



More homes, bright futures

**Delivering Excellence in Housing Customer Services 2023:
Managing Increased Service Demand and Supporting
Tenants Through the Cost-of-Living Crisis**

Agenda

- VIVID –who we are
- Tough operating environment
- Involving customers to help prioritise services
- The shift to self service
- Supporting individual customers through the cost of living
- Investing in the community – what matters most

VIVID – About us

- We're a leading provider of affordable homes and extensive support services in the south of England.
- Everyone has the right to a safe and secure place to call home and with a VIVID home, our customers also have access to a wide range of tailored support to sustain their tenancies and look after their wellbeing. This is summed up in our vision “More homes, bright futures”.
- We’re doing all we can to help people through the cost-of-living crisis. We invest in communities and address the shortage of affordable housing in the south, building the right type of homes to meet society’s needs. We’re the fourth largest developer of new homes amongst housing associations in England, having built over 1,400 last year and our target is to have built 17,000 more new homes in the 10 years since our creation in 2017.



Tough Operating Environment

- High Inflation
- Cost of Living Crisis
- Reduced levels of satisfaction across all sectors
- Increased focus on Damp and Mould and Complaints
- Social Housing white paper
- Increase in homelessness
- Continued decline in public services putting more pressure on our support services





Involving customers to help prioritise services



Involving customers to help prioritise services

- Demand or repairs – what is really important to customers
- How have our engaged residents shaped our thinking
- Our top 5 driving our investment and focus





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Customers in control

Customers in control

- Focus around our 12 customer priorities
- 100% of what we do to be digitally enabled
- Involving customers in design
- How we need to think differently





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Supporting individual customers through
the cost of living

Supporting individual customers through the cost of living

- Springboard & safety net
- Identifying income & Minimizing debt – life changing
- Facilitating skills and self sufficiency
- Life line as a last resort
- How far do Has go?





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Investing in the community – what matters
most

Investing in the community – what matters most

- Tackling food poverty
- Ripple effect of local plans and insight
- Enabling social enterprise in our communities





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Summary

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- Tough out there – communications key
- Society is expecting self service – we are in catch up
- Impact we can have as a sector on individuals and communities

