

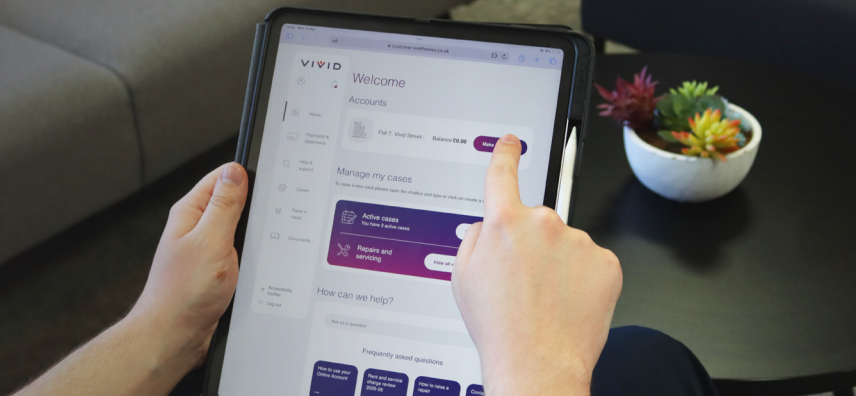


Summer 2025

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



Access our services 24/7



Managing your home and tenancy just got easier. And with our enhanced features, there's never been a better time to register for your online account. You're now able to:

- Easily report, track, and update repairs
- Report communal repairs and grounds issues
- View and reschedule your appointments
- Give notice on your tenancy

And that's not all! You can still pay your rent, view important documents, manage cases and much more.

How to get your online account

For security reasons, we need your email so you can register. Since we don't have it yet, we're sending you this printed newsletter.

All you need to do is:

- Visit our website and use the live chat function to speak to an advisor
- Tell us you'd like to add a contact email
- Click 'My account' on our website to register. You'll also receive our monthly email newsletter instead of the printed version

Join over 16,000 of our customers who are already enjoying the benefits of our enhanced online account features!

Fill in our marketing communications survey

We'd love to hear your thoughts on how we communicate with you! Please take a moment to complete a short survey to help us improve - ensuring our marketing communications are timely, relevant and helpful to you and your home.

All responses are anonymous.



How to complete it

You can fill out the survey online by scanning the QR code or visiting this link:

bit.ly/VIVID-marketing-communications-survey



Our Annual Review 2024-25



We're dedicated to ensuring that we provide high quality homes and consistent, reliable services that deliver the outcomes that truly matter to you. Our focus over the last 12 months has been on our repairs service, customer communication and complaint handling – all with a relentless drive for continuous improvement. This attention has delivered the step change we've wanted to see.

We've made significant progress, reducing the average time to complete a non-emergency repair to 18 days. We've seen a 20% increase in customer logins to customer online accounts showing the value it's felt is gained from interacting with us in this way. Additionally, we've invested £100.2m to maintain and enhance the quality of customers' homes, whilst also developing a programme of investment to inject new life into certain neighbourhoods.

Our commitment to customer experience and building trust is unwavering. We know there's still work to be done so we

listen carefully to feedback, ensuring you can influence our actions and approach.

This report has been crafted with the support and insights of our customers, who have shared their views on the content and contributed articles on topics that matter to them.

It also details our performance based on the Tenant Satisfaction Measures set out by the Regulator of Social Housing in England. These measures centre around 5 key themes, hold us accountable and demonstrate how we are performing in delivering quality homes and services.

Read more about our year on the following pages or for a more detailed look, view our full Annual Review here:

vivid.foleon.com/reports/annual-review-24-25/

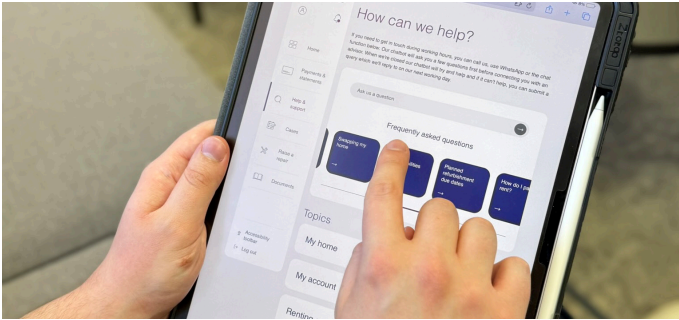
Mark Perry
Chief Executive



Customer influence

Over the last year we've successfully created and embedded our customer influence strategy, with your help. This new strategy is about listening to you, understanding your needs, learning from feedback and taking action.

Here are some examples of how you've influenced what we do and how we do things.



Making it easier to get in touch

You asked for:

- more information on how to use our contact methods to help you feel more confident and get things done faster
- details about the busiest and quietest times to contact us, so you can choose the best time to get in touch
- easier ways to initiate new enquiries via your online account, allowing you to start a new query anytime, anywhere, without needing to call

We have:

- created 'how to' videos for our online account and contact methods
- added information about our busiest times to the 'contact us' page on our website
- updated our chat and WhatsApp services, to create a general enquiry instead of selecting from pre-set options
- added instructions to the 'case management' section of the online account to help you log enquiries using the chat function



Reducing repair wait times

You told us:

- having repairs completed quickly and to a high standard is crucial for your comfort and peace of mind
- the time it takes to get a repair fixed continues to be one of the most important factors, and the length of time expected to wait

We have:

- implemented an ambitious repairs development plan aimed at reducing repair wait times, enhancing service quality and getting it right first time. This means going prepared with everything needed and ensuring the quality is a good standard, reducing the need for follow on repairs
- improved management of our contractors to ensure they consistently deliver a high level of service
- improved our appointment scheduling to book follow-up appointments whilst we're at your home, so no need to ask for updates
- seen a significant drop in the number of days, currently taking an average of 18 days to complete non-emergency repairs

Complaints handling and service improvement report

We're working hard to ensure our homes and services meet customer expectations. When things don't, we're committed to listening, learning, and acting quickly to put things right. We know how important it is to honour the commitments we make to you and keep you regularly updated.

Learning from complaints is so important and can be really transformative to the customer experience. Our complaints handling approach is not just reactive - it's proactive, inclusive, and focused on continuous improvement. By listening

carefully and acting decisively, we're building a culture where feedback drives real change.

We review our complaint policy and processes annually and ensure we meet the requirements as set out in the Housing Ombudsman Scheme and accompanying code which became statutory on 1 April 2024. Our annual self-assessment of our complaint service against the Housing Ombudsman code has been published on our website and we're proud to remain compliant in all areas.

Complaints resolution 2024-25

3,374
complaints
resolved
overall

76.4%
stage 1
complaints
resolved

23.6%
stage 2
complaints
resolved

97.3%
complaints
resolved
within targets

Themes of resolved complaints



31.14%
standard of work



27.28%
customer service



22.53%
appointments

The rest were quality of home (7.79%), neighbourhoods (7.43%), tenancy (3.83%)

How we're performing

All social housing landlords are required to report on the same set of Tenant Satisfaction Measures (TSMs), set by the Regulator of Social Housing (RSH), to assess how well we're 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 how we compare to others on our website here:

vivid.foleon.com/reports/annual-review-24-25/how-were-performing

Overall satisfaction with our service:

73.3%
(LCRA)

54.8%
(LCHO)

TSM measure	Low Cost Rental Accommodation (LCRA)	Low Cost Home Ownership (LCHO)	Combined
Satisfaction with repairs	73.6%		
Satisfaction with the time taken to complete the most recent repair	67.1%		
Satisfaction that the home is well maintained	73.8%		
Homes that do not meet the Decent Homes Standard	0%		
Repairs completed within target timescale (non-emergency)	60.5%		
Repairs completed within target timescale (emergency)	95.8%		
Satisfaction that their home is safe	79.1%	77.8%	
Gas safety checks			100%
Fire safety checks			99.9%
Asbestos safety checks			100%
Water safety checks			100%
Lift safety checks			99.9%
Satisfaction that their views are being listened to and acted upon	64.4%	44.0%	
Satisfaction that the landlord keeps tenants informed about things that matter to them	73.5%	64.8%	
Satisfaction that the landlord treats tenants fairly and with respect	78.3%	67.4%	
Satisfaction with the landlord's approach to handling complaints	40.3%	27.0%	
Complaints relative to the size of the landlord (stage 1)	92.0	63.4	
Complaints relative to the size of the landlord (stage 2)	21.2	23.0	
Complaints responded to within Complaint Handling Code timescales (stage 1)	96.7%	96.0%	
Complaints responded to within Complaint Handling Code timescales (stage 2)	98.4%	99.2%	
Satisfaction that the landlord keeps communal areas clean, safe and well maintained	66.0%	56.2%	
Satisfaction that the landlord makes a positive contribution to neighbourhoods	63.6%	46.4%	
Satisfaction with the landlord's approach to handling anti-social behaviour	60.2%	40.9%	
Anti-social behaviour cases relative to the size of the landlord (all)			45.8
Anti-social behaviour cases relative to the size of the landlord (hate incidents only)			0.3

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



What's a mutual exchange?

The quickest way to move home is to swap - this is called a **mutual exchange or home swap**.

This allows customers to swap homes and tenancies with one of our other customers or a customer of another housing association / council, anywhere in the country.

How can I apply for a home swap?

- Sign up to Homeswapper for free, to search for customers from local authorities or other housing associations to swap with
- The mutual exchange team will then approve or decline the request to use Homeswapper
- Once you've found a swap partner, everyone moving needs to complete an application form, even if they're not moving to one of our homes
- Please note that to be eligible, customers must live in one of our social rented or affordable rented homes
- There's no minimum timeframe needed to live in a property before submitting a mutual exchange application
- Once we've received all applications, we have 42 days to make a decision on whether the swap can go ahead

Protecting our local wildlife



March to August is peak nesting season for many bird species in the UK.

Hedges, shrubs, and trees provide safe spaces for birds to build their nests and raise their young. So cutting hedges during this time can disturb or destroy nests.

As we head into Autumn, our grounds maintenance team will begin hedge cutting more actively, so you may see them around soon.

Stay ahead with simple home checks

Now's the perfect time to give your home a little TLC. A few quick checks can make things more comfortable, efficient, and stress-free all year round.

- > **Test your boiler** - it's better to check now, so you know it's working ahead of the cold snap
- > **Bleed your radiators** - for peace of mind that your heating system runs smoothly
- > **Test your alarms** - check smoke and carbon monoxide detectors



Need a hand? We're here to help.

Stop Social Housing Stigma

Stop Social Housing Stigma recently launched a national survey for social housing customers, to ask for views about social housing stigma and what's being done to tackle it.

To fill it out online, scan the QR code or visit this link: bit.ly/SSHScustomersurvey.



**Closes on
1 October 2025**



If you'd prefer to receive our newsletters by email instead of this printed version, please get in touch. All we need is an email address.

You can unsubscribe at any time.

Get in touch

Use your online account:
customer.vividhomes.co.uk

Message us on WhatsApp:
07401 329880

Visit our website:
vividhomes.co.uk

Phone us:
0800 652 0898



**Please
recycle me**