

Customer Influence

Key dates 2024

October

- 10** VIVID Impact meeting - Training: Research/ Gathering Evidence
- 24** VIVID Impact meeting - Training: Research/ Gathering Evidence
- 28** End of Co-Creation Work: Planned Maintenance Service Standard Review
- 31** Renewal: Fire Safety Policy Review

November

- 04** Co-Creation Work Starts: Planned Maintenance Review
- 04** Start: VIVID Impact Review 2
- 07** VIVID Impact meeting - Training: Evaluate/ Report
- 14** VIVID Impact - Quarterly Meeting
- 21** VIVID Impact meeting - Training: Effective Meeting Skills
- 25** Co-Creation Work Ends: Neighbourhoods Service Standard Review
- 26** Renewal: Risk Management Policy Review
- 28** End: VIVID Impact Review 1 Communications
- 29** Renewal: Speak Up Policy Review

December

- 05** VIVID Impact meeting - Training: Courageous Conversations
- 31** End of Co-Creation Work: Customer Engagement Service Standard Review

The logo for VIVID, featuring the word "VIVID" in a bold, white, sans-serif font. The letter "V" is stylized with a small white heart shape above it. The background is a dark purple gradient.

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Key dates 2025

January

- 02** Renewal: Reasonable Adjustments Policy Review
- 03** Renewal: Leasehold Management Policy Review
- 06** Renewal: Fire Policy Review
- 07** Exec Reporting: Customer Engagement Service Standard Review
- 09** CSC Reporting/Sign Off: Planned Maintenance Service Standard Review
- 10** CSC Reporting/Sign Off: Planned Maintenance Service Standard Review
- 13** CSC Reporting/Sign Off: Neighbourhoods Service Standard Review
- 14** CSC Reporting/Sign Off: Neighbourhoods Service Standard Review

February

- 20** VIVID Impact - Quarterly Meeting: AGM
- 27** End of Co-Creation Work: Putting Things Right Service Standard Review
- 28** End of Co-Creation Work: Repairs Service Standard Review

March

- 05** VIVID Impact meeting - Training: Courageous Conversations
- 31** End of Co-Creation Work: Customer Engagement Service Standard Review
- 05** VIVID Impact meeting - Training: Courageous Conversations
- 31** End of Co-Creation Work: Customer Engagement Service Standard Review

The logo for VIVID, featuring the word "VIVID" in a bold, white, sans-serif font. The letter "V" is stylized with a small white dot above it, and the letter "I" is also stylized with a small white dot above it. The logo is set against a dark red background.