



Vico Welcome Visit Process Review: Customer Consultation

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Introduction

Background

An Estate Manager has requested this review to invite customer feedback on our proposed offer to new and existing customers and the inclusion of a Risk Assessment as part of the Vico Welcome Visit Process.

The consultation was completed by forwarding the email (Appendix 1) to 109 Customer Panel members and 31 Neighbourhood Panel members. The review period was 7 July to 18 July 2025.

Objectives

The aim of the customer consultation was to seek the views of Panel members about our offer to new and existing customers, and the content of the inclusion of a proposed Risk Assessment as part of the Vico Welcome Visit Process. To consider whether the purpose of the risk assessment was clear, if the wording was easy to understand and to also ascertain if anything was missing.

Feedback received

We received 22 email responses giving feedback for the review which are outlined below:

Customer comments
Seems fine to me, no comment
I still feel it would be nice to offer all customers a face-to-face visit if they would like one. It maybe they have questions and would like to see someone face to face to iron out any issues or just to see a face of someone they can contact if any questions. Feedback: We initially proposed to only visit those customers who were potentially at risk of sustaining their tenancy. However, based on some feedback from colleagues we changed our offer to visit all new Vico Homes customers, and we'll send a text to existing customers (who are deemed to be at low risk of failing to sustain their tenancy) inviting them to contact us should they need any support from us. We hope that this change will ensure we're providing our most vulnerable customers with the support they need to sustain their tenancy.



Customer comments

Thank you for this.

My questions are:

- How did the 20 days service level agreement come about?
- Has this new way of working been piloted
- Is the 20 day agreement doable?
- What happens if the tenant is not in or not available during the 20 day period?
- Is there an opportunity for existing tenants to disclose their 'vulnerability'?
- How will visits be communicated to ensure 'maximum' efficiency of resources?

Feedback:

- How did the 20 days service level agreement come about?

The current process to visit within 20 working days is in line with the Tenancy Agreement in terms of occupying the home.

- Has this new way of working been piloted?

No, but the proposed process will be reviewed at different intervals during the first 12 months and will be amended accordingly. The reviews will take place with both colleagues and customers to ascertain what is going well with the new process and what could be improved.

- Is the 20 day agreement doable?

We've managed to meet the current targets, however, there has been inconsistencies across areas in terms of how support has been offered. We hope the new process will allow us to focus our resources on customers who need support to sustain their tenancy.

- What happens if the tenant is not in or not available during the 20 day period?

We'll make a number of efforts to contact the customer using their preferred contact method to arrange an appointment which is mutually convenient. If the customer is deemed to be at risk of failing to sustain their tenancy, then we'll make additional efforts to contact them to arrange an appointment. We'll also liaise with colleagues and any support services involved with the customer to help reach them to make an appointment. We also acknowledge that some customers won't necessarily need our help at this time so we'll send customers a text with information should they need us in the future.

- Is there an opportunity for existing tenants to disclose their 'vulnerability'?

Yes, there are several ways a customer can disclose a vulnerability to us, if we aren't already aware. They could tell us on their Homesearch application form, during the sign up or during our initial visit once they have moved in.

- How will visits be communicated to ensure 'maximum' efficiency of resources?

We'll try to pre-arrange visits with customer's using their preferred contact method but more often we will try calling them and / or sending a text message with an appointment.



Customer comments

Do you honestly believe they are going to tell you they have an addiction or additional needs. Also, what about waiting list turn around. What about tenants having to live around bad tenants.

Feedback:

It's a customer's choice what personal information they divulge to us, but we'll offer support based on the information we are provided. If in future a customer struggles to sustain their tenancy due to a vulnerability, we'll again offer any appropriate support.

Good ideas it's also a good idea to let the tenants know to keep their garden decent.

Feedback:

We'll remind customers of their responsibility to maintain their garden during the welcome visit, but this is stated in the Tenancy Agreement.

Excellent plan, I would suggest a leaflet explaining help they can ask for when you visit as some people are a little too proud to ask for help, give them time to think what they may need.

Feedback:

We do provide information at sign up regarding the support we have available for our customers, but we appreciate that when signing for a new home it can be overwhelming. Therefore, we'll include a question on the form for when we carry out a welcome visit to enquire if the customer has read through the sign-up pack and if so, do they have any queries regarding the support we have to offer.

The risk assessment is a really good idea. Signing for a property is a big thing and can be very stressful and people who need support will find this tremendously hard. I think this will prevent people signing for houses and then not taking the house or flat. ASB can be huge in some areas, and I do think including this and letting potential tenants know before moving in. It wouldn't be fair to move someone into a property where they wouldn't feel comfortable. They're paying for a property at the end of the day!

Feedback:

We do inform applicants before they sign up if there are issues with ASB in the area so they can make an informed decision on whether they would like to accept the home.

Please could I suggest consulting established customers "neighbour's" to ensure that there are no issues or conflicts with new customers. Hopefully, this should help to resolve any issues quickly and prevent escalation.

Feedback:

We do at times allocate homes sensitively if we're aware of issues in a particular area, to ensure we're not contributing to the issue and / or setting an applicant up to fail.



Customer comments

After reading the outlines of new tenancy agreements I would say, that maybe these risk assessments would be more beneficial for both tenants and Vico Homes if they were done before signing a tenant up for a property. If you do a home visit to their existing home you can see how they live. You could discuss any issues that they may have and assign them the property that meets their needs and any help that they may need in the future. I speak from experience. I live in a property that is totally unsuitable and regardless of complaining I am still left here struggling, 7 years on.

Feedback:

We carry out pre-tenancy assessments with applicants who are showing well placed for a home. During these assessments we ascertain whether they are suitable to be granted a tenancy, based on things such as but not limited to their income and the condition of their current home.

You seem to have it covered so no further comments at this time.

No comments thank you.

No comment.

Just to confirm that I don't have any comments on the process outlined.

No comments

I don't know what an ASB is?

(An email response was sent on to provide clarification around this request.)

As a relative new move to where I am living now, I had 20 - day visit which I found helpful. Reflecting back, I think I would have liked the option of a follow up call, or visit offered. Possibly a direct contact number to check results of topics raised.

One of the things I think would be beneficial is a local contact or direct contact number/email for new tenants.

Yes, the ASB knowledge would be great beneficial to those with impressionable, or vulnerable youngsters. Also, noise level for those with children with autism. Also, in some area's racism can be high.

One of the things I use to suggest was to view before bidding if unsure of area, or any vulnerability.

Feedback:

We'll either visit customers after they have moved in, or we'll send them a text message with information on should they need any support from us. The contact number included on the text message will be for our Estate Support Team who can pass on any issues / concerns raised to the appropriate person.

No comments



Customer comments

I think if the risk assessment or information gained on the application or move in identifies as high risk or that the property has previously been cuckooed Vico should lower the 20 timescale to a maximum of 10 days. Even 7 days is long enough for the local drug dealers to identify a new or vulnerable client who would be likely to be exploited.

Feedback:

We intend on visiting customers as per the below risk rating;

Low risk: Contact customer within 10 working days and visit within 20 working days.

Medium risk: Contact customer within 10 working days and visit within 20 working days.

High risk: Contact customer within five working days and carry out first visit within 10 working days. We'll carry out a second visit within a further 10 working days.

However, the team responsible for managing the area have the discretion to contact / visit the customer sooner and offer additional visits, if necessary, if there is a risk to the customer sustaining their tenancy.

The risk assessment questions all sound good and fair but I think you should also add on a health risk assessment so that tenants do not end up in a property that could make their health conditions worse.

As an example when I first rented one of your properties I had asthma & lung damage as just two of my disabilities, the flat I rent from you has damp and black mould in the bedroom which made my lung condition worse & as a result five years later I developed COPD too.

Feedback:

We endeavour to allocate all our homes to customers based on their needs at the time. Prior to any homes being reallocated, they are inspected and all legislative checks are completed. Therefore, any defects should hopefully be identified during this period and resolved before the new customer moves in.

No comment.

While I have no further comments regarding the proposal, I would like to inquire about the rationale behind not conducting an in-person visit for all new tenants. I believe a visit could be beneficial for a general property check, potentially combined with a welfare check if applicable. Therefore, I question whether a text message would be sufficient in all instances.

Feedback:

We'll visit all customers who are new to Vico Homes and existing transferring Vico customers who are risk assessed as being at greater risk of tenancy failure. The exception are two groups of customers; existing customers who are assessed at being of low risk of being unable to sustain a tenancy with us, or customers in our Independent Living Schemes as they receive support from the Independent Living Team. Both groups of customers will



Customer comments

receive a text message welcoming them to their new home and encouraging them to contact us if they would like to make any changes to their home, or if they would like any support. The text also includes a link to the Customer Portal for more information and as an alternative way to engage with us. We have taken this decision following a review of the previous procedure, to ensure we are focusing our resources on those customers who require our support to sustain their tenancy. However, the new process will continually be reviewed to ensure it is meeting the needs of our customers.

I have had a look at your proposals, and I think they look and sound very good it will also help Vico Homes help those that need it most when they need it, it isn't easy when you start out moving into a new home and what could well be a completely new area not surrounded by any family or friends.

Next steps

Once the consultation period had ended, feedback from participants in the consultation was shared verbatim with the Estate Manager.

For the purposes of transparency and to demonstrate tenant influence of service delivery, the next steps were to document feedback to participants that following the review an update on changes made are outlined within the report for information.



Appendix 1: Vico Welcome Visit Process Review.

Dear Panel Member

We're in the process of redeveloping our offer to new customers and we'd like your view on our proposals to ensure we're meeting customers' needs, to support them sustain their tenancy with us both now and in the future to create vibrant communities we can all be proud of.

At present when a new customer signs for their tenancy, we aim to visit them within 20 working days of their tenancy commencing, to ensure they have moved into their new home and provide any necessary support.

As part of our redeveloped offer, we are introducing a risk assessment to gauge our new customer's needs that will be completed as the tenancy commences.

The risk assessment includes questions around the person, property and place such as;

- Is the customer under 25 years of age and or a care leaver?
- Has the customer declared or indicated any vulnerabilities that could impact upon them sustaining a tenancy?
- Has the customer failed to sustain a tenancy previously?
- Has the customer moved from temporary accommodation and/or been moved on a homeless banding?
- Has the customer been identified as requiring support from our tenancy ready team?
- Is the property in a low, medium or high-rise block of flats?
- Is there ASB in the area?

The information provided in the risk assessment will help determine the level of support a customer may need to sustain their tenancy. Our revised offer will include one of the following levels of support;

- Existing Vico Homes customers who require no support will receive a text message from us only, welcoming them to their new home.
- Independent Living customer's won't receive a visit, as they are visited / supported by their Community Support Worker for the scheme.
- New customers with minimal support needs will receive one visit from us within 20 working days of their tenancy commencing.
- New customers with additional support needs will receive two visits from us within 20 working days of their tenancy commencing.



We'll carry out additional visits and provide further support to customers where necessary.

Please can you send me any comments you have by responding to this email by **close of business on Friday 18 July 2025**. If you don't have any comments, it would be helpful if you could respond, indicating "No comments."

Please don't hesitate to contact me if you require any further information.

