

VIVID

Spring 2026



Useful information about your rent and service charges – 2026/27

Whether you live in one of our rented homes, you're a shared owner, leaseholder, or freeholder, we review your rent and service charges every year.

A letter has been sent out about any changes that apply to you. For most customers, the changes took effect at the start of our financial year in April.

For weekly rent and service charges, changes apply from the first Monday in April.

If you have any questions, or if you're worried about paying your rent or service charges, please contact us.

Our customer promise

What we want a VIVID experience to look and feel like to you

At VIVID, we're here to provide "more homes, bright futures". The main way we do this is to build and provide homes, but to really contribute to brightening people's futures, we need to make sure everyone has a great experience in their homes as well. To understand what that means to you, we spent time having in depth conversations and using insight you give us every day to understand what it feels like to be a VIVID customer. You told us what matters most and what makes the biggest difference to how you feel about your home and neighbourhood.

We used that learning to develop a promise that sums up what we want to provide to all our customers, which is that... **every customer feels we provide them with a good place to live.**

That might sound obvious but it's challenging in 2 big ways. One is that we want this to be true for everyone. And that won't be the case right now. The other is that a good place to live relates to what we can affect directly, but the promise goes beyond that into neighbourhoods and communities too.

It sums up what you told us would be ideal. So what does it mean every day?

It's about feeling comfortable in your home and knowing we're here when you need us. It's getting updates that make sense, repairs that are done properly, and speaking to people who treat you kindly. Most of all, it's those everyday moments, big or small, that help your home and neighbourhood feel like a good place to be. We know we don't get everything right at the moment. But we'll track how we're performing, share progress, and keep improving based on what you tell us.

Our customer promise is ambitious – it will shape everything we do. We want every customer to feel we provide a good place to live.

If you have ideas or can offer help to make this happen around you, with us, then we'd love to hear from you.

Every customer feels we provide them with a **good place to live**



Hear from a member of our Customer Scrutiny Panel

After years of being a full-time carer, Karen wanted something for herself - something that would make a real difference.

That's when she joined our Customer Scrutiny Panel. For Karen, it's not just about influencing services; it's about meeting new people, sharing ideas, and helping shape the future for others. Through the panel, she's found connection, confidence, and a new purpose.

She said:



After spending so long being a 24 hour carer, I needed something to do for me and I needed to find work that I could help make a difference.

VIVID had sent some texts through several times and I thought, what better way can I start again than to try and make a difference to my community?

There just is no better way than to get involved, have your voice heard, listen to others, work together and make that change.



Want to get involved?

Scan this QR code to register your interest!

Want to be a part of our Customer Service Committee? Apply now!

As a committee member, you'll play a crucial role in shaping and enhancing our customer service strategies, ensuring our customers receive the best possible service. Your insights and experiences will help us make a real difference!

You'll be overseeing our service standards, monitoring their delivery, and ensuring complaints are handled efficiently and fairly. It's a fantastic opportunity to make a positive impact

and be part of something special. The committee usually meets 4 times a year, with additional meetings where required.

If you're interested in helping shape what we do, apply now.

Applications open on 13 April 2026 - visit the careers page on our website ([vividhomes.co.uk/careers/jobs](https://www.vividhomes.co.uk/careers/jobs)).

Protecting our local wildlife



Spring and summer 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 Spring, we'll stop hedge cutting unless there's a health and safety concern - such as a hedge blocking a door, window, or path.

Discover help and support

You can find answers to our most common questions, along with lots of useful information, on our help and support website page.



How to pay rent



How to swap your home



How to use chat



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