

VIVID

Spring 2025



If you'd prefer to receive our newsletters by email instead of this printed version, please get in touch.

We've achieved Tpas accreditation!

Tpas accreditation reinforces how committed we are to involving our customers in meaningful ways, and it's an ongoing journey.

This is a significant milestone that reflects our commitment to working closely with you, our customers, to listen, understand, learn and act on your feedback.

ACCREDITED
2025-2028



tpas

LANDLORD

Do you know who your neighbourhood officer is?



Hampshire (south east)

Fareham, Paulsgrove, Cosham, Waterlooville	Elysia Baines
Havant, Leigh Park, Hayling Island	Charlotte Houldsworth
Hilsea, North End	Siobhan Barrett
Eastney, Milton, Southsea	Marie Bell
Central Southsea, Somerstown, Portsea	Lauren Blake
Chichester, Worthing, Littlehampton	Lisa Sansom

Hampshire (south west)

Southampton, Warsash	Louise Merritt
Fareham, Park Gate, Whiteley, Broadlaw	Kaljit Kooner
Winchester	Caroline Holding
Gosport Alver Village, Southampton Sholing	Rachel Looney
Gosport, Lee-on-the-Solent, Stubbington	Dan Couch

Eastleigh, Romsey and New Forest

Hedge End, West End, Pitmore & Albrook	Carly Leith
Eastleigh Central	Danielle Lethbridge
Bursledon, Netley Abbey, Hamble-le-Rice	Gary Hardy
Bishopstoke, Fair Oak, Braishfield, Romsey, Rownhams & New Forest	James Light
Velmore, North End Copse, Avairy and Derby Road Estates	Peter Elsey
Stoneham Estate, Eastleigh North	Tom Stevens

Basingstoke

Oakridge	Jay Keeping
Popley (Abbey/Shakespeare Road), Rooksdown, Oakley	Zara Goodall
Popley (Islands and Aspire Place), Marnell Park, Merton Rise	Emma Bentley
Winklebury, Beggarwood, Hounsme Fields	Donna Walsh
Chapel Gate, South View, Longbourn/Netherfield, Brighton Hill	Nicola Oliver
Andover, Whitchurch, Overton, Golf Club	Kasey Smith
Tadley, Newbury	Lauren Aldridge/Lucy Donohoe
Bramley, Chineham, Old Basing, Oakridge (Spindle/Bedstone)	Vacant

Hart and Surrey

Fleet	Richard Owen
Alton/East Hants/Hook	David Rogers
Shinfield/Hartley Whitney	Musa Madondo
Yateley, Blackwater, Eversley	Sarah Rochford
Heathlands only - Yateley	Claire Harvey
Guildford, Surrey Heath, Chertsey (Runnymede)	Tom Chuter

Rushmoor

Farnham, Godalming, Cranleigh, Dunsfold, Haslemere, Hindhead, Aldershot	Aidan Blaine
Farnborough, St Christophers, Minley, Cove, North Camp, Dukes Park	Alan Bates
Farnborough North	Dee Christou
Totland and Prospect	Gemma Bourne
North Town and surrounding areas	Kirsty Quinn
Tices Meadow, Central Aldershot, Beaumont Park	Noleen Wilson-Harris



Have you registered for Housing Perks?

Join the 4,000+ customers who've already saved over £20,000 collectively!

As a VIVID customer, you're entitled to this free app that provides discounts in a range of high street and online stores.



How it works

- > Download the app for free to your device, available from  
- > Buy a voucher, with up to 20% discount
- > Voucher appears in the app within seconds, ready for you to use

Scan the QR code to sign up and start enjoying exclusive discounts!



How to sign up

- > When you download the app, follow the instructions and select **VIVID** as the organisation ID
- > Your account will be registered to your VIVID address, so keep your **tenancy reference number** handy
- > Watch a video on our website: vividhomes.co.uk/vivid-plus/housing-perks

Useful information about your rent and service charges - 2025/26

Whether you live in one of our rented homes, you're a shared owner, leaseholder, or freeholder, we review your rent and service charges every year.

A letter has been sent out about any changes that apply to you. For most customers, the changes will take effect at the start of our financial year in April.

For weekly rent and service charges, changes will apply from the first Monday of the new financial year.

If you have any questions, or if you're worried about paying your rent or service charges, please contact us.



You said,
we did

We capture your feedback through our quarterly Tenant Satisfaction Measures (TSMs) surveys, which you'll receive following an interaction with us or via a phone call from TLF Research.

We've made some changes this year based on your feedback, including:

- **Recruited a repairs scheduling & administration manager**
To streamline our repairs planning process - making sure our trades staff are sent out with the right materials in the right order
- **Improved appointment scheduling**
We can book follow-up appointments whilst we're at your home, so you won't need to ask for updates
- **Implemented better management of our contractors**
To ensure they consistently deliver a high level of service, providing you with a positive experience
- **Improved communication regarding scaffolding in communal areas**
We now send letters which are followed up with a text from the contractor, so you'll know what's happening and can plan accordingly

And we're clear where we need to improve. Our key areas of focus are:

- **Improving our repairs service**, so that your non-emergency repairs are completed within 28 days
- **Ensuring we communicate effectively** with you by getting back to you when we say we will
- If you need to make a complaint, **keeping our promises** made to you in your complaint response - e.g. completing a repair when we say we will

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



Please
recycle me