

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.

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