

Required outcomes and specific expectations	Owner	Target completion date	On track to complete?	Update on progress	Outcome
Customer contact resolved at first point of contact					
Put front-line VIVID staff in place to complete regular door knocking exercise	Natalia Hadfield Beth Holmyard	31/03/2026	Y	<p><b>30 Jun 2025:</b> Regular priority visits by Neighbourhood Officers to high-risk tenancies are a goal identified in their role review, but currently only happen for electrical test access issues or vulnerability referrals. There's no set plan yet, but it's still an aspiration. Around 5,000 customers rarely contact us. We're planning outreach like door knocking and a communication strategy to engage these "silent voices."</p> <p>This forms part of the Year 2 Customer Influence Delivery Plan (2025/26).</p> <p><b>21 Aug 2025:</b> two roadshows (inc door knocking) completed - Totland and Upper Hale, providing opportunity for wider range of customers to have their say( their feedback will inform our approach to estate enhancements and neighbourhood improvements)</p>	These are completed throughout the year First event completed 20/05/2025. Second on 17/07/2025, further dates to come in Q3/4
Planning team need to have precise information provided and have a dedicated line for tradesmen to call if a problem arises. All repairs to go directly to planning rather than via CEX, calls, emails. This will save errors as Planning should know exactly what the tradesman needs to know when attending a job.	Milly Gough	17/08/2025	N	<p><b>30 Jun 2025:</b> Trades can continue contacting the planning team and their supervisor directly.</p> <p>With phase 2 of P25, customers can raise, update, and amend repairs via their online account—this will be actively promoted to give them more control.</p> <p>The CX diagnostic tool has been improved to ensure repair requests are recorded more accurately based on customer input.</p> <p><b>21 Aug 2025:</b> we're working on a focus group on what CX should be calling planners for and supervisors. We are also working to resolve issues within the system. This is overdue, due to phase 2 taking a little longer to resolve</p>	
Repairs customer journey to explore communication of repairs throughout (internally and externally)					
Customers to support the design of transactional surveys to ensure that results are interpreted fairly and accurately.	Lisa Brenchley	Late 2026/early 2027	Y	<p><b>3 Feb 25:</b> For transactional surveys - customers can review how survey questions are phrased to ensure we capture effective feedback</p> <p>P&amp;I team to discuss this at next team meeting, and plan to bring to a Working Together meeting to get advice from Customer Influence team.</p>	

				<p><b>17 Apr 25:</b> We're planning to put together a business case for a project to review all transactional surveys, this will include customer influence in the design of surveys.</p> <p><b>3 Jun 2025:</b> Review project still in early stages; if approved, will be taken to a Working Together meeting.</p> <p><b>30 Jun 2025:</b> Business case not yet drafted. Discussions with Continuous Improvement suggest the project may proceed after Phase 3 go-live, likely late 2026/early 2027.</p>	
Increased communication, transparency and involvement in the design of P25 and other projects, internal and external. This could include specific newsletters, including customers involved in shaping projects and further opportunities to support with shaping projects.	Mark Churcher Marc Boyes Natalia Hadfield	01/09/2025	Y	<p><b>24 Jun 2025:</b> The repairs improvement group is active. We're reviewing it to set clear terms of reference—covering customer involvement, goals, meeting schedule, and a feedback log for 'You said, We did'.</p>	
Higher priority on launching the new features on the online account, offering a good replacement for email.	Natalia Hadfield Eva Lambert-Smith	31/10/2025	Y	<p><b>17 Feb 2025:</b> We are aware that it's hard to reach all customers – following discussion with VI we will review the feedback that our colleague in the communication team receive to review our corporate communication channels and content. Will link in with Nat as part of the website review as to her ideas about this too re the volume of letters sent out and if they are clear</p> <p>We are producing guidance for the organisation on how our communications approach is changing to make sure we provide information and content in ways that are easier to consume for customers in different psychographic segments.</p> <p><b>17 Apr 2025:</b> The Communications team is planning to involve customers in providing feedback and ideas for improvement on customer communications methods, topics and ongoing feedback mechanisms. This will exclude communications and contact methods already being covered by P25 customer influence activities.</p> <p><b>10 Jul 2025:</b> Surveys have been sent and completed by 269 customers via the May edition of the customer e-newsletter. The survey will be included with the quarterly printed newsletter planned for late July/August so all customers have the chance to</p>	

				feedback. Interim findings to date will be shared at the July operation leadership team (OLT) meeting including detail of continuous improvements being made.	
Customers to be involved on an ad-hoc basis to support with quality assurance of calls through CX.	Natalia Hadfield	28/08/2025	Y	<b>24 Jun 2025:</b> Suggest that we will run a calibration session at a VI meeting where the VI members can review some calls that have already been QA'd and see if you agree with the QA assessment. To be invited to session in Q2/Q3 in line with induction	
Customers to review training content for CX, ensuring that trust and empathy with the customer is included.	Natalia Hadfield	Q2 - Induction TBC	Y	<b>26 Jun 2025:</b> In progress - VI will be invited to shadow the next CX induction in Q2/Q3 and have their own intro session as part of Induction.	
Customers to be involved in designing and agreeing VIVID's service standards, ensuring customers know what to expect and not expect from VIVID.	Mark Churcher Marc Boyes Natalia Hadfield	22/01/2026	Y	<b>24 Jun 2025:</b> The repairs service standard is currently being reviewed with customers involved – the new standard will be presented to the CSC in January 2026. <b>21 Aug 2025:</b> ongoing schedule of co-creation work with customers on customer facing service standards, including keeping in touch, customer influence, planned works	
Increased monitoring of contractor communication with customers.	Marc Boyes	31/12/2025	Y	<b>17 Feb 2025:</b> We are currently in the process of setting up a framework of subcontractors that we can call on to deliver specialist and non-specialist repairs. One of the requirements for subcontractors to be included and remain on the framework will be the use of our contractor portal which is included as part of our P25 phase two roll out in April 2025. Update as at <b>26 Jun 2025:</b> Use of this portal will ensure that subcontractors are updating information on repair appointments, completions and repair notes in live time, improving communication with all our customers. We will be monitoring use of the subcontract portal and communication with customers as one of the contract key performance metrics of our repairs framework. Subcontractors who do not meet our requirements on customer communication may be removed from the framework. Finalised contract and specification and tender will be sent out in July, Tender and integration of portal should be in place by end of December.	

				<b>21 Aug 25:</b> customer influence team currently working closely with repairs and procurement colleagues to include customer influence opportunities within the selection of future repairs contractors.	
Review the recommendations made to the website	Eva Lambert-Smith Hannah Bailey Natalia Hadfield	29/08/2025	Y	<p><b>17 Feb 2025:</b> Recommendations are being reviewed to determine what changes are feasible within current system limits. Adding Kas to the website is under consideration as part of the planned communications audit. Website review feedback has been addressed internally, with actions noted. Next step: update Nat.</p> <p><b>10 Jul 2025:</b> UX review led to moving the “How to raise a repair” link to the top of FAQs for better visibility. New online repair features launched in June 2025, with improved signposting, guides, and animations. The repairs page now includes a 3-step process with expandable guidance. Customers gave positive feedback on mobile usability. Screen reader issues with titles were partly fixed but remain glitchy—raised again with the web developer. Customers have influenced the online account experience. A video library has been added under the “Help and support” tab to make content more interactive.</p> <p><b>21 Aug 2025:</b> Customer segmented emails have started to be sent showcasing the new features of the online account, including the new repairs journey. Last mail due to be sent on the 27th August.</p>	
Too many letters are sent to customers – need to ensure they are clear and purposeful	Robyn Collins Eva Lambert-Smith Mark Churcher Marc Boyes	28/10/2025	Y	<p><b>12 May 2025:</b> A project to review all letters has started, led by Robyn Allen and Eva Lambert-Smith. Feedback will be shared with VI. Customers will be involved through co-creation work, with sign-off planned for CSC in October.</p> <p><b>10 Jul 2025:</b> Tone of voice sessions have been held across teams. Teams are now reviewing and updating letters to align with the agreed tone of voice.</p> <p><b>21 Aug 2025:</b> Key letters are being moved onto the online account where possible and we are automating sign posting for high traffic areas such as mutual exchange. Copies of letters will be displayed on the online account for those registered.</p>	
Moving in and moving out					
Inform customers in advance that some rubbish may still be present on-site during their viewing	Hayley Millington	30/09/2025	Y	<p>this will be included in the review of all moving communication – final versions will be shared with VI</p> <p><b>21 Aug 2025</b> - This will be taken forward by our SME now we have</p>	

				completed our phase 2 build. The template will be updated to notify customers.	
Clearly inform applicants they may need to move quickly and set a minimum requirement	Hayley Millington	31/10/2025	Y	<p>This is communicated to customers but we will remind the lettings team to ensure this is understood and to be aware of any circumstances that might prevent a quick move.</p> <p>We are going to approach LA to see how we can prepare applicants who are higher on the waiting list for moving – we can update the outcomes of this. We will link this into our Rightsizing offer.</p> <p>We will consider setting a minimum timescale for moving – this will be included when we review the moving service standard in august 25.</p> <p><b>21 Aug 2025:</b> We are not currently in a position to be able to set a minimum moving period until we have re-defined our standard and reflected in future of the impact this could have on customers who are keen to move as soon as available.</p>	
Include floor plans and room dimensions in adverts	Hayley Millington Lee Theobald	Oct-25	Y	<p>We will revisit what we can include on new build homes with our development colleagues.</p> <p>For re-lets we will re-visit what applications are available, the cost and the ease to use these by staff. If we do this before we can start to inspection homes before the termination, we would have to build up a library of floor plans for future use -</p> <p><b>22 Aug 2025:</b> RMc is setting a meeting up with a company called Vuabl early September to explore a digital way in creating floor plans. This will also work with IPC so we can upload to the customer portal and viewable for the business.</p>	
Use AI to anticipate move outs and notify customers. Ensure consistency regardless of the type of “new “tenancy to ensure no one slips through the net	Hayley Millington	Feb-26	Y	<p>we will need to accumulate more data on the new IT system before we can use AI in a predictive way but we will discuss with our AI experts.</p> <p>We have a pilot with Hart DC to target under occupation and AI could potentially be used for that.</p> <p><b>21 Aug 2025:</b> This will need to go into our business priority backlog of work through AI, currently there are other business priorities in the queue so we have estimated a work date of Feb 26 but will keep this under review.</p>	

Clarify key safe procedures– place front door key in key safe and leave rest in property? Advise customers to photograph keys at hand back. Incentivise earlier key returns.	Hayley Millington	Jun-26	Y	<b>21 Aug 2025:</b> clear instructions will be added to the communication review Its unlikely that customers will photograph keys so this point will not be pursued We will consider how this could be put in place within the existing systems – but it can be added to phase 3 of p25 if not possible now <b>21 Aug 2025:</b> End of tenancy will be built in phase 3 transformation, this is due to start in September with a launch in Summer next year.	
Add information to online account (e.g. Bin days, local authority, and key website links)	Beth Holmyard	End of phase 3	Y	<b>21 Aug 2025:</b> This is a future action linked to development of the online account through P25 - as we develop the customer on line account we will include links to the appropriate la website so customers can access the information they need	
Ensure that NO's are trained on the standards and identify promises that area acceptable to the business	Beth Holmyard	31-Mar-26	y	<b>21 Aug 2025:</b> refresher training will be arranged for all NH teams so they understand the void standard. New starters or staff who have not previously received training will be identified and will receive detailed and comprehensive training. 21/8/25: There will training on the standards, followed up with onsite sessions with the Voids Supervisors. This will be carried out during H2 due to resourcing within the voids team.	
Keep contact names on noticeboards up to date or use online portal for details, noting not everyone has online access	Beth Holmyard	End of phase 3	Y	<b>21 Aug 2025:</b> notice boards should be updated with the current NO – but this will be checked. There is also a link on the website to the list of NO's . This was also shard in customer newsletter In phase 3 of P25 the NO will be shown on the online account	
Promote tenancy fraud awareness in communities	Beth Holmyard	On-going	Y	<b>21 Aug 2025:</b> we will share the tenancy fraud action plan so the vi are aware of what is being undertaken. The tenancy fraud action plan contains actions to promote fraud awareness with our customers and also staff	
Customer ambassador to be brought online and provide information in the wider community	Sarah Smith Beth Holmyard	end of phase 3	Y	<b>21 Aug 2025:</b> In phase 3 of P25 we will build this into the customers online account	

Make void turn around progress more transparent online	Rose McLaughlin Hayley Millington	Apr-26	y	with the new void process on our system we will be able to expose to the customer on their on line account any post lettings works. We will ask customers as part of the moving service standard review their views on what information they would like to know <b>21 Aug 2025:</b> We wouldn't look to fully display all works orders completed before customers move in due to the complexity and sensitive nature of some work completed, e.g previous occupant has passed away etc. However, through Phase 2 we are now able to log follow on works and these be displayed with committed completion times on the customers online account. Ongoing enhancements could be made within Phase 3 of P25	
Provide noise-reducing mats for washing machines	Rose McLaughlin	Nov-25	Y	<b>22 Aug 2025:</b> we are investigating this as part of the ombudsman's spotlight report on noise and will confirm the outcome - we've looked at costings around this and could cost up to £11,500 per year. (RMC)	
Clarify "good" flooring condition – let customers chose to keep flooring with a disclaimer	Rose McLaughlin Hayley Millington	Sep-25	Y	we will review with the voids team the process for this to ensure all carpets are left that are in reasonable/good condition <b>21 Aug 2025:</b> We are currently reviewing our description of a 'good and reasonable' standard of carpet to be left in the property in consultation with customers as part of the moving standard. We are also considering the wider impact of distur+E50bing asbestos.	
Explore reuse of white goods via local furniture projects	Rose McLaughlin	Nov-25	Y	<b>21 Aug 2025:</b> We have looked at this in the past and it wasn't viable – but we will review again	
Leave all walls white	Rose McLaughlin	Nov-25	Y	<b>21 Aug 2025:</b> we will consider the cost of this as well as considering whether its reasonable to ask customers to paint walls before they leave	
Train customers to conduct random quality checks of voids before re-let. For example, implement a 10% sample test, ensuring customers can inspect within the required timescale to avoid delays in relet times	Sarah Smith Rose McLaughlin	Oct-25	Y	<b>22 Aug 2025:</b> An internal cross-team meeting will be arranged to discuss our approach and plan to embed	our proposal is to invite VI to undertake random void inspections every 6 months to check standards
Involve vivid impact/customers in the review of the voids service standards	Rose McLaughlin Sarah Smith	Oct-25	Y	<b>22 Aug 2025:</b> An internal cross-team meeting will be arranged to discuss our approach	VI members will be invited to the moving webinar

Consider if customers can influence the cleaning contract. if customers can contact the cleaning company direct if satisfactory cleaning has not been achieved/delivered.	Rose McLaughlin	Oct-25	y	<b>21 Aug 2025:</b> the cleaning contract was renewed this year so not due for renewal but when it is customers will be invited to get involved For information – the cleaning contractor leaves a note with a QR code in all voids asking for feedback which forms part of the contract management process	
Promote the welfare fund	Beth Holmyard	Dec-25	Y	<b>22 Aug 2025:</b> All staff and local councillors are aware there is a welfare fund for customers to access. We have additional funds this year for new customers to ensure they have essentials when they move in. We will consider advertising this with customers, such as adding a Knowledge Article and an article in the customer newsletter to try and target customers who are not currently engaged with VIVID. However, we will need to carefully stage this so we can manage demand and not overspend the budget.	
Improve flexibility for viewings/sign-ups – outside of normal working hours?	Beth Holmyard	Sep-25	Y	<b>21 Aug 2025:</b> we will accommodate where we can viewings and signups outside of normal office hours - This to be confirmed with NO's and lettings. It is based on 'goodwill' as not contractual	
Ensure a robust process for identifying vulnerable customers	Natalia Hadfield	Dec-25	Y	<b>21 Aug 2025:</b> All staff have been trained to be able to ask customers if they need any adjustments when we deliver services and this is recorded onto their account for future reference - Policy is being reviewed and an update will be shared with VI	
Bring in a specific team whose sole responsibility is to check and complete handover / takeover of properties.	Rose McLaughlin	Nov-25	Y	<b>21 Aug 2025:</b> we plan to undertake pre void inspection visits but are considering how we can resource this We are reviewing our void inspection process as to when the void inspection is undertaken when works are completed <b>We will respond following the review</b> A specialist team is not required	