

FAREHAM

BOROUGH COUNCIL

AGENDA HOUSING SCRUTINY PANEL

Date: Thursday, 28 September 2023

Time: 6.00 pm

Venue: Collingwood Room - Civic Offices

Members:

Councillor Mrs K Mandry (Chairman)

Councillor S Ingram (Vice-Chairman)

Councillors R Bird

F Birkett

H P Davis

Mrs C L A Hockley

Mrs K K Trott

Deputies: M R Daniells



1. Apologies for Absence

2. Minutes (Pages 5 - 8)

To confirm as a correct record the minutes of the Housing Scrutiny Panel meeting held on 13 July 2023.

3. Chairman's Announcements

4. Declarations of Interest and Disclosures of Advice or Directions

To receive any declarations of interest from members in accordance with Standing Orders and the Council's Code of Conduct and disclosures of advice or directions received from Group Leaders or Political Groups, in accordance with the Council's Constitution.

5. Deputations

To receive any deputations of which notice has been lodged.

6. Executive Business

To consider any item of business dealt with by the Executive since the last meeting of the Panel that falls under the remit of the Housing Portfolio. This will include any decisions taken by the Executive Member during the same time period.

7. Pilot Tenant Satisfaction Measures Survey (Pages 9 - 18)

To receive a report by the Director of Housing which presents the results of the Pilot Tenant Satisfaction Measures Survey and further local measures relating to the management and maintenance of Council homes.

8. Electric Vehicle Charging on Council owned land within the Housing Portfolio (Pages 19 - 24)

To consider a report by the Director of Housing which informs Members of the Council's approach to resident requests for electric vehicle charging on Council owned land within the Housing Department's portfolio.

9. Affordable Housing Update (Pages 25 - 26)

To receive a presentation by the Housing Development Officer which updates members on progress with Fareham Housing sites and other relevant strategic Housing Matters.

10. Allocations Policy Refresh (Pages 27 - 28)

To receive a presentation by the Interim Consultant Housing and Benefits which outlines intended changes to the existing 'Optimising Social Housing Applications and Allocations Policy' (2020).

11. Agreement of Scoping report to Vivid Housing Association (Pages 29 - 30)

To approve a scoping report which invites Vivid Housing Association to attend a future meeting of the Panel to provide members with information in respect of services provided.

12. Housing Scrutiny Panel Priorities

To provide an opportunity for Members to consider the scrutiny priorities for the Housing Panel.



A WANNELL
Chief Executive Officer

Civic Offices
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12 September 2023

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FAREHAM

BOROUGH COUNCIL

Minutes of the Housing Scrutiny Panel

(to be confirmed at the next meeting)

Date: Thursday, 13 July 2023

Venue: Collingwood Room - Civic Offices

PRESENT:

Councillor Mrs K Mandry (Chairman)

Councillor (Vice-Chairman)

Councillors: F Birkett, H P Davis, Mrs C L A Hockley, Mrs K K Trott and
M R Daniells (deputising for R Bird)

Also Present: D G Foot



1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors R Bird and S Ingram.

2. MINUTES

RESOLVED that the minutes of the meeting held on 09 February 2023 be confirmed and signed as a correct record.

3. CHAIRMAN'S ANNOUNCEMENTS

There were no Chairman's announcements.

4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS

There were no declarations of interest made at this meeting.

5. DEPUTATIONS

There were no deputations made at this meeting.

6. EXECUTIVE BUSINESS

(1) Crossfell Walk Development Update

There were no questions or comments for clarification in respect of this item.

(2) Draft Empty Homes Strategy

There were no questions or comments for clarification in respect of this item.

(3) Fareham Housing Stock Conditions Survey

There were no questions or comments for clarification in respect of this item.

(4) Fareham Housing Void Property Works and Improvements Contract

There were no questions or comments for clarification in respect of this item.

7. OPPORTUNITIES PLAN 2023-2027

The Panel received a presentation which provided an overview of the Council's Opportunities Plan and how the Year 1 project proposals relate to the Housing Portfolio. A copy of the presentation slides is attached as Appendix A to these minutes.

Members of the Panel asked a series of questions pertaining to the various projects outlined in the report with a focus on the reduced costs of Bed and Breakfast facilities and the challenges faced to improve void turnaround times. Officers explained that more detail on these projects was to be presented to

the Panel at item 8 on the agenda and highlighted that these are a key focus for the Housing department at this time.

Questions were raised around the challenges faced in producing savings in Housing which is a statutory service. Officers explained that the focus is to introduce efficiencies which save money. One of the key areas currently being developed to achieve this, is to improve residents' ability to make initial contact to the Housing Options department via an online form. Although Members agreed that this would free up officer time and allow urgent cases to be prioritised, the Panel asked that face to face contact should always be maintained as an option for anyone using the service.

RESOLVED that the Housing Scrutiny Panel notes the content of the presentation and commented on the proposals as appropriate.

8. AFFORDABLE HOUSING UPDATE

The Panel received a presentation by the Head of Housing Delivery which updated members on progress with Fareham Housing Sites and other relevant strategic housing matters. A copy of the presentation slides is attached to these minutes as Appendix B.

The Head of Housing Delivery highlighted to Members that this is the highest number of completed projects that she has ever been able to report to Members and explained how this has a knock-on effect throughout the Housing department as these properties are occupied.

Councillor Mrs Hockley asked that a special thanks be passed to all those officers involved in the development of Assheton Court. Members are truly grateful for the hard work from officers in not only developing the site, but also in decanting residents into Sir Randal Cremer House with such care.

RESOLVED that the Housing Scrutiny Panel notes the content of the presentation.

9. UPDATE ON THE HOUSING REGISTER

The Panel received a report by the Head of Housing Delivery which provided information to members regarding the Council's housing register, its recent review, and ongoing monitoring of new affordable housing delivery.

RESOLVED that the Housing Scrutiny Panel notes the content of the report.

10. HOUSING SCRUTINY PANEL PRIORITIES

Members were asked to consider the Scrutiny Priorities for the Panel.

Members agreed that a scoping report be drafted to formulate an invitation to Vivid Housing Limited to present to the Panel. In consultation with the Chairman, officers will draft a report focusing key points around repairs, renewals and customer service, before bringing it to a future meeting of the Panel for consideration.

Members also requested that an update on the Welborne delivery of affordable homes be brought to the Panel within the current municipal year.

RESOLVED that the Scrutiny Priorities for the Housing Scrutiny Panel were reviewed.

(The meeting started at 6.00 pm
and ended at 7.29 pm).

..... Chairman

..... Date

FAREHAM

BOROUGH COUNCIL

Report to Housing Scrutiny Panel

Date **28 September 2023**

Report of: **Director of Housing**

Subject: **Pilot Tenant Satisfaction Measures Survey**

SUMMARY

This report provides Members with a summary of a pilot tenant perception survey conducted during July 2023. The survey is intended to help Fareham Housing prepare for the Tenant Satisfaction Measures Standard introduced earlier this year.

RECOMMENDATION

It is recommended that the Housing Scrutiny Panel considers the contents of this report and comment or raise any points for further clarification.

INTRODUCTION

1. In April 2023 the Tenant Satisfaction Measures Standard came into effect. The measures are a new addition to the consumer standards set by the Regulator of Social Housing (the Regulator) and are intended to enable enhanced scrutiny of social housing providers.
2. A key element of the Tenant Satisfaction Measures (TSM) is the requirement for social housing providers to conduct annual tenant perception surveys. As Fareham Housing has never conducted a survey of this nature before, a pilot was run in July 2023 prior to the official survey, due to be run in early 2024.
3. This report details how the survey was run, its findings, and how it can help guide future improvements within Fareham Housing.

THE TENANT SATISFACTION MEASURES STANDARD

4. The Regulator wishes to promote increased transparency and accountability within the social housing sector. From this year all social housing providers are required to annually report on a set of twenty-two Tenant Satisfaction Measures. This will enable tenants to see how well landlords are performing and help the regulator identify providers that may require improvement.
5. Ten of the TSM consist of data already collected by social landlords, such as, fire and gas safety checks and the number of properties that meet the Decent Homes Standard. The other twelve measures are tenant perception measures and must be collected via an annual tenant survey.
6. The tenant perception survey asks tenants to rate their satisfaction with various services provided by their landlord. For example, the time taken to complete a repair and satisfaction that their home is safe. The questions, their wording and the answer options are all prescribed by the Regulator to ensure data from different providers can be accurately compared.
7. Providers must conduct the first official tenant perception surveys within the 2023/24 reporting year. The results and methodology must then be sent to the Regulator and published. It is anticipated that results from all providers will be made available next Autumn.

PILOT SURVEY

8. Fareham Housing ran a pilot tenant perception survey in July 2023. The exercise was primarily intended to provide an insight into the views of Fareham Housing customers and inform the methodology of future survey and engagement exercises.
9. The pilot survey imitated an official tenant perception survey. All the mandated TSM questions were included alongside a selection of demographic questions. Customers were informed that the survey was completely anonymous and that it should not take more than 10 minutes to complete.
10. A selection of additional questions relating to customer engagement were also included within the survey. Feedback gained from these questions will inform Fareham Housing's new Tenant Engagement Strategy which will be presented to the Panel in due course.

11. A sample of 1305 Fareham Housing customers were contacted and prompted to complete the survey either by email, post, or telephone. Most customers were contacted via email to keep the costs of the exercise low.

12. A total of 221 survey responses were received, providing a 17% response rate.

Communication type	Customers contacted	Customer responses	Response rate
Email	920	153	17%
Letter	200	39	20%
Telephone	85 (132 calls)	29	22%
Total	1305	221	17%

Figure 1: Pilot survey response rate by communication type

13. When the official survey is run in 2024 residents from all Fareham Housing properties will be encouraged to take part. The guidance issued by the Regulator stipulates that efforts should be made to ensure that the survey is accessible to all tenants and that providers should consider ways to overcome barriers faced by some tenants that may make it difficult for them to participate.

14. The new housing management system, Civica, will help the department achieve this by identifying customers' communication needs and preferences. Large print, house calls or easy to read surveys could all be utilised to overcome various communication barriers.

TENANT SATISFACTION

15. The tenant perception survey asked respondents to rate their satisfaction against each TSM. The summary below shows the proportion of respondents that stated they were either very or fairly satisfied with each TSM. The summary provided below is similar to the data that will be passed to the Regulator in 2024 following the official survey.

Tenant Satisfaction Measure	Respondents Satisfied (%)	Respondents Dissatisfied (%)
Overall satisfaction	76.0	7.2
Overall satisfaction with repairs	79.4	7.1
Time taken to complete most recent repair	82.1	6.6
Provided with a well-maintained home	79.0	6.3
Communal areas clean and well maintained	64.4	11.5
Provided with a safe home	79.7	6.0
Landlord makes a positive contribution to neighbourhood	56.0	8.3
Approach to handling anti-social behaviour	40.8	9.6
Complaints handling	29.5	20.5
Listens and acts on tenants' views	58.5	13.4
Keeps tenants informed about things that matter to them	60.4	10.1
Treats tenants fairly and with respect	76.0	6.0

16. Overall, the rates of satisfaction recorded in the pilot survey are promising. The satisfaction measures relating to the repairs service, property maintenance and home

safety scored particularly highly, with satisfaction rates around 80%.

17. Perhaps unsurprisingly, the satisfaction measure relating to complaints handling received the lowest rates of satisfaction. 44 respondents had made a complaint in the last 12 months and only 30% were satisfied with the approach to complaints handling.
18. The measure relating to the handling of anti-social behaviour also received notably low scores with only 41% reporting they were satisfied.
19. Measures relating to tenant engagement, while not the lowest, do also require improvement. Satisfaction that Fareham Housing makes a positive contribution to neighbourhoods and that it listens and responds to tenants' views received scores of below 60%. Work has already begun to revitalise the department's engagement activities which should in turn see rates of satisfaction improve.
20. The pilot survey results provide a useful benchmark against which future performance can be measured. It is encouraging to see that high rates of customer satisfaction can be achieved. However, the high level of variation between the different satisfaction measures clearly identifies areas within the Housing service where improvements are required.

COMMENT QUESTIONS

21. In the pilot survey, alongside the mandatory TSM questions, some additional comments questions were included to gain more insight into customer views. While providers can include additional questions within official tenant perception surveys only answers to the mandatory questions are reported to the regulator.
22. It is encouraging to see how many comments included positive feedback about Fareham Housing services. Some of the feedback included: "*Great service, always happy to help*"; "*Absolutely brilliant*"; "*Nothing is a problem or too much trouble*"; and "*Cannot fault the Fareham Borough Council housing department. They have been so very supportive and understanding*".
23. Appendix A illustrates the most common topics raised across all survey responses.
24. It should be noted that while comments questions provide an interesting insight into individual customer experiences it is difficult to draw actionable conclusions from them for several reasons.
25. Firstly, the comments questions were underutilised with under half of respondents providing answers for each question.
26. Secondly, respondents often used the comments boxes to raise a particular complaint or issue making it hard to paint a picture of the whole service. For example, one respondent asked for an explanation for why her neighbour had a new fence installed and she had not, another had an issue with the noise insulation between her flat and the one above.
27. As the proportion of respondents that left comments was low, some of the trends within the answers are at odds with the satisfaction scores. For example, while repairs received the highest satisfaction scores, negative repairs feedback featured frequently in the comments.

28. Ultimately comments can be used to enrich feedback received within the survey and highlight issues that residents have particularly strong feelings about. However, due to the small sample size, they are not a perfect service evaluation tool.

RESPONDENT DEMOGRAPHICS

29. When providers conduct official tenant perception surveys the survey methodology must also be sent to the regulator for publication. The methodology must include evidence that a representative sample of customers have completed the survey. Therefore, demographic questions must be included alongside the satisfaction measures.

30. Demographic questions were included in the pilot survey to test if a representative sample could be easily achieved. The results can also help inform customer engagement going forward as increased efforts can be made to encourage underrepresented groups to participate.

31. Overall, the demographic makeup of pilot survey respondents was broadly comparable with the wider Fareham Housing population, with a slight overrepresentation of female and sheltered housing residents.

32. Fareham Housing does not currently hold records on tenant ethnicity. Data from the 2021 Census (comparing household tenure type and residents' ethnic group) was instead used to check the representativeness of the pilot survey sample.

33. A full summary of demographic question responses can be found in Appendix B.

34. Next year the survey will also capture the type of building the respondent lives in, e.g. house, flat or maisonette and the geographical area in which they live. This will ensure that the sample represents views across the Borough.

NEXT STEPS

35. The pilot survey has helped the Housing department identify ways in which it can prepare for future tenant perception surveys. It has also identified areas within the service where efforts should be focused to help achieve increased customer satisfaction going forward.

36. In the short-term preparations for the official survey must take priority. This will include reviewing guidance notes issued by the Regulator and reviewing tenant data held by the Housing department to ensure all customer communication requirements are fulfilled. The pilot also allowed Officers to better understand the success and limitations of different survey methods, having tested three formats (email, post and telephone).

37. The pilot survey identified the need for a greater understanding of customer demographics. Exploring ways in which customer data records could be improved will form part of preparation for future survey and engagement exercises.

38. In the longer term the department will begin implementing improvements to address concerns raised in the pilot survey. A new Resident Engagement Strategy, for example, will not only improve customer satisfaction in relation to keeping tenants informed but also raise awareness of other work carried out by the department. The Strategy will focus on how to build a better, more positive relationship with customers.

This will lay the foundations for more formal engagement activities which seek to give residents more say over decisions that affect them.

39. Ongoing internal service monitoring and reviews will also help to ensure the hard work of the Housing Department is reflected in the data and satisfaction scores that will be annually presented to the Regulator.

RISK ASSESSMENT

40. There are no significant risk considerations in relation to this report.

CONCLUSION

41. The pilot tenant perception survey proved to be a highly useful exercise. It will help the Housing department run a survey later in 2023/24 that fulfils the requirements set out by the Regulator.
42. The pilot survey also provides a benchmark for future satisfaction surveys and identifies areas for improvement within the service.
43. The department will endeavour to build upon the positive feedback it has received and gradually reduce levels of dissatisfaction as tenant perception surveys become part of the general monitoring of the Housing service.

Appendices:

Appendix A: Themes Raised by Pilot Survey Participants in Response to Open Comment Questions

Appendix B: Demographics Questions: Pilot Survey Results Compared to Tenant Population Data

Background Papers:

None

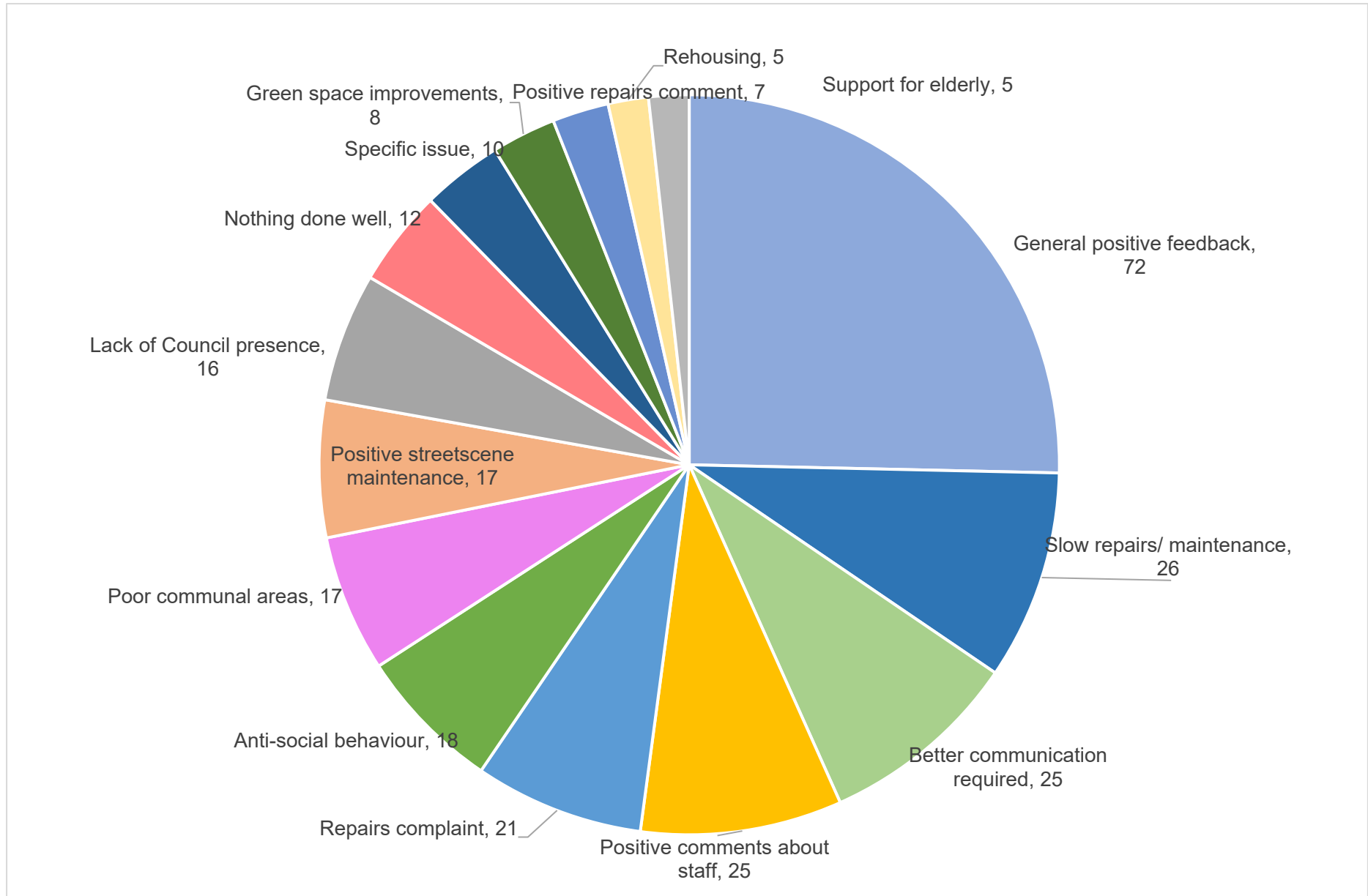
Reference Papers:

None

Enquiries:

For further information on this report please contact Robyn Lyons (01329 824305) or Andrea Kingston (01329 824618).

Appendix A: Themes raised by pilot survey participants in response to open comment questions



Appendix B: Responses to Pilot Survey Demographics Questions Compared to Tenant Population Data

	Demographics Questions- Pilot Survey Results Compared to Tenant Population Data (%)									Total number of responses
Housing type	General needs	Sheltered								
Survey respondents	67.9	32.1								196
Existing data sets	74	26								
How long have you been a FH tenant?	>1 year	1-3 years	4-6 years	7+ years						
Survey respondents	4.1	16.4	11.0	68.5						219
Existing data sets	2	14	14	70						
Gender	Male	Female	Other	Prefer not to say						
Survey respondents	27.3	70.9	0.9	0.9						220
Existing data sets	39%	61%								
Age Group	18-24	25-34	35-44	45-54	55-64	65+				
Survey respondents	0.0	7.7	11.3	17.2	18.6	45.2				221
Existing data sets	1	8	16	16	18	42				
Ethnic Group	White British	White Other	Mixed ethnic group	Asian/ Asian British	Black/ black British	Other				
Survey respondents	96.3	2.3	0.5	0.5	0.0	0.5				215
Existing data sets	94	2	1.5	1	0.7	0.8				
Disability	Yes	No								
	53.9	46.1								217
Other data not held										
Employment	Retired	Full time	Part time	Not working-disability	Not working- LT illness	F/T carer	Unemployed	Looking after family	Student	
	44.7	13.5	14.0	12.6	4.7	4.2	4.7	1.4	0.5	215
Other data not held										

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FAREHAM

BOROUGH COUNCIL

Report to Housing Scrutiny Panel

Date **28 September 2023**

Report of: **Director of Housing**

Subject: **Electric Vehicle Charging on Council owned land within the Housing portfolio**

SUMMARY

The purpose of the report is to inform Members of the approach to resident requests for electric vehicle charging on Council owned land within the Housing Department's portfolio.

RECOMMENDATION

It is recommended that the Panel agree with the stance, acknowledging this may be reviewed as circumstances evolve.

INTRODUCTION

1. Housing in Fareham has traditionally been built surrounded by parcels of green space. This is especially true for the Council housing constructed in the 1960s and 1970s. These large areas of open space and verges are still in the ownership of the Council.
2. Over the years, car ownership has increased. This has resulted in parking becoming an issue in some areas of the borough. Many private and social rent homes do not have their own driveway or allocated space for their car.
3. As electric vehicles (EV) are becoming more popular, the Council is starting to receive requests for green spaces to be removed. This is to enable electric vehicles to be charged at home. This report sets out the challenges of accommodating households with these requests and provides potential solutions.

EV REQUIREMENTS

4. Depending on the make, an electric vehicle will, on average, need to be charged twice a week. At home, charging can be done through an EV point connected to the household's electricity supply. Alternatively, there are options for on street charging, such as bollard or lamppost points. On street options rely on the authority responsible for road maintenance to implement. In Fareham, this would be Hampshire County Council.

ISSUES TO ADDRESS

5. The Council recognises that the switch from petrol/diesel vehicles to electric is beneficial to the environment. However, allowing the removal of valuable greenspace to facilitate this is counter intuitive. The ecological impact would be negative and the approach illogical, especially given new planning biodiversity net gain¹ requirements.
6. Examples of where issues may occur can be seen in the following photographs. The properties are a mix of private and social housing, but the green spaces shown are solely Council owned:



¹ "Biodiversity net gain (BNG) is a way to contribute to the recovery of nature while developing land. It is making sure the habitat for wildlife is in a better state than it was before development. This will apply from November 2023 for developments in the Town and Country Planning Act 1990, unless exempt." Department for Environment, F. & R.A. (2023) *Understanding Biodiversity Net Gain*, GOV.UK, Available at: <https://www.gov.uk/government/collections/biodiversity-net-gain> (Accessed: 07/07/23).



7. There are also more logistical problems that would need to be addressed. Allowing a household to hard surface over green areas (even in part) would present the following difficulties:

- Co-ordination of hard surfaced areas would be needed to prevent random strips of access. This may mean larger grassed sections are lost earlier on.
- Loss of unallocated on-street provision as a space is removed to enable a dropped kerb/access point.
- Addressing surface water run-off, depending on permeability of surface material.
- Wider communication and neighbour consultation would be needed. Should neighbours object, we would need to have a strategy in place to decide next steps. All of which is additional officer time and resource.
- We would need to know how to stop any parties using the new access as further parking.
- When a resident moves out the next household may not have an electric vehicle. We cannot prevent them using the new access for their diesel/petrol vehicle.
- Any trees on the green may be affected, for example, repetitive driving on or near the roots will damage the tree.
- Posts or dragons' teeth may be required alongside any access to stop misuse on wider green.
- Setting a precedent that would make it hard to refuse others.
- There will be a financial burden on the HRA for ongoing maintenance of the area. Effectively, the social housing residents would be paying for works and upkeep.
- If the resident is private, they will need to seek appropriate permissions from HCC for dropped kerbs and they may need to consult our Planning and Asset Management Teams. This will be additional Housing Property time and resource, as will making sure the works are done correctly and of sufficient quality.
- There will be ongoing maintenance and repairs to the accessways as any new hard surfacing across our land will remain our responsibility.
- If the resident is a Fareham Housing customer, officer capacity and resource will need to be available to seek appropriate permissions, tender for works, then appoint and oversee works.

THE APPROACH

8. Hampshire County Council (HCC) is responsible for the maintenance of the majority of public roads in Fareham. They are currently trialling EV charging in problematic areas to help determine how residents can all charge their vehicles. This is expected to run for at least three years before results can be rolled out.
9. HCC has also released a guide² for residents wanting an electric vehicle. As Hampshire County Council is the accountable party for roads, this information should be followed ahead of any other instructions.
10. Taking into account the HCC guidance and EV trial projects, a solution for homeowners is starting to present itself. Given that a resolution is beginning to take place and the issues bullet pointed above, the Council cannot permit the loss of valuable greenspace to enable vehicular access.
11. Council tenants can request to have an electric charging point privately installed. Where there is off road parking, permission will be granted, subject to a certified electrical installer being used.
12. There are occasions when roads may not be adopted by HCC, or where service/parking areas are owned or managed by the Council. Although these could be suitable for consideration for parking points for electric vehicles, this would be a significant and costly project in its own right. The capacity of the wider electric infrastructure (i.e., sub-stations) would need to be considered, an appropriate charging regime for users, and wider community engagement. The resource and budget implications cannot be accommodated at this time. Awaiting the outcome of the HCC approach and understanding if it can help address the need, is considered to be a more sensible solution at this juncture.

RISK ASSESSMENT

13. There are no significant risk considerations in relation to this report.

CONCLUSION

14. Hampshire County Council are responsible for maintaining the adopted roads in Fareham. They have issued guidance for homeowners who wish to purchase an electric vehicle. They are also undertaking trials to understand how to charge an EV in more complicated situations.
15. The Council is awaiting HCC's approach to vehicle charging across the borough. Until this has been confirmed, the Council will not take any pre-emptive action that may also include removing valuable greenspace.

² <https://www.hants.gov.uk/transport/electric-vehicles/ev-charging-guidance>

Appendices: **None**

Background Papers: **None**

Reference Papers: **None**

Enquiries: For further information on this report please contact Fleur Allaway, Tel: 01329 824304.

FAREHAM

BOROUGH COUNCIL

Presentation to The Housing Scrutiny Panel

Date: 28 September 2023
Report of: Housing Development Officer
Subject: Affordable Housing Update

SUMMARY

The purpose of the presentation is to inform Members of the Panel of the progress with the Fareham Housing sites and other relevant strategic housing matters.

RECOMMENDATION

It is recommended that Members consider the contents of the presentation and make any comments or raise any questions for clarification.

FAREHAM

BOROUGH COUNCIL

Presentation to The Housing Scrutiny Panel

Date: 28 September 2023

Subject: Allocations Policy Refresh

SUMMARY

Members will receive a presentation by the Interim Consultant, Housing & Benefits which will outline intended changes to the existing 'Optimising Social Housing – Applications and Allocations Policy' (2020).

RECOMMENDATION

It is recommended that the Housing Scrutiny Panel notes the content of the presentation.

HOUSING SCRUTINY PANEL - SCOPING REPORT

Councillor requesting item: Housing Scrutiny Panel request

Issue	Housing Scrutiny Panel members collectively agreed at their meeting on 13 July 2023 that they wish to know more about Vivid Housing Limited, and aspects of the service they provide to Vivid customers living in Fareham Borough. Matters raised include (a) Vivid’s approach to customer service; (b) Vivid’s repair service; and (c) enabling customers into Vivid properties.
Background	<p>After Fareham Housing, Vivid Housing Ltd are the next largest provider of affordable housing in Fareham Borough, with over 800 homes.</p> <p>Vivid bring forward many new affordable homes in Fareham; a mix of S106 secured homes alongside market housing and their own delivery of sites for (often 100%) affordable housing.</p> <p>Fareham Housing have a very positive working relationship with Vivid in many areas. This includes housing enabling and monitoring (with Vivid providing comprehensive and up to date information on forthcoming delivery in the Borough when requested), there are also partnership arrangements in place for properties such as supported accommodation in East Street and Western Road.</p> <p>Alongside noting the above positives, Members of the Housing Scrutiny Panel are concerned as to the frequency with which they are approached by Vivid customers who express frustration with matters relating to repairs and neighbourhood issues (such as anti-social behaviour).</p> <p>Members are also concerned that with the current cost of living crisis Vivid’s rent in advance policy (changed from 2 to 4 weeks) is making it harder for households on the Housing Register to access Vivid homes.</p>
Objective & Description	<p>To understand more about Vivid’s approach to customer service, repairs, and supporting their customers. In particular, Vivid are invited to:</p> <ul style="list-style-type: none"> • Provide a summary of their repair targets, and performance against those targets; • Explain their process for addressing customer

	<p>complaints;</p> <ul style="list-style-type: none"> • Provide an overview of the method with which their customers, or local Councillors, can contact Vivid; and • Provide an overview and explanation for their rent in advance policy.
Proposed Way Forward	It is proposed that representatives from Vivid are invited to a meeting of the Housing Scrutiny Panel to address Members on the matters outlined above.
Key Dates	As part of the invite it will be suggested that the next scheduled meeting of the Housing Scrutiny Panel (08 February 2024) be an ideal opportunity for Vivid's attendance.

DRAFT