

VIVID

Winter 2024



**A message from
Margaret Dodwell,
Chief Operating
Officer**



As 2024 is coming to an end, we want to thank you, our customers, for your continued support this year.

Your feedback has been key in helping us improve our services, so that you have a home you're proud of. We're committed to listening to your needs so you can influence both what we do and how we do it.

We hope you enjoy this festive season, and wish you a happy and healthy New Year!

Our new apprentices



In October we **launched our Housing Progression Pathway**, a 3-year apprenticeship that enables local people to gain a professional qualification and develop their skills and knowledge while they work. After a competitive recruitment process, we're excited to welcome our first group of apprentices to the programme.

The pathway is designed to provide our apprentices

with practical skills and real-world experience, as well as the opportunity to gain an industry-recognised qualification in specialised fields such as neighbourhoods, income, or tenancy and leasehold management.

It will begin with a business administration apprenticeship, and then they'll progress to a housing-focused apprenticeship.

Reena, a customer who has joined the programme, said:

“As a VIVID customer, I was so excited to apply for this apprenticeship and felt very lucky when I was offered the role. I think it's a great opportunity and will help me kickstart my career, learning from all the experienced people around me. I'm really enjoying it so far!”



Managed migration to Universal Credit

The Department for Work and Pensions (DWP) is moving people from legacy benefits to Universal Credit (UC) through a nationwide initiative called Managed Migration. The legacy benefits include:

- Income-related Employment and Support Allowance (ESA)

- Income-based Jobseekers Allowance (JSA)
- Income Support (IS)
- Housing Benefit (HB)
- Child Tax Credit (CTC)
- Working Tax Credit (WTC)

If you claim any of these benefits, you'll receive a migration notice by post.

You have 3 months and 1 day from the date on the notice to claim UC. The notice will give you the exact deadline.

Please **do not claim UC before you receive this letter** unless you're sure you're better off on UC. If you claim too early, you can lose money.

If you want specialist advice, please contact us at **0800 652 0898** to ask for a referral to our money and benefits team.

Is your home ready for winter?

As we're now into winter and it's getting colder, it's a good idea to **complete some home maintenance checks** to help keep you and your home as safe as possible.

We recommend that you make sure your heating and boiler is working properly. If there's a problem, please get in touch as soon as possible so we can book an appointment to fix it.

We carry out annual gas safety checks in your home. If your appointment is due, please keep the appointment that's been made. If you've missed your appointment, get in touch to rebook it as soon as possible.



If you're a leaseholder or shared owner, you're responsible for your own boiler and appliances. You should use a Gas Safe registered engineer to fit, fix and service your appliances. You can find an engineer at GasSafeRegister.co.uk or call 0800 408 5500.

Customer influence



Our work towards achieving the Tenant Participation Advisory Service (TPAS) accreditation in resident engagement is progressing as planned. As part of this process, we will be **asking customers for feedback around our approach to customer influence**. We'll share more about our progress and the next steps on this journey in future newsletters.

A group of 32 customers have recently joined us in an online webinar, with colleagues from our asset management team, to help us **create service standards for our planned maintenance service**. They shared feedback on their expectations around service delivery including communication, contractor

performance and transparency within the planned maintenance process.

Do you want to make a difference and work with us to improve our services? We need you!

For VIVID Impact's next review, we're inviting more customers to join us for a day to explore in more depth what works well and what can be improved.

No experience is necessary, just enthusiasm for working together and meeting new people. Support and guidance will be provided as well as travel expenses. **If you're interested, please get in touch.**



Winter word search

A H J W H G I E L S L M
B J R A E L V E S J P I
U I J S L Y J H F G Y S
D P P G E H O L L Y D T
R S A N T A P R J S G L
N E A O G P R E L V N E
A D E M W A R D O H I T
M V W F T H W S I J K O
W S B S S S S W J U C E
O E J W G E I Q W F O G
N Y D V J N G R C R T H
S N Q N T B H V H D S N
X C J E P E N J Z C W B
W P R E S E N T U S Z V

Christmas
Santa
Elves
Mistletoe

Star
Snowman
Holly
Stocking

Present
Sleigh
Winter

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.

Phone us:

0800 652 0898

Message us on WhatsApp:

07401 329880

Visit our website:

www.vividhomes.co.uk

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.

