



Winter 2025



**A message from
Alex Nagle,
Customer Service
Director**



Thank you for your continued support and, most importantly, your feedback throughout 2025.

Your insights have been invaluable in shaping our services and driving improvements every step of the way.

This year we've reached some incredible milestones. We've achieved Tpas accreditation (the national tenant engagement organisation that recognises our commitment to customer engagement), welcomed a family into our 10,000th home, and started work on our landmark Victory Quay development in Portsmouth. We look forward to what 2026 will bring.

Awaab's Law: What it means for you

Awaab's Law sets new rules for how quickly landlords must respond to serious issues. It officially came into force in October 2025 — but we've already been working to those standards for some time. This law simply strengthens the approach we've already taken, and we'll keep working in partnership with you to make sure things stay that way.

Reporting a problem

If you tell us about damp, mould or another serious hazard, we'll arrange a visit within 10 working days to check things over. You'll then receive a summary of our findings within 3 days. If the survey finds a hazard that could affect your health, we'll start repairs within 5 working days. If it's an emergency — something that poses an immediate risk — we'll be there within 24 hours to make it safe.

Let us know if something's not right

If you spot damp, mould or anything that doesn't feel safe in your home, get in touch straight away. The sooner we know, the quicker we can help.

Health conditions

It's important we're aware of any health conditions, so we can respond in the right way. Please let us know when you get in touch — or you can update this anytime in your online account.

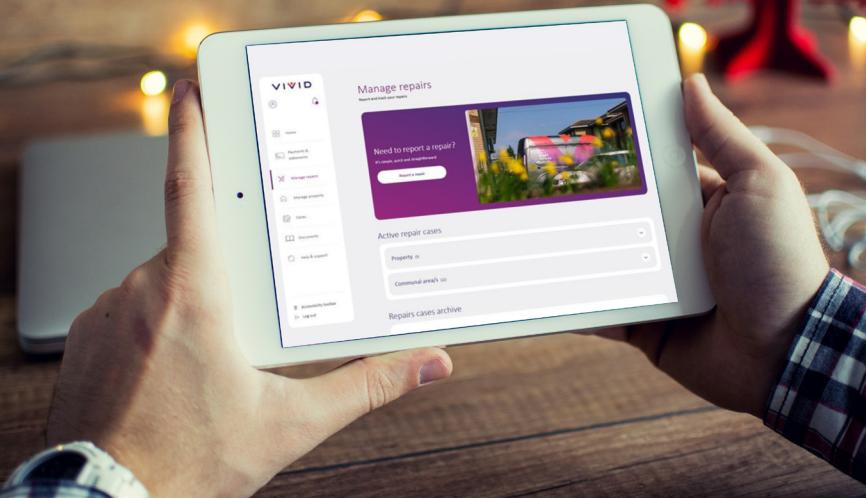
We've been listening - here's what's happening!

We've been out and about talking to you, our customers, because your views matter and help us make real improvements. We're proud to say your input is already making a difference! Take a look below.

Got more ideas? We'd love to hear them! Get involved now - we'll keep listening, learning, and updating you on our progress.

What we did together	What's next?
Roadshow - Upper Hale We knocked on doors and held a local meeting to hear what matters most to you.	We're planning updates to exterior walls, improving outdoor spaces, and refreshing communal lighting. These changes will help create safe, welcoming areas for everyone to enjoy.
Roadshow - Rowner Estate Another great chance to connect with customers face-to-face.	We're refreshing fencing and carrying out landscaping to make your surroundings more attractive and pleasant to live in.
Policy reviews You gave feedback on 8 key policies.	We've made changes where possible to reflect your views, ensuring your voice shapes the way we work.
Equity and diversity training Our teams have been learning how to better understand and support individual needs.	This training means we can make reasonable adjustments and provide an even better customer experience for everyone.
Service standards You helped us shape new standards for rent, customer contact, moving home, and support.	These standards are now in place, and you'll help us monitor how we're doing - keeping us on track for the things that matter most to you.

How to register for an online account



Your online account gives you **access to our services 24/7**. Raise and track repairs, view and update appointments, pay rent, message our team, and more!

Following feedback, you said you wanted more details on how to register:

Step 1: Share your email with us

For security reasons, we need your email before you can create your online account. Since we don't have it yet, we're sending you this printed newsletter. What to do:

- Go to our website and click the chat icon or message us on WhatsApp at 07401 329880
- Select or type 'General enquiry', it'll ask what your enquiry is
- Say you'd like to add your email to your contact details. Include your email address, name, date of birth, and home address so we can confirm it's you
- During opening hours, we'll update your info straight away. Outside those times, we'll email you by the end of the next working day to confirm when it's done
- To set up your account, you'll need your tenancy reference. Don't have it? Just ask in the chat
- You'll also start receiving our monthly email newsletter instead of the printed version

Step 2: Create your account

Now we have your email, you can create your account. To do this:

- Go to customer.vividhomes.co.uk and click Create an account
- In Customer reference number, enter your tenancy reference (found on any letters we've sent you)
- In Email, enter the email address you gave us
- In Password, create a secure password that meets the criteria shown, then confirm it in the next box
- Click Create account to finish

Having issues when creating your account?

Double-check your email, password and tenancy reference. If everything looks right but it's still not working, just get in touch — we're here to help.



Check out our videos on how to register and use your online account

help.vividhomes.co.uk

Latest community news



Victory Quay scheme visited by local MPs and councillors



Connecting with the community at local roadshows



Visited our long-standing customer Jenny



School children named our new affordable housing development



New sensory garden opened at St Johns Court, Farnborough



Customers got stuck into arts and crafts at Campbell Place, Fleet

Follow and connect with us on social media for more: [@wearevividhomes](https://www.instagram.com/wearevividhomes)

Get in touch

Over the Christmas and New Year period, due to bank holidays, there'll be some changes to our opening hours. If you have an emergency repair during this time, you can contact our out-of-hours team on 0800 652 0898.

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

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