



CHRISTMAS SHUT DOWN 2024

As the end of 2024 draws nearer and our customers take a break for a well-earned rest, VIVO will continue to provide reactive and planned maintenance services across your establishment.

What You Can Do to Help

- Please keep radiators turned low, this will ensure the building stays at a comfortable temperature for your return, and energy isn't being wasted when there is no one occupying the building.
- Please check all windows and doors are closed for security and energy efficiency reasons.
- Report any faults that have occurred during the break immediately upon your return from leave.
- Avoid collating jobs and reporting through in a batch – please report faults as soon as they occur.

Access Requirements

VIVO will need to continue to gain access to facilities around the estate during the festive break. It's essential the site team have accurate Building Custodian contact lists and suitable access to keys to ensure that faults can be rectified and managed efficiently. Please work with your VIVO site team to ensure they have everything they need to continue to operate during this period.

FEEDBACK

We love to receive your feedback to allow us to continually improve. To report a fault or to provide feedback 24/7/365, please contact us via the following methods:



0800 0466 010

fm@vivohelpdesk.com

www.vivodefence.com/fdis-built-estate

Our call volumes increase considerably during the winter months.

If your fault is believed to be an emergency, please contact us via the helpdesk phone number.

For routine faults, please email us or use our webform to allow our helpdesk to respond to establishment critical faults.

We aim to respond to all emails within 24 working hours.

Your VIVO colleagues will be actively sharing this message during meetings and engagement sessions held on your site over the coming weeks.

Please ensure your Building Custodian is kept informed of any faults reported within your building/accommodation space.

When emailing, please provide as much detail as possible about the location and symptoms of the fault.

