

Customer handbook

Shared ownership



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Welcome to your new Livv home

This handbook contains everything you need to know about your new home, including useful information about repairs and maintenance responsibilities, registering your appliances, and other handy tips for keeping your home running smoothly.

How to contact us

You've already met our friendly Sales & Leasehold Team, but we're here to help whenever you need us. If you have any questions about your home, please contact the Sales & Leasehold Team:

RTB&Leasehold@livvhousinggroup.com

0151 290 7000

We're open:

- Monday – Friday: 8.00am – 8.00pm
- Saturday: 9.30am – 1.00pm

Visit our website at www.livvhousinggroup.com

Livv Homes is part of Livv Housing Group.

Own even more of your home



As a Shared Owner, you own a specific percentage of your home, based on the number of shares you've bought to date.

However, in the future, when you can afford to, you may choose to buy even more shares and own even more of your home. This is called staircasing, and the more shares you own, the less rent you pay on the rest of your home.

If you'd like to speak to us about owning more of your home, please contact us directly so we can help you review your options and answer any questions you may have.



Moving into your new home

A useful checklist for your new home

- ☐ Read through this handbook
- ☐ Make sure your contents insurance is up to date (your management charge includes buildings insurance, which is arranged by us)
- ☐ Contact the council to let them know you've moved in and set up your council tax payments
- ☐ Contact energy and water suppliers to set up accounts in your name, confirming the meter readings taken on handover day
- ☐ If you've moved from another property, make sure you give your final meter readings to your previous utility supplier
- ☐ Visit www.tvlicensing.co.uk to set up your TV Licence
- ☐ Organise for the installation of any services you need (telephone, broadband, TV) if you haven't already set this up before you moved in
- ☐ Read through the manuals that came with your kitchen appliances
- ☐ Register your kitchen appliances
- ☐ Review the council website to find out about your refuse collection and any recycling facilities nearby
- ☐ Make sure you've told everyone your new address - you can set up a postal divert via Royal Mail to make sure you don't miss anything
- ☐ Buy a cable detector from your local DIY store - this will help you to hang anything on the wall safely (eg picture frames, shelves) by locating electrical cables and copper pipes so you can avoid them
- ☐ Keep your lawns and any trees or shrubs watered - refer to page 19 for additional tip

Your new home warranty



Buildmark warranty

Your new home comes with a buildmark warranty which will likely be NHBC / LABC. Policy documents and a certificate will have been given to you by your solicitor. It's important that you read these as they explain what your warranty covers. This warranty starts two years after the certificate was issued.

Your Livv warranty

Livv cover you with an additional warranty that covers any faulty materials or workmanship (a defect). The expiry date is on the documents issued to you on your completion day.

Defects process

Please review the table on pages 8 and 9 to see what is a defect.

Defects need to be reported via our Contact Centre on 0151 290 7000 or through Live Chat on our website www.livvhousinggroup.com

Any defect that's categorised as an emergency will be responded to within 24 hours. All other defects will be attended to as quickly as possible and completed within a maximum of 28 days.

New home review

In addition to this we'll complete a new home review before your warranty expiry date. The table on the next page shows what is covered as part of this review, what is a defect and what isn't covered. Please be aware that damage due to wear and tear or poor maintenance isn't covered under your warranty.

Your new home warranty

The table below shows what is and isn't a defect - defects can be reported to our Contact Centre (details can be found on page 7).

Item		Comments
Brickwork	✗	White marks can appear on the brickwork of your new home. This is completely normal and occurs naturally. It will clear in its own time.
Central heating boiler breakdown	✗	Please refer to your boiler manual.
Central heating boiler servicing	✗	It's your responsibility to arrange for your boiler to be serviced annually. This ensures that the warranty remains valid.
Fixtures and fittings – chips, scratches, dents	✗	This covers things like scratched glass and marks to sanitary ware. We'll review anything you raise at your new home review and the team will agree how/if they are going to be resolved.
Condensation	✗	Please refer to page 13.
Cracks to internal walls less than 3mm	✗	Cracks in the plaster can form as your new home dries out. This is perfectly normal and is called shrinkage. It can be covered whilst decorating and isn't anything to worry about.
Cracks to internal walls exceeding 3mm	✓	If a crack is more than 3mm report this to our Contact Centre before your Livv warranty end date. Use a pound coin to check the depth of the crack – if a pound coin fits then it's above 3mm.
Cracks to external walls less than 3mm	✗	Like the inside of your home, cracking due to shrinkage is perfectly normal.
Cracks to external walls exceeding 3mm	✓	This should be reported to our Contact Centre before your Livv warranty end date.
Electrical – fuse box tripping	✗	Check that a bulb/appliance isn't tripping the fuses. This could be anything that you have plugged in. When you find the item causing the fault, stop using it immediately and have it repaired/replaced. Please refer to page 12 for help with this.
Electrical - fault with installation	✓	If the issue is an installation fault please call our Contact Centre within your Livv warranty period.
Electrical – no power – fault with supply	✗	Your energy supplier should notify you of faults in the area – if you haven't been notified then contact your energy supplier.
Electrical – blown bulbs or damaged fittings	✗	These are the responsibility of the homeowner.
Leaks	✓	If you do have any leaks within your Livv warranty period – call our Contact Centre.
Blockages to drains and drainage smells		Please refer to page 13.
Internal doors	✗	Internal doors are your responsibility. If you've had flooring fitted they may need adjusting by the flooring installer or a joiner.

Front/rear doors	✓	Problems with the locking mechanism are classed as a defect.
Creaking floorboards and stairs	✓	Report issues to the Contact Centre within your Livv warranty period. Please be aware that in order to fix this issue any flooring you have fitted will need to be removed. The refit of the flooring is the homeowner's responsibility and not covered within the repair.
Water pressure	✓	Check for any issues in your local area and with your water supplier. If there are no issues in the area call the Contact Centre within your Livv warranty period.
Water temperature	✗	The water temperature is set at 43 degrees to follow health and safety guidance.
Taps – no hot water	✗	Refer to your boiler warranty and arrange for a repair from a Gas Safe certified tradesperson.
Windows	✓	Problems with the locking mechanism can be reported.
Appliances – cooker/hob	✗	If an appliance was included with your new home – you'll need to contact the manufacturer who will deal with any issues in line with their warranty. It's important you register your appliances as soon as you move in.
Kitchen doors	✗	Doors may drop with regular use – you can adjust this with a screwdriver at the hinges.
Rear gate	✓	Problems with the locking mechanism can be reported.
Kitchen drawers	✓	Report any issues to the Contact Centre within your Livv warranty period.
Toilet flush	✓	Report any issues to the Contact Centre within your Livv warranty period.
Turf	✗	Please refer to page 19.
Shower screens	✓	Report any issues to the Contact Centre within your Livv warranty period.
Patio/french doors	✓	Report any issues to the Contact Centre within your Livv warranty period.
Heating controls	✗	Please refer to your user manuals – we can only help if there's a fault with the system.
Blocked gutters	✗	This is your responsibility and part of your home maintenance.

Repairs

How to report repairs

Livv isn't responsible for completing repairs to your home once the defect period ends. However, if you live in an apartment with shared areas, you can report repairs to the communal areas 24/7 by calling 0151 290 7000 or Freephone 0800 561 0007, so matter the time or day, we're here for you!

Repair response times

Emergency repairs – when there's risk to you or your home, like loss of heating or hot water, we'll attend as soon as possible and within 24 hours.

Urgent repairs – for issues like minor leaks or partial loss of heating or hot water, we'll complete the repair within seven days. If we can't complete the repair in full on the first visit, we'll complete any further work within 28 days.

Routine repairs – for things like plastering, plumbing or tiling, we'll complete the repair within 28 days. If the repair is more complicated and requires multiple visits or input from multiple skilled operatives, the repair may take up to 56 days.

Report a problem

Think there could be a gas leak? Don't take any risks!

If you smell gas or suspect a leak:

- turn the gas off at the meter
- open all doors and windows
- do not use any electrical switches or lights
- call the National Gas Emergency Service on 0800 111 999
- call us on 0151 290 7000

Annual Repair Allowance

Depending on your lease agreement, you may have access to an annual repair allowance of up to £500 for the first 10 years after your home was built. Details about your repair allowance can be found in your lease agreement and if you have an annual repair allowance, it can be used to cover the cost of repairing any faulty issues, such as:

- The supply of water, gas or electricity to your home
- Repairing fixtures such as sinks, baths or pipes
- Loss of heat to your home and repairs to boilers or radiators
- Structural issues with the building such as window, door or wall repairs

Your repairs allowance doesn't cover:

- The installation of new fixtures and fittings such as kitchen cabinets, beds or sofas
- Installing new appliances that use your gas, electricity or water suppliers like ovens or washing machines
- Repairs covered by the building warranty or any other guarantee

To make sure you have an Annual Repair Allowance and that it covers the repair you have in mind, please speak to us before you incur any costs.

Your responsibilities

As a homeowner and Livv customer, you have responsibilities to us, as your landlord, your neighbours and house or apartment. All responsibilities can be found in your lease, but we've listed some below. So, we ask that you:

- ☐ Pay your rent and service charge in full and on time
- ☐ Treat your neighbours and our team with respect and don't act in a way that could be dangerous or cause a nuisance to those living in your community
- ☐ Get permission and written consent from us before making and major changes or alterations to your home
- ☐ If you do make any alternations or major changes to your home, you must have all appropriate permissions and legal documentation such as planning consent, insurance and qualifications
- ☐ Let us know as soon as possible if you wish to sell your home
- ☐ Do not operate a business from your home
- ☐ Keep all your personal belongings in your home and not to leave or store anything in communal areas. Communal areas must be kept clear and free of items that could block emergency exits and fire doors
- ☐ Keep your home in good condition and report or fix any issues you notice

It's important to note that if you don't follow your responsibilities, you could be in breach of your lease and may face legal action.

Our responsibilities

As your landlord, we have a responsibility to you and your home. As well as making sure your house or apartment is safe, well-maintained and working properly, we have a responsibility to your community and local area and we'll:

- ☐ Make sure all communal spaces in your home are clean, well-maintained and safe. If you live in an apartment building, we'll also manage all structural repairs
- ☐ We'll arrange for all communal spaces to be cleaned regularly and will employ cleaners, window cleaners and gardeners to maintain your shared indoor and outdoor areas
- ☐ Comply with all legislation and safety regulations to make sure your home is as safe as possible
- ☐ Send you an annual statement showing how your service charge has been spent and how we've used it to deliver our services
- ☐ Calculate your rent and service charges in line with your lease and how many shares you own of your home. All calculations will also be based on all relevant regulations and laws
- ☐ Let you know before we start any major works in your building or community that will cost you over £250* and give you a chance to have your say on our proposals**
- ☐ Give you an opportunity to share your thoughts on any service contract we'd like to procure if it will last longer than 12 months and would cost you more than £100* per year
- ☐ Listen to any feedback, share or complaints you make, and take steps to make things right

**figure correct as of August 2025*

***please note, in emergency situations, consultation isn't possible as repairs must be made as soon as possible to keep you and your neighbours safe*

Changing your home



As your home is Shared Ownership, you may need our permission to make certain changes, so we recommend checking the covenants of your lease and contacting the Sales & Leasehold Team to discuss your plans before you start any work.

You don't need to let us know about every change you'd like to make to your home, for example, decorating, but if you're considering any bigger works, you need to talk to our Sales & Leasehold Team, as there may be a charge to issue consent for the project you're planning.

Your home has been designed and constructed using materials and techniques that ensure it is stable and can withstand predetermined environmental conditions and stresses. Because of this, no structural alterations are permitted.

Here are some examples of the type of changes you'd need our permission to make to your home:

- making any structural changes to your home
- installing a new kitchen or bathroom
- fitting new windows in your home
- adding an internal door in your home
- changing your garden
- putting up a satellite dish
- you may also need permission to keep pets

Rent and service charge

Paying your rent

Direct Debit is the simplest way to pay your monthly rent and service charges, and you'll likely have signed a Direct Debit form when you completed the sale of your new home.

However, there are other ways you can pay, including:

- Online banking with the details below:
 - Payee: Livv Housing Group, sort code: 20-51-01, account number: 80986089, bank: Barclays, 48B & 50 Lord Street, Liverpool, L2 1TD
- Setting up an account at Livv Online by visiting livvonline.com/livvonline/www/dashboard
- Using our 24-hour automated telephone service by calling 0330 041 5553. Calls are charged at 7p per minute
- Paying in person at your closest Post Office or PayPoint, either using your bank or payment card or Allpay payment card

Important information

If you choose to pay your rent using one of the methods above, make sure to have your rent account number handy!

Any increase in your rent or service charges will be in line with the terms of your lease, and if paying via Direct Debit, your monthly payments will be adjusted automatically.

What your service charge covers

Your service charge contributes to the cost of running, repairing and maintaining all the communal and shared areas of your home and building, such as gardens, living areas and hallways.

It covers your share of the cost for providing services such as cleaning, gardening, maintenance and repairs as well as your buildings insurance and management costs.

Your service charge is variable – as stated in your lease – which means it changes depending on the services you receive. To make sure your service charge is accurate, we will:

- Write to you at the beginning of every financial year to share your estimated service charges for the next 12 months
- When we know exactly how much we've spent delivering all services to your home and building, we'll send you an invoice which shows the difference between our estimated and actual costs

Support available to you



Did you know as a Livv customer you can easily access a whole range of services designed to help you improve your wellbeing, financial health and career opportunities?

We want every single one of our customers to live well and flourish in their homes and lives which is why we believe it's important to look after more than just bricks and mortar. Healthy, thriving communities are made of more than safe, secure, good quality homes which is why we want all our customers to have the support they need to overcome the challenges in their lives and thrive.

Discover the range of support available to you and contact our friendly, knowledgeable team and get the help you need today.

It all starts with a chat...

Your health and wellbeing

Everyone needs a helping hand from time to time, and no matter what you're facing, we're here to help.

Our team is here to offer expert advice and link you with specialist services to help you improve your wellbeing, mental and physical health. We work with you to make you feel better so whether that's finding an event that will help you meet new people, a course to teach you a new skill, improve your fitness or one-on-one support or access specialist services, we have a range of options you can explore.

Employment and training

Looking for work or a new career challenge? Then we can help! Whether you've been unemployed for a while, are wanting to get more from your job or learn a new skill, get in touch with our team today.

We'll work with you to get you into or closer to employment all while helping you improve your skills, grow your confidence and hopefully land your dream role!

Cost of living

As the cost of everyday essentials and household bills rise, we're here to help and there's lots of things we can do to ease the pressure on your purse. From linking you with Citizens Advice, unlocking support via government schemes and Credit Unions or sharing some simple energy saving hacks our team is on hand to support you and your family.

Depending on your circumstances, we can also help you with the costs of school travel passes or applying for white goods and energy saving devices.

Get in touch today

Contacting us is the first step you can take to improve your wellbeing, so find out more by visiting livvhousinggroup.com/helpsupport and reach out today. We look forward to hearing from you.

The first year in your new home

Kitchen units

To maintain your kitchen units and worktops, regularly wipe with soapy water and dry off with a clean cloth. Be careful to avoid overloading your shelves.

Sanitary ware

Regular cleaning will prevent the build-up of limescale. Use a non-abrasive cleaner to avoid scratching the surfaces. Shower heads should be regularly cleaned and descaled according to the manufacturer's instructions.

Windows and doors

Frames should be cleaned using warm soapy water and dried with a soft cloth. Use a suitable window cleaning product for the glass.

Insure your belongings

Livv cover the buildings insurance but don't insure the contents of your home or your personal possessions and aren't responsible for these.

You should arrange a comprehensive contents insurance policy to cover you before you move in. Once you own 100% of your home it'll be your responsibility to insure the building too.

Buried services

The electricity, gas, telephone/TV and water services normally enter the property from buried ducts at the front of your home. Dig your garden with care - a layer of topsoil is provided for planting, you shouldn't dig below this level. Special care should be taken to prevent contact with services that are buried in the grounds of the property.

Drainage for the property is often routed across gardens and frontages; the system also includes inspection chambers that may be located on paths or in the soft ground. These chambers (that often look like small drain covers and can be plastic or iron) have an important role in the maintenance of a free running drainage system; they mustn't be covered.

If covers are found to be loose or ill-fitting, they should be reported and suitable repairs arranged.

Roof space

This area isn't designed (unless otherwise specified) as a storage area. The hatch is provided for inspection of services and insulation materials. There's no flooring within the roof space and it's not safe to access the roof space unless suitable crawling boards are used.

If you need to inspect the loft space do not disturb the insulation because it'll create dust and wear a suitable mask over your nose and mouth. Please don't store anything within the loft space.

Television and Internet

You're responsible for arranging any digital television or internet services you may require, and for the payments of the charges and services.

Telephones

There'll be a telephone point in your new home. You'll be responsible for any connection charges and monthly bills from your chosen supplier.

Car parking

Where possible, parking will be provided. Any allocated parking space(s) will be shown on your deeds. There may be restrictions on the type of vehicles that can be parked on the estate and this will be identified in your lease.

Staying safe

There may still be building work on-site when you move into your new home. This means that there may still be some dust and noise, but we'll do our best not to disrupt you. Stay safe whilst the work is ongoing:

- some surfaces may be unfinished so take care when walking around the development
- make sure children are supervised
- keep pets away from construction areas
- take care when crossing the road - watch out for construction traffic and make sure drivers have seen you before attempting to cross
- follow any signage on site for guidance and do not access areas of construction.



Inside your home

Your new home will be drying out and shrinkage cracks may appear. This is due to the water used during construction, which is absorbed into the building and needs to evaporate slowly.

There are some simple ways to reduce moisture in your new home, which will help your new home settle and minimise cracking. These are covered in more detail below:

Gentle heating

Try to keep your house at an even temperature and allow your house to heat up gradually. Avoid extremely high temperatures as these can cause the structure to dry out too quickly. Avoid setting your heating higher than 20°C.

Ventilation

Keep kitchen and bathroom doors closed when cooking or bathing. Always use the extractor fans when cooking or using the bath/shower. Leave a space between large pieces of furniture and the external walls. Don't over fill your cupboards, as this will prevent the air circulating.

Moisture

Cooking, bathing, washing and drying clothes causes moisture in your home. When moisture comes into contact with cold surfaces it produces condensation.

Tips to reduce moisture:



- keep rooms ventilated by opening windows
- when you're out leave the window trickle vents open to allow air to circulate



- keep the internal kitchen door closed and window open when cooking or washing
- keep the bathroom door closed during and after bathing, open the window afterwards
- keep doors closed to prevent moisture spreading to other rooms, especially bedrooms which are often colder



- if you have extractor fans fitted, make sure they're working
- don't use paraffin or bottled gas heaters
- if possible, keep all your rooms at a low consistent temperature when it's cold



- where possible, put washing outside to dry
- if you're drying clothes inside put them in the bathroom with the door closed and windows open
- make sure your tumble dryer is vented to the outside unless you have a condensing dryer
- cover pans when cooking and don't leave kettles boiling on the hob.



Efflorescence

As your home dries out you may notice a chalky substance on the brickwork outside your home. This is perfectly normal and will stop in time. This is known as efflorescence - it appears as salts travel to the surface of the brick.

General maintenance

As your home dries out there'll be some maintenance required that isn't classed as a defect. Here are some things you might spot and how to fix them:

- nail pops are small circles that may appear in plastered surfaces - sand and fill the plaster then repaint when dry
- use decorators caulk to fill any gaps (less than 3mm) to stairs and floors - this can easily be painted over
- bath and shower trays may drop - these can be resealed with mastic (silicone sealant) that can be purchased from your local hardware store.

Blocked drains

Don't flush any larger or non-degradable objects (such as nappies or baby wipes, face wipes, cotton buds, etc) down the toilets. This could cause blockages in drainage pipework to yours and your neighbours' homes. Even wipes labelled as 'flushable' can cause problems, so please don't flush these either.

Please ensure no fatty substances are poured down the kitchen sink. This is likely to cause a build-up in the drainage pipework and will eventually lead to both yours and your neighbour's drains back flowing.

If you notice a drainage smell in your home, make sure you flush all toilets, run all taps and showers. This usually gets rid of the smell. Over time water sat in drains becomes stagnant. If there's a persistent problem, please call our Contact Centre.

If we call the contractor out to attend to blocked drains and you are at fault you will be charged.

Useful information

Heating and hot water



Your combination boiler will provide instant hot water and heating to your home. An easy-to-use guide on various settings for the unit will have been provided in your completion pack.

You'll have a thermostat that controls the temperature of the radiators within the house. It'll also control the timings for the heating and hot water.

Some radiators are fitted with a Thermostatic Valve (TRV). This can be used to alter the temperature in individual rooms. The control on the side has various settings.

Venting radiators (bleeding)

If you notice that a radiator is cool at the top this may indicate that there is air in the system. This is common, particularly in systems that have been newly commissioned. You can vent your radiators to release this air (also known as bleeding). Follow the steps opposite:

To release air, first turn off the heating and allow the system to cool.

Attach the radiator key and turn anti-clockwise to 'bleed' the valve.

Open the valve with care – it can come out completely – open it just enough to hear the hiss of air escaping.

Hold a cloth under the bleed valve to catch the water when the last of the air is released.

When water comes out, close the bleed valve.

Please note you may notice a drop in boiler pressure as a result of bleeding the radiators. Refer to your user manual for further information. Radiator keys are available from DIY or hardware stores.

Smoke, carbon monoxide and heat detectors



Your home is fitted with smoke alarms. You're twice as likely to die in a fire at home if your smoke/heat alarm is not operating correctly. Smoke/heat alarms are the single piece of equipment most likely to save you from a fire, giving you precious time to escape.

Plan an escape route in case of a fire in your home. You should consider where any keys necessary for escape are kept and familiarise yourself with the operation of any windows, which you might need to use for escape.

In the event of a power failure there is a permanent battery backup fitted to the alarm. Never remove the battery to use it for another purpose, never attempt to disconnect it from the mains supply and do not cause damage to it – remember it could save your life.

Smoke alarms are there for your safety. Do not smoke near a smoke alarm. Never disconnect, turn off or cover a smoke alarm.

Think about your escape routes now.

A smoke/heat alarm can only protect you if it's installed and working:



- you should check your smoke alarms are working on a weekly basis by pressing and holding the test button. Change your battery once a year or fit a battery with a 10-year life
- clean your smoke alarms once a year: vacuum and wipe the casing to ensure dust isn't blocking the sensor chamber (for mains alarms, switch off first)
- unauthorised removal of a detector head results in the generation of a fault warning
- if the sounder/beacon changes to alert state or is generating a periodic alert tone without obvious signs of fire, the alarm system could be faulty, and you should contact a qualified professional to fix the problem.

Decorating

The walls have been painted with emulsion paint. Further coats of emulsion and oil-based paints or wallpaper can be used for later redecoration. It's recommended that you do not re-decorate for the first 12 months.

If, later, you want to remove wallpaper from a wall with a plasterboard finish, avoid scraping too vigorously otherwise the surface may be damaged.

Paints and finishes

When choosing a paint or finish try to find one with a low environmental impact:

- if you have the choice, choose a product without a hazard warning on the label (a black symbol on an orange or yellow square, with a description of the hazard)
- calculate how much paint you need and try not to buy too much
- look for the European Ecolabel for indoor paints (this means that they have a lower impact on the environment).

Volatile Organic Compounds (VOCs)

Most paints contain VOCs, which can be harmful to humans, wildlife, plants and even building materials. New legal limits have been introduced for VOC content in paints and varnishes used around the home.

VOC content must now be displayed on all such products. By choosing the appropriate product with the lowest VOC content, you'll help reduce harmful effects.

EU energy labelling scheme

The EU energy labelling scheme is a compulsory requirement for all white goods and home appliances sold within the EU. It allows consumers to clearly see the efficiency and energy consumption of a product. The system used by the EU energy label runs from A to G and primarily shows energy efficiency. Other details shown by the scheme include various performance related ratings (also scaled A to G). Since its introduction in 1995, the EU energy label has become a widely recognised and respected guide for manufacturers and consumers alike. The scheme covers:

- dishwashers
- washing machines
- fridges and freezers.

General information on energy efficiency

One of the key considerations when your house was being designed was the need to be energy efficient. Your home was built using the latest construction methods and environmentally friendly products. There are simple steps that you can take that will also improve your home's energy efficiency:



- turn your thermostat down - reducing your room temperature by 1°C could cut your heating bills
- close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors



- always turn off the lights when you leave a room
- don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily

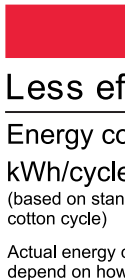


- only boil as much water as you need (but remember to cover the elements if you're using an electric kettle)
- if possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads



- a dripping hot water tap wastes energy, and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off.

For further information, please visit www.energysavingtrust.org.uk

Energy		Washing machine
Manufacturer Model		
More efficient		A 
A		
B		
C		
D		
E		
F		
Less efficient		
Energy consumption kWh/cycle (based on standard test results for 60°C cotton cycle) Actual energy consumption will depend on how the appliance is used		0.95
Washing performance A: higher G: lower		A B C D E F G
Spin drying performance A: higher G: lower Spin speed (rpm)		A B C D E F G 1400
Capacity (cotton) kg		5.0
Water consumption /		55
Noise (dB(A) re 1 pW)		Washing 5.2 Spinning 7.0
Further information is continued in product brochures		

Water use

Considerations have been made to limit the amount of water used in your home. All wash hand basin taps have flow regulators to limit the flow, and toilets have a dual flush which gives you the option to save water.

There are also simple steps that you can take to reduce your water consumption and save money:



- take a shower rather than a bath
- don't run the tap whilst cleaning your teeth
- only boil as much water as you need when making drinks
- don't leave taps dripping
- repair any worn washers
- only wash full loads in washing machines and/or dishwashers
- water remaining after boiling eggs can be cooled and used to water plants as this is high in nutrients, as is the dirty water taken from a fish tank
- if you drink tap water and normally run the tap for a while to ensure the water is cold, collect this initial supply either in your kettle or to water plants etc. Alternatively, instead of waiting for it to run cold keep a jug of water in the fridge
- wash vegetables in a bowl rather than under a running tap.



External water uses and efficiency

Tips for outdoor water use:



- when gardening, try to use a watering can, a drip irrigation system or a hosepipe with a trigger - better still, connect it to your water butt. This allows for sensible water wise gardening, whilst still conserving supplies
- pressure washers use a lot of water. Use them sparingly and think about what you are doing. If you must use one to wash your patio furniture or bike, why not do it on the lawn so the water gets recycled
- use a trigger nozzle on your hosepipe to halve the water used and direct the water flow to the roots of your plants. Alternatively, by using a watering can you can significantly reduce the amount of water wasted
- use a bucket and sponge to wash your car. Just 30 minutes with a hosepipe will waste hundreds of litres. Also, using a bucket will give your car a much more precise wash. If you must use a hosepipe, attach a trigger nozzle
- use mulch and bark in your garden to reduce evaporation by up to 75%
- think about mixing some drought resistant bedding and perennial plants to your garden to add diversity.

Gardening

Caring for your new lawn is something that should be a priority, especially if the turf has recently been laid. Turf, just like grass grown from seed, needs lots of care and attention. Here is a list of some of the things that you can do to care for your turf:



- newly laid turf shouldn't be walked on for around six weeks after being installed
- water your new turf regularly so that the roots are established. At first you'll be able to lift the turf in a corner to see the roots growing beneath
- water your lawn in the evening when it's cooler during summer months - use a sprinkler to evenly distribute the water and avoid pooling. Watering lawns on a hot sunny day can cause the grass to dry out quickly leading to burning/scorching and the grass turning a mottled brown colour
- once the new lawn has established successfully, we recommend that you roll the lawn with a garden roller to consolidate the surface
- only mow your garden once the turf is well rooted
- make sure you mow your lawn to keep it in optimal condition. In the summer period they should be mowed at least every seven to 10 days depending on the weather
- make sure your mower blades are sharp and at the correct height. Never cut the grass to less than 1 inch (25mm) during summer months
- in autumn and winter leave the length at 40mm

Feeding

Use a good quality fertiliser for your lawn, there are lots on the market to choose from and they're readily available from most garden centres.

Fungal growths

Toadstools are likely to grow on any lawn. A mixture of rich organic matter and moisture can spur on a growth of these fungi as - once they've landed after being airborne - they can settle anywhere and if the conditions are right, they can take hold. One way of removing these toadstools



is to quite literally brush them away with a hard brush.

Dogs

Many of us have household pets that we allow in the garden. Dog urine can damage grass due to chemicals. Damage is mostly visible in dry weather, the giveaway signs that a family pet has been urinating on the grass are circular patches of brown grass with healthy grass growing normally around them. This can be treated through thorough watering, but in some extreme cases, a new piece of turf or grass may need to be laid to repair the damage.

Planting (if applicable)

Any plants in place around your garden are new, and the roots will not have grown into the surrounding soil yet. It's important that planter areas are watered frequently.

Planning permissions usually contain a condition that the planting shown on the approved landscaping plan for the scheme shall be maintained and not removed.

Should you wish to make any changes to the planting, you'll need to contact your leasehold officer to discuss this first as this may affect the planning permission as described above. You cannot remove any existing plants, however you are able to add additional plants.

Let us know

We welcome your compliments, suggestions and complaints and we use your feedback to make continuous improvements to our services. We keep records of all the feedback we receive, and we check this regularly to make sure we're dealing with all comments effectively and consistently.

Let's talk, we're listening

You can make a real difference...

As a Livv customer, you'll know what it's like to live in our homes and have first-hand experience of the services we provide.

We value, listen to and act on the views of all our customers.

By telling us how we're doing and sharing your thoughts, ideas and experiences you can teach us what customers need, support us to make service improvements, influence our decisions, make a difference to your community and help us to get things right.

How can I get involved?

It's simple really, if you want to be involved in helping us improve and shaping our future, then you can!

There are loads of ways to get involved and make a difference – regardless of the time you have or the commitment you can give.

Customer Feedback

Complete service surveys from the comfort of your own home.

We'll ask for your feedback on our services as you receive them: such as when you speak with our contact centre or have a visit from one of our team for a repair, gas servicing or electrical testing.

Take part in our annual Tenant Satisfaction Survey

The Regulator of Social Housing has created a system to see how well social housing landlords in England are doing at providing good quality homes and services. This includes a set of Tenant Satisfaction Measures (TSMs) that we report on. These measures include a set of questions to help us, our Board, you (our customers), and the Regulator understand how we're performing. Surveys take place across the year, and you'll be asked to take part in one of them.

Customer Involvement

Sometimes the issues we want to explore, or the services we want to improve, are more complex. We have a number of ways we can hold quality conversations and hear ideas that create a greater depth of understanding, and enable us to shape our services.

Join our Customer Voice

We email our customers surveys, to help shape and influence our decision-making, and they form our Customer Voice. Any customer can join and you'd receive around one survey a month. In return, you'll be entered into prize draws for a chance to win a supermarket voucher of your choice.

You tell us

We welcome different ways you might want to get involved beyond what we already do. If you're part of a tenant group, residents association, a group of neighbours or in a group with other customers you have something in common with and you'd like to talk then get in touch. Simply email us at customervoice@livvhousinggroup.com

We're listening

Your feedback is important to us. It helps us to improve, shape and develop services to meet your needs. We'll let you know how our conversations have influenced what we do and we'll publish this information on the 'We're listening' section of our website at livvhousinggroup.com

Use your voice and have your say!

Now you know all the ways you can get involved and help shape the services we deliver.

Visit livvhousinggroup.com/get-involved/

We can't wait to hear from you!

Making a complaint

We try our very best to deliver a service we can be proud of but know that from time to time we fall short of the high standards we set ourselves and our customers are unfortunately left feeling dissatisfied. We see complaints as a chance to learn, develop and improve our services and welcome your feedback, so please get in touch so we can work with you to rectify the situation and put things right.

What is a complaint?

We adopt the Housing Ombudsman's definition of a complaint: "an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual customer or group of customers".

The type of complaint we can consider may include, but isn't limited to:

- failing to provide a service when we should have
- providing a poor standard of service
- making a mistake in the way we provide a service
- failing to meet our existing service standards or comply with our policies
- relevant building safety complaints.

When a customer is unhappy, we'll try to resolve their issue as early as possible. This means putting something right quickly and offering an apology. We'll offer to raise a complaint whenever there is dissatisfaction, but we recognise that not all customers want to go through the formal process. This information will be logged to provide a clear record of all issues raised.

How to make a complaint

The quickest way to make a complaint is to head to livvhousinggroup.com/contact-us/compliments-complaints/ and complete the online form but there are other ways you can get in touch:

Call us 0151 290 7000 or 0800 561 0007

Email us contactcentre@livvhousinggroup.com

Write to us Lakeview, Kings Business Park, Prescot, L34 1PJ

Message us using the Live Chat function on our website

For more information, please see our Complaints and Compliments Policy on our website.

The Housing Ombudsman

If after talking with our team, you're dissatisfied with the outcome of your complaint or feel that it wasn't resolved, you can go directly to The Housing Ombudsman for advice and support.

They can help you throughout the life of your complaint and provide additional advice and guidance on your complaint.

The Housing Ombudsman can be contacted by:

Phone 0300 111 3000 Monday – Friday, 9.15am – 5.15pm

Fax 020 7831 1942

Email info@housing-ombudsman.org.uk

Post The Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

For more information visit www.housing-ombudsman.org.uk

**Contact our team for
more information today**

 0151 290 7000

 RTB&Leasehold@livvhousinggroup.com

 livvhousinggroup.com

