisions and improve services. You get a say in how things are done here.

Customer influence strategy

We've developed a customer influence strategy that sets out what we'll do to improve how we listen and act on the feedback and insight you provide us with. This was shaped by a customer survey to seek views about how we can work more collaboratively with you. The key findings showed:

78% of customers rated 9 or 10 that having your say was important to you. The priority areas for having your say were:



This strategy sets out our commitment to listen, understand, learn, and act on customers' voices. Our vision is to ensure that you influence and shape the services we provide and decisions we make about homes, communities, and neighbourhoods.

Delivery of the Customer Influence strategy will enable us to achieve our corporate plan and vision for 'more homes, bright futures' and our ambition that customers are our strongest advocates, centred on building trust, pride and impact.

We're also working towards TPAS Resident Involvement Accreditation for Landlords. By completing this accreditation, we'll demonstrate our commitment to customer involvement and ensure our approach is effective and offers the best value for money.

This feedback has helped us to create our brand new customer influence strategy 2024-28



Scan this QR code to read

Customer co-creation

Bringing customers and staff together can and will shape the services, solutions and decisions that work best for everyone, and impact on your homes, communities, and neighbourhoods.

During the past year, 2023/24, we have worked closely with a range of our customers, as part of

panels and select groups, neighbourhood volunteers, resident groups and a series of surveys.

We hear every customer's voice, to listen and act upon it. Our Service Standard target is for 1,000 or more customers to be part of our group of involved customers. We're pleased that we currently

have 1,456 involved customers who have their say on our services and provide great insight.

We've also continued to hear and take action as a result of feedback and insight from many more of you through regular customer satisfaction surveys.

Shaping our services

Here are some examples of how you have helped us shape our services:

- Through the feedback many customers give us via our regular customer satisfaction surveys, you provided us with invaluable insight on what's most important to you in respect of the homes and services we provide. As a result, the priority for every single one of our people over the year has been on improving customer experience, focusing on 3 service areas: ensuring services are easy to use and access, keeping customers informed, and the speed in which routine repairs are completed.
- We introduced a project team to address our level of outstanding repairs. We hired contractors and additional trade staff to reduce the volume, while being well managed to ensure we meet expectations and service standards. Progress is being made, and in parallel to this, we're transforming our processes and technology to enable us to complete a repair on first visit as often as possible by ensuring we get the right trade to the right repair job with the right materials
- You told us that it's important to be able to contact us easily and answer queries quickly, which resulted in us launching our new and improved ways to contact us in November 2023. This included a new online account, live chat on our website and WhatsApp to enable photos and video calls. Your views and feedback were sought at stages throughout the process



What's next?

We will share changes and progress through our e-newsletters, printed newsletter, social media and on our website.

How we're performing

All social housing landlords are required to report on the same set of Tenant Satisfaction Measures (TSMs), prescribed by the Regulator of Social Housing (RSH), to assess how well we are doing at providing

good quality homes and services. If you took part in a survey, we're using your feedback to identify areas to improve. Have a look at our website to see how we compare to others.

Overall satisfaction with our service:

69.8%
(LCRA)

50.2%
(LCHO)

TSM measure	Low Cost Rental Accommodation (LCRA)	Low Cost Home Ownership (LCHO)	Combined
Satisfaction with repairs	72.3%		
Satisfaction with the time taken to complete the most recent repair	63%		
Satisfaction that the home is well maintained	72.5%		
Homes that do not meet the Decent Homes Standard			0%
Repairs completed within target timescale (non-emergency)			51.1%
Repairs completed within target timescale (emergency)			98.4%
Satisfaction that their home is safe	78.7%	71.6%	
Gas safety checks			99.9%
Fire safety checks			97.6%
Asbestos safety checks			99.5%
Water safety checks			100%
Lift safety checks			98.4%
Satisfaction that their views are being listened to and acted upon	63.1%	41.5%	
Satisfaction that the landlord keeps tenants informed about things that matter to them	73.1%	65.8%	
Satisfaction that the landlord treats tenants fairly and with respect	78.2%	66%	
Satisfaction with the landlord's approach to handling complaints	39.3%	25.3%	
Complaints relative to the size of the landlord (stage 1)	64.3	44.8	
Complaints relative to the size of the landlord (stage 2)	12.6	12.8	
Complaints responded to within Complaint Handling Code timescales (stage 1)	81.6%	71%	
Complaints responded to within Complaint Handling Code timescales (stage 2)	79.1%	70.5%	
Satisfaction that the landlord keeps communal areas clean, safe and well maintained	67.1%	50.3%	
Satisfaction that the landlord makes a positive contribution to neighbourhoods	64.5%	45.4%	
Satisfaction with the landlord's approach to handling anti-social behaviour	59%	40.7%	
Anti-social behaviour cases relative to the size of the landlord (all)			48.6
Anti-social behaviour cases relative to the size of the landlord (hate incidents only)			0.4

Some measures are reported separately for Low Cost Rental Accommodation (LCRA) and Low Cost Home Ownership (LCHO).

You said, we did

You're less happy with

How good we are at communicating with you

We're

Focusing on ensuring you're called back promptly, and monitoring our performance on this regularly

At the end of June, performance across the business was 90.4% of customers called back by the end of the next working day

You're less happy with

Our complaints handling

We're

Improving our approach to complaints handling and have created a dedicated quality assurance team

In June, 97% of complaints were resolved within our target timescales

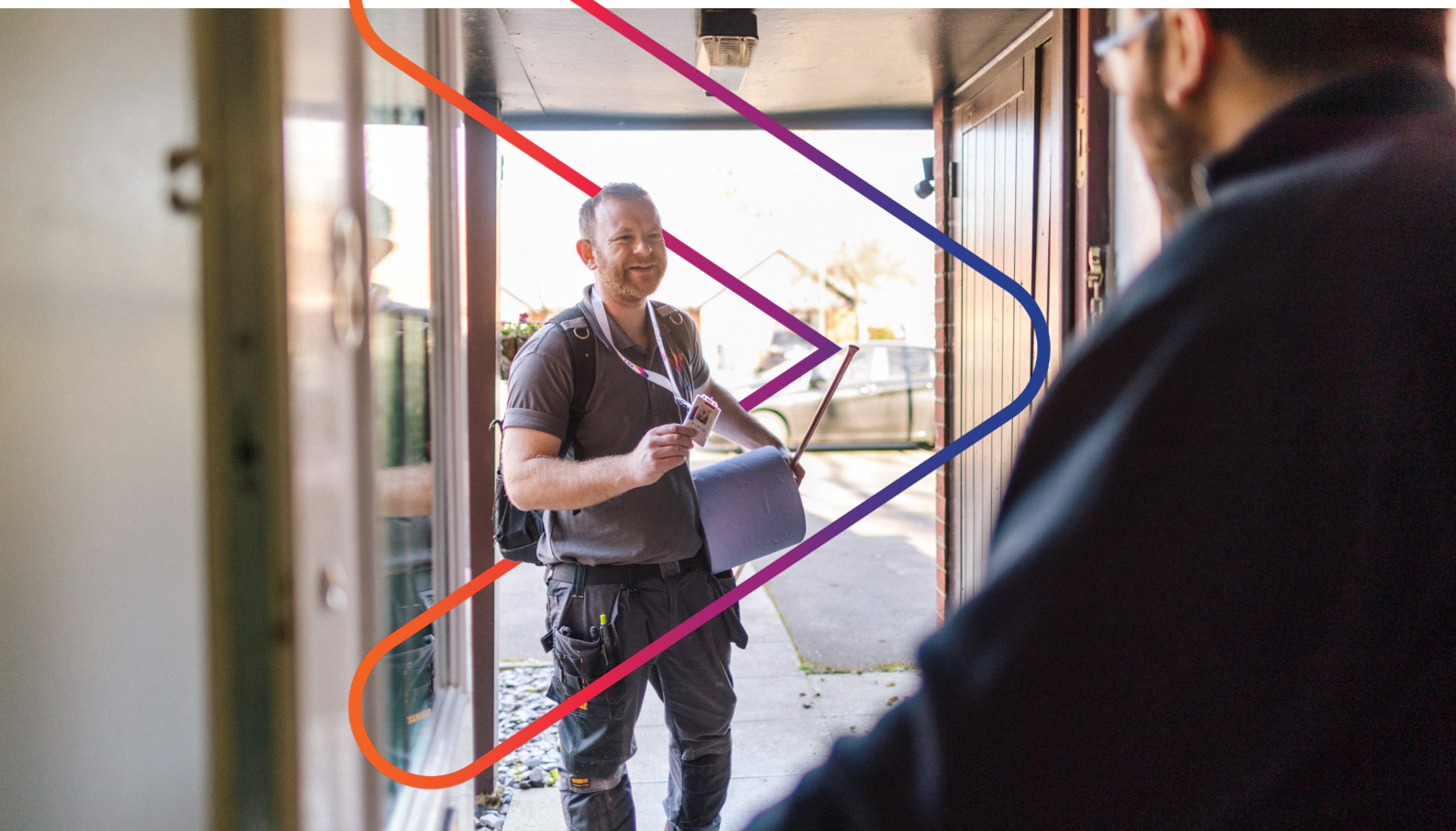
You're less happy with

The length of time you wait for repairs

We're

Working hard to reduce the number of outstanding repairs, taking on additional trades operatives

At the end of June we completed 64% of non-emergency repairs within our target of 28 days (up from 59% in May)



Handling complaints

We learn from your feedback to improve our services. We complete an annual review of our complaint service, as well as a self-assessment against the Housing Ombudsman's complaint handling code, to show how we comply with the requirements and identify if there are areas we need to improve on.



Self-assessment – Housing Ombudsman complaint handling code

We review our complaint processes each year to ensure we meet the requirements of the Housing Ombudsman's Scheme and accompanying code, which became statutory on 1 April. The code sets out good practice that allows us and other landlords to respond to complaints effectively and fairly. This includes how we use learning from complaints to drive service improvements.

Annual Complaint Handling and Service Improvement Report

A new requirement of the code is to produce an Annual Complaint Handling and Service Improvement Report, where you can find out how we've performed and what we've done to improve.

You can see our self-assessment, report and our governing body's response on our website.

If you do need to make a complaint, please get in touch with us.



Get in touch

Phone us:
0800 652 0898

Message us on WhatsApp:
07401 329880

Visit our website:
www.vividhomes.co.uk