

HOUSING SCRUTINY PANEL - SCOPING REPORT

Councillor requesting item: Councillor Connie Hockley

Issue	The provision of tenancy management services by Vivid Housing to their tenants living in Fareham
Background	Formed in April 2017 from a merger of First Wessex and Sentinel housing associations, Vivid Housing owns and manages 30,000 affordable homes across Hampshire and Surrey. They are the largest provider of affordable homes in Fareham with over 800 properties spread across the borough, of which approximately 80% are affordable rented homes. Fareham Borough Council has full nomination rights into Vivid owned properties and tenants are allocated their homes in accordance with our Allocations Policy.
Objective & Description	<p>The purpose of inviting Vivid Housing to a future meeting of the Housing Scrutiny Panel is to provide an overview of the services provided their tenants in Fareham and the impact on services as a result of the merger in April 2017.</p> <p>In particular, the Panel would like to understand:</p> <ul style="list-style-type: none"> • The arrangements Vivid Housing have in place to provide effective local estate management to their tenants • How Vivid Housing meet and measure their customer service targets to guarantee tenants concerns are responded to in a timely and professional manner • What processes do Vivid Housing have in place to ensure all their properties are safe to occupy and maintained to a high standard (including communal areas and external spaces) • Vivid Housing's approach to dealing with anti-social behaviour • How Vivid Housing encourage tenant involvement and engagement to ensure their services are developed in accordance with tenants needs and expectations • What procedures Vivid Housing have in place to identify potentially vulnerable tenants and details of the steps taken to ensure these tenants can successfully maintain their tenancies • How Vivid Housing have prepared their tenants for the roll out of Universal Credit

APPENDIX A

<i>Please clearly state the final objective. Objectives might include scrutiny of process or issue, or shaping of policy option or special project.</i>	
Proposed Way Forward	It is proposed that representatives from Vivid Housing are invited to a meeting of the Housing Scrutiny Panel and requested to address the Panel on the matters outlined above.
<i>How is the objective to be achieved? Options might include a report written by officers and considered by Scrutiny Panels; informal working groups; discussion with external bodies; or a combination of several tools. Thought should be given to the process to be followed once the Scrutiny Panel completes its work; a request or comment may be made to the Executive or policy options offered to Council.</i>	
Key Dates	Attendance and presentation to the Housing Scrutiny Panel at their meeting of 7 March 2019.

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