

VIVID

Autumn 2026

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VIVID Plus funding available for community projects

Do you have an idea that could make a difference in your community? Or are you involved in a local project that could benefit from a helping hand?

Through VIVID Plus, we're investing £100,000 in community projects across Hampshire through our Community Investment Fund. Grants of up to £1,500 are available to help start new projects or support existing ones that make a positive difference for local people. The fund is open to everyone, from community groups and charities to individuals with a great idea.



We're already seeing the difference the fund can make. More than a third of the funding has been awarded to projects ranging from community pantries to local events and wellbeing initiatives.

One organisation benefiting from the fund is Love Outdoors CIC in Gosport. They've been creating a free wellbeing garden at Forton Medical Centre, offering a welcoming space where people can connect with nature, support their wellbeing and enjoy a moment of calm. Thanks to funding from VIVID Plus, Love Outdoors can now host more events and open days, helping even more people discover and enjoy the garden.

Applications are managed by Action Hampshire, a charity that supports local community groups, volunteers and organisations to create lasting change. To find out more and apply, visit:

vividhomes.co.uk/vivid-plus/community-support/community-investment-fund

Terry's journey to feeling at home

When Terry moved into his home after years of living in a van, he wasn't sure a settled lifestyle was for him. In fact, he kept his van nearby because he wasn't convinced he'd stay for long. Today, things look very different. Terry has settled into his home and enjoys the stability of having a place of his own.

Our Independent Living team took the time to understand Terry's needs and adapt their support, helping him settle into his home in a way that worked for him. His dog, Coco, has also played an important role. Daily walks helped Terry build familiar routines and get to know people in the area, making it easier for him to feel settled.

With support tailored to his needs and Coco by his side, the home Terry once thought might be temporary is now somewhere he calls home.





Our Annual Review 2025-26

Using insight to deliver better customer experiences

At VIVID, we want every customer to feel we provide them with a good place to live, backed by consistent services you can rely on.

That focus has shaped our work over the past year. We've continued to strengthen the foundations of our core services, building on improvements in areas such as repairs and complaint handling, and ensuring we respond consistently to what matters most to you.

Central to this has been our customer promises. These promises are about being clear on what customers can expect from us, and holding ourselves to account for delivering on those expectations. They're not just statements of intent; they are shaping how we design services, how we prioritise work, and how we measure success.

We've also continued to place customer influence at the centre of what we do, listening, understanding, learning and acting on your feedback. Retaining our Tpas accreditation for a second year reflects the genuine influence customers have in shaping our services - from setting standards to improving processes.

Equally important has been the investment we've made in our people. This year, we have introduced a City & Guilds credentialling programme that all colleagues will undertake. This is a significant step in building a consistent, organisation-wide understanding of what great customer service looks like, ensuring every interaction reflects the same high standards, skills and behaviours.

Read more about our year on the following pages or for a more detailed look, view our full Annual Review here:

vivid.foleon.com/reports/annual-review-25-26/

Mark Perry
Chief Executive



Customers influence all that we do

Our Annual Review highlights something really important: the difference your feedback, ideas and involvement are making across our organisation. It showcases the progress we've made over the past year, from improving services and investing in homes, to creating new opportunities for customers and communities.

Every time you share your experience with us, complete a survey, join a panel or tell us what matters to you, you're helping shape the services we provide and the decisions we make. Over the past year, our focus has been on strengthening customer influence and making sure it leads to real, visible change.

Here are some examples of how your views have influenced what we do:



More conversations, earlier

Customers helped shape major projects from the very beginning, giving us practical insight before decisions were made.



Better ways to listen

We improved how we collect, understand and share customer feedback, helping teams respond more effectively.



Closing the loop

We made it easier for customers to see the difference their feedback makes, helping build trust and transparency.

Listening locally through door-knocking and roadshows

We held door-knocking and roadshow events across Cherrywood (Farnborough), Sandy Hill, Upper Hale (Farnham) and Rowner (Gosport). These events gave customers the chance to talk with our teams about their communities - what they enjoy, what works well and where they feel improvements are needed.

This work forms part of our Community Connected approach, which focuses on reaching customers whose voices are less often heard. By going out into communities, we're able to engage with customers who don't usually take part in surveys, panels or formal involvement activity. So far, 289 customers who wouldn't typically get involved have shared their insights on current services and future plans.



VIVID customer scrutiny panel (VCSP)

The VIVID customer scrutiny panel (VCSP), previously known as VIVID Impact, is a group of customers who take an independent look at how we're doing. Their role is to step back, ask honest questions and help check whether services, decisions and changes really work from a customer point of view.

The VCSP has been involved in a range of activity, including taking a close look at corporate communications such as social media, the website and customer newsletters. Customer insight has helped highlight what works well, where information could be clearer, and how communication can better meet customer needs.

The panel also carries out deeper reviews of specific areas of the organisation, comparing VIVID's approach with other housing associations and identifying opportunities to learn and improve. Supported by clear governance arrangements, the VCSP is able to challenge openly and constructively, helping keep customer experience front of mind.

Over the year, the VCSP has been actively involved in looking at how we work from a customer perspective and helping identify where things could be clearer or improved.

Investing in homes and communities

Everyone deserves a safe, comfortable place to call home. That's why we continue to invest in both existing and new homes.

Over the past year, we invested £95.9 million in maintaining and improving existing homes and completed 1,549 new homes. Whether it's improving the home you live in today or building homes for future customers, we're continuing to invest where it counts.



What we've improved at a glance

82,225

responsive repairs
completed

86.9%

non-emergency
repairs completed
within target

95.7%

emergency repairs
completed within
24 hours

899

new kitchens
installed

470

new bathrooms
installed

504

heating replacements
completed

How we're performing

All social housing landlords are required to report on the same set of Tenant Satisfaction Measures (TSMs), set by the Regulator of Social Housing (RSH), to assess how well we're doing at providing good quality homes and services.

If you took part in a survey, we're using your feedback to identify areas to improve.

Have a look at how we compare to others on our website here:

vivid.foleon.com/reports/annual-review-25-26/how-were-performing-for-our-customers

Overall satisfaction with our service:

71.3%
(LCRA)

51.5%
(LCHO)

TSM measure	Low Cost Rental Accommodation (LCRA)	Low Cost Home Ownership (LCHO)	Combined
Satisfaction with repairs	73.9%		
Satisfaction with the time taken to complete the most recent repair	69.7%		
Satisfaction that the home is well maintained	72.0%		
Homes that do not meet the Decent Homes Standard	0.1%		
Repairs completed within target timescale (non-emergency)	86.9%		
Repairs completed within target timescale (emergency)	95.6%		
Satisfaction that their home is safe	77.1%	75.3%	
Gas safety checks			99.7%
Fire safety checks			98.8%
Asbestos safety checks			99.6%
Water safety checks			100%
Lift safety checks			99.7%
Satisfaction that their views are being listened to and acted upon	60.4%	44.4%	
Satisfaction that the landlord keeps tenants informed about things that matter to them	69.4%	60.3%	
Satisfaction that the landlord treats tenants fairly and with respect	77.4%	62.0%	
Satisfaction with the landlord's approach to handling complaints	36.5%	26.0%	
Complaints relative to the size of the landlord (stage 1)	87.8	52.1	
Complaints relative to the size of the landlord (stage 2)	23.9	19.9	
Complaints responded to within Complaint Handling Code timescales (stage 1)	97.7%	97.9%	
Complaints responded to within Complaint Handling Code timescales (stage 2)	99.9%	96.3%	
Satisfaction that the landlord keeps communal areas clean, safe and well maintained	66.3%	51.9%	
Satisfaction that the landlord makes a positive contribution to neighbourhoods	59.3%	41.3%	
Satisfaction with the landlord's approach to handling anti-social behaviour	54.5%	34.1%	
Anti-social behaviour cases relative to the size of the landlord (all)			37.3
Anti-social behaviour cases relative to the size of the landlord (hate incidents only)			0.1

Some measures are reported separately for Low Cost Rental Accommodation (LCRA) and Low Cost Home Ownership (LCHO).

When you're out and about

As summer gives way to autumn, we're likely to see a return of wetter weather and the first leaves beginning to fall. While it's a welcome change after the recent heat, it can make paths and walkways a little more slippery than they have been over the summer months.

Wet leaves can quickly build up on paths, while rain can make surfaces such as paving slabs and manhole covers more slippery than they appear. Cracks or uneven areas in paths can also be easier to miss when conditions are wet.

If you're out and about, taking a little extra care can help prevent slips and trips. As the seasons begin to change, paths and walkways can become a little more unpredictable.

And if you spot a damaged path or an area that could do with attention, please let us know. It helps us keep our neighbourhoods safe and enjoyable for everyone.



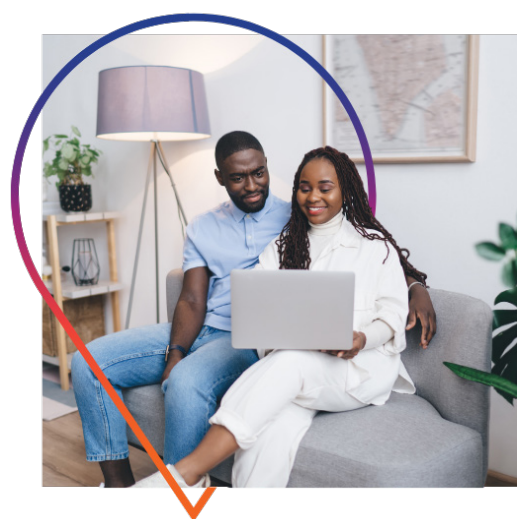
Making it easier to get in touch

We know everyone has their own preferred way of staying in touch, so we offer a range of options to make contacting us as easy as possible. Whether you'd rather speak to us through your online account, on WhatsApp, or by phone, we're here to help.

We'll do our best to communicate with you in the way that works best for you. If your preferences change, just let us know and we'll update them.

For customers who use British Sign Language (BSL), our SignVideo service provides access to a live interpreter during office hours, making it easy to have a conversation with our teams.

We've also added accessibility tools to our website and online account, which you can find through the orange button on the top right of your device screen. These include text-to-speech, translation into more than 100 languages, and options to make content easier to read and navigate.



Stop social housing stigma

Every year, Stop Social Housing Stigma runs a campaign to hear directly from those living in social housing. This year, they want to know how you feel about the language landlords use and whether it works for you.

The survey is open now, until 25 September.



To access their survey, scan the QR code or follow the link below:

www.surveymonkey.com/r/3GZFXGN



What do our customer promises mean to you?

Find out more on
our website



If you'd prefer to receive our newsletters by email instead of this printed version, please get in touch. All we need is an email address.

You can unsubscribe at any time.

Get in touch

Use your online account:
customer.vividhomes.co.uk

Message us on WhatsApp:
07401 329880

Visit our website:
vividhomes.co.uk

Phone us:
0800 652 0898



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